

Analysis Of The Influence Of Work Motivation, Work Environment And Job Stress On Employee Performance Of National Food Retail Companies

Eva Yuniarti Utami

Prodi D3 Manajemen Perdagangan Sekolah Vokasi, Universitas Sebelas Maret, Indonesia

eva.yuniarti.utami@staff.uns.ac.id

Heri Susanto

Prodi Manajemen, Universitas Horizon Indonesia, Indonesia

mail.herisusanto@gmail.com

Sunarto

Prodi Manajemen, Universitas Wahid Hasyim, Indonesia

sunarto2205@gmail.com

Besse Faradiba

Prodi Manajemen SDM, Institut Agama Islam Negeri Parepare, Indonesia

bessefaradiba@iainpare.ac.id

Loso Judijanto

IPOSS Jakarta, Indonesia

losojudijantobumn@gmail.com

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Abstract:

The purpose of this study is to examine the potential effects of work environment, motivation, and stress on employee performance. All of the participants in this study are employees. The saturation sampling strategy is employed in this study. The study's sample comprised one hundred participants. In this study, the methods of gathering data were observation and questionnaires. To make inferences about the issue being researched, the data gathered from the completed questionnaire is subsequently processed and examined with the aid of data processing techniques. Multiple regression analysis, descriptive testing, classical assumption testing, and data quality testing are all used in this study's data analysis methodology. The following findings are derived from the data that was gathered and examined using a multiple linear regression model: Employee performance is influenced by the workplace. Employee performance is influenced by work motivation. The impact of job stress on employee performance is zero. Workplace motivation, work atmosphere, and job stress all affect how well employees perform.

Keywords: work environment, work motivation, work stress, employee performance.

Introduction

The company must have a vision and mission that it has created and designed to achieve in order to carry out its

activities. Effective and efficient teamwork, as well as strong internal management, are essential for the organization to meet its vision and mission objectives. Aside from having the ability to practice sound management. One of the pillars supporting the optimization of the offered service system is having quality human resources. Modern business development is influenced by technology and effective management methods. Whether you like it or not, management needs to be able to supply employees that are knowledgeable, proficient, and prepared to perform the responsibilities assigned to the organization. The fast-food restaurant industry is expanding quickly in Indonesia these days. In Indonesia, there are a minimum of ten prominent fast-food chains: KFC, McDonald's, A&W, Burger King, Yoshinoya, Pizza Hut, Solaria, Domino's Pizza, Hokben, and CFC (Bentar et al., 2017). These restaurants all share the same menu; the only differences are that some of their special menus like those for chicken, burgers, pizza, and other items are better than others. This is the reason Indonesian fast-food establishments compete with one another. The pricing and flavor of the food are the first areas of competition; what sets them apart is the customer service. Human resources play a critical role in a company's service delivery, particularly in the current business climate. Competition is very tight, so companies have to think hard about maintaining human resources for good performance so that the company can survive and compete. Quality human resources are needed to do the job well and pay attention to employee performance so that company activities run optimally (Zakaria et al., 2023).

KFC is a company that operates in the food sector, and the main ingredient of this company is crispy fried chicken. One of the fast-food companies that is popular in Indonesia, of the several restaurants, this is the most popular among Indonesians to date. Apart from optimizing the food in the form of crispy fried chicken, KFC also optimizes the company's performance in terms of service. In keeping with the goals and objectives of the business, it wants to become the number one fast food restaurant in Indonesia in terms of product, price, service, and facilities. In a company that operates in the fast-food service sector, employee performance is the most important factor in optimizing service to incoming customers (Hasan et al., 2023). Consumers come to Restore not only to consume the food and drinks they want but also to hope to get good and satisfying service from the employees who work. With the level of service performance provided by employees that is good and satisfactory to customers, the company will be able to achieve its goal of becoming the number one fast food restaurant in Indonesia. While providing service to customers is not yet optimal, there are still several problems and customer dissatisfaction with the service provided by employees. The topic of complaints is service performance problems, especially in terms of accuracy in completing orders (Purnamasari et al., 2023). There are around 889 complaints regarding order decisions; in terms of friendliness, around 300 complaints are filed by customers due to the lack of friendliness provided by employees; and in terms of speed, around 50 complaints are received by employees because of the level of speed in serving customer orders.

Literature Review

In a company, especially in the food service sector, employee performance is very important to pay attention to. Employee performance is the outcome of a task completed successfully. The actors' performances are what determine an organization's success. Performance refers to the quality and quantity of work outputs (output) that employees achieve over time while completing tasks in line with their responsibilities. Quality, productivity, work, and the use of quantifiable, readily available, and influence-free knowledge are among the evaluation criteria for employee labor. The stability of the business's performance will be impacted by declining employee performance. A number of events can lead to issues with employee performance. The three key issues with employee performance are accuracy, friendliness, and speed of service (Susanto et al., 2023). Employee performance is affected by a number of factors, including stress at work, motivation at work, and work environment. This fits the following description: First, the physical workspace, which includes buildings and other infrastructure, can have an impact on how existing employee-related activities are carried out. The place where workers do their regular tasks is called the work environment. An setting that is conducive to work can boost productivity and provide employees a sense of security. Aside from that, the workplace can affect workers' emotional states as well. If the workplace is comfortable, for instance, the employee will feel at ease enough to go about their daily business there, making the most of their working hours and contributing to their positive performance (Enny, 2019).

The physical and non-physical work environments are two aspects of the work environment that affect employee performance. One of the physical work environments is the concern about the company's offered work

amenities and interior temperature. Establishing a cozy atmosphere will foster positive relationships and increased productivity, enabling staff members and fellow workers to accomplish the organization's objectives. Employee performance is also influenced by job motivation in addition to the workplace environment. Encouragement to satisfy needs and enhance performance from within the organization is what motivates employees at work. In order to help an individual work as efficiently as possible using their abilities and skills in order to meet the objectives of their firm, work motivation can be used to boost their excitement for their work (Diar & Bemby, 2019). A set of beliefs and attitudes that encourage people to work is called motivation. Since motivation is crucial to the business, staff members are constantly looking for methods to guarantee that the work they produce is high-quality and fulfilling. The phenomena of low employee training and self-development persists in the level of work motivation. Which results in the level of employee performance not increasing and being less than optimal. Training and personal development must be carried out because they will increase employee self-motivation to carry out their work duties and responsibilities (Kirana et al., 2021).

As is well known, employees' quality of life can be enhanced through self-improvement and training. Employee training is still relatively low, which makes it difficult to encourage employees to perform to the best of their abilities and prevents them from feeling content with their current positions. The average education level of working employees is high school, and they lack support, which further exacerbates the problem. This may be one of the things causing the employees of this organization to have somewhat low levels of job motivation. As a result, the organization can encourage employees' motivation for their work by giving them training and development opportunities. Additionally, staff leaders must support their own personal growth in order for them to maximize performance in their services (Tannady et al., 2023). Businesses must consider their employees' stress levels in addition to the work environment and motivation. Companies need to be able to maintain each employee's stress level in order to enhance employee performance. Workplace stress is a state of strain and tension that impairs an individual's emotional state, cognitive processes, and physical health while they are performing their job. Overstress can make it more difficult for a person to cope with their surroundings. To reduce the rise in stress levels among employees, workers must be able to maintain self-control over their thoughts and bodily states. Workplace stress is a tense state that leads to a physical and psychological imbalance that impacts an employee's mood, state of mind, and physical health. Stress at work can come from both internal and external sources. An employee experiences stress as a result of internal pressure, which may negatively impact their performance (Parulian & Tannady, 2023).

Work stress arises for employees because of the activities carried out every day and the level of work pressure given to employees, and employees are not able to carry it out well, so this will cause stress levels. As a result, the employee's performance will decrease, making the work they do uncomfortable. One of the contributing elements to the rise in stress levels among employees is the high volume of work and the need for prompt service, which leads to pressure and burdens at work (Harmono, 2017). This results in the level of focus and physical condition of employees decreasing and employees having to work quickly, so problems arise. Based on several problem phenomena that have been described above regarding the work environment, which can play a role in optimizing all employee performance and making employees feel comfortable, calm, and safe in carrying out their work (Tannady et al, 2023). In order to continue to maintain and increase productivity at work, as well as motivation and stress values at work, which play a role in maintaining effectiveness and efficiency in terms of service, thereby creating performance that has a good impact on the company in achieving its goals (Pangastuti et al., 2020).

Methodology

A population is a broad category made up of items or people with specific attributes that are chosen by researchers to be investigated and conclusions made from. All of the participants in this study are employees. The sample is a portion of the population's size and makeup. In this study, saturated sampling is employed. The study's sample comprised one hundred participants. Primary and secondary data were used in this study's data collection methodology. Respondents to a questionnaire are provided with a set of questions or written statements as part of the data collection process. The study questionnaire, which employs a Likert scale approach, can be turned in by either delivering a questionnaire form in person at the place or sending a list of assertions via an offline form. In order to gather more comprehensive data, the researchers also conducted online observations in addition to firsthand observations of the local ambient conditions. The research approach was adhered to when using formulas and

procedures for data analysis. To make inferences about the issue being researched, the data gathered from the completed questionnaire is subsequently processed and examined with the aid of data processing techniques. Multiple regression analysis, descriptive testing, classical assumption testing, and data quality testing are all used in this study's data analysis methodology.

Case studies

The t-test results for the work environment variable on employee performance indicated a significant level of 0.004. This explanation shows that the hypothesis of this study accepts H_a and rejects H_o . Thus, the workplace has an impact on employee performance. The study's results, which have a significance result of 0.000, or less than 0.05, are in line with previous research and demonstrate a strong and positive impact of the work environment on employee performance in the firm. The t-count of 4.4 for the work environment variable is greater than the t-table's value of 1.7. The t-test results on employee performance for the work motivation variable showed a significant result of 0.030. This explanation shows that the hypothesis of this study accepts H_a and rejects H_o . Therefore, work motivation has some bearing on employee performance. The findings of this investigation, which have a significance level of 0.000, or less than 0.05, are in line with those of previous investigations. The findings of the hypothesis test, t-count = 4.7 and t-table = 2.1, show that employee performance and motivation have a substantial association. Given that the t-count is greater than the t-table, it has been established that employee motivation and performance have a significant link. Therefore, if motivational activities are conducted on a regular basis, the result will be the creation of dependable employees with the skills and knowledge necessary to raise their performance.

The t-test results for the work environment variable on employee performance showed a significant level of 0.8. This argument shows that the study's accepted hypothesis, H_o , is rejected and its rejected hypothesis, H_a . Work stress has no partial impact on employee performance because it is influenced by other HR-related elements that are not covered in this study. The results of this investigation are in line with past research, with a significance level of 0.7. The test results indicate that work stress has a negative effect on employee performance. Stated otherwise, the study's second hypothesis is rejected, so undermining the researcher's initial viewpoint H_0 is accepted and H_2 is denied. These results suggest that there are similarities with previous research showing a negative correlation between worker performance and work stress. The constant value (a) indicates how big the employee's performance value is. This suggests that if the factors work environment, work motivation, and work stress are considered as constants, the employee performance value is 14.4. The work environment has a direct impact on employee performance. This is indicated by the work environment variable's 0.5 regression coefficient. This suggests that there is a one-way relationship between worker performance and work-related stress. Employees will perform better at work when they are less worried. Employee motivation at work is directly tied to their performance. This is indicated by the work incentive variable's 0.4 regression coefficient. This suggests that there is a one-way relationship between worker motivation and performance. The degree to which employees are strongly driven at work will directly correlate with increased performance. Workplace stress is either completely uncorrelated or negatively linked with employee performance. This is indicated by the work stress variable's regression coefficient of -0.040. This suggests that there is a negative relationship between stress at work and employee performance. Stress levels at work have a direct correlation to decreased employee performance.

The Model Summary findings showed that the R square value was 0.36, or 36%. This demonstrates that 36% of the performance variables are explained by factors related to the work environment, work motivation, and work stress. Meanwhile, factors not included in this study's analysis affected the remaining 0.64, or 64%. 0.00-0.199 indicates very low or very weak, 0.200-0.399 indicates quite influenced, 0.400-0.599 indicates quite high or moderate, 0.600-0.799 indicates high or strong influence, and 0.800-1.00 indicates very high or very strong impact, according to the correlation coefficient. Extending the previous argument, employee performance is moderately impacted by the relationship or correlation between the variables work environment, work motivation, and work stress.

Conclusion

The following findings are derived from the data gathered and examined using a multiple linear regression model

in this study: Employee performance is influenced by the workplace. Employee performance is influenced by work motivation. The impact of job stress on employee performance is zero. Workplace motivation, work atmosphere, and job stress all affect how well employees perform. The following recommendations can be made by researchers based on the previously discussed research findings and conclusions: It is intended that academic will use it as literature or reference for persons in need of information in this area and that they will take it into consideration when doing scientific research. Additionally, it is intended that this study will serve as a reference for future human resource management research, particularly in relation to concerns with work environment, work motivation, and work stress. It is hoped that companies can utilize this research as material for consideration in making decisions and policies related to employee performance. For example, the organization must maintain the work environment so that it remains comfortable for employees to do their work. Apart from that, pay attention to the level of lighting, room temperature conditions, and noise levels so that there are no errors in serving customer orders. This is to maintain consistent employee performance. Work motivation must always provide motivation to employees so that they continue to work diligently. By providing high motivation, leaders in this case also need to provide support for employee self-development so that employees can improve their abilities and skills. must maintain work stress levels so that they are neither too high nor too low. Apart from that, pay attention to the availability of time for employees to do their work so that they continue to produce good work, and leaders must also pay attention to their employees so that employees remain focused on doing their work and help fellow employees if they experience problems so that the company's performance remains consistent and employees can continue their work without burden/problem

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