



Effect of Work Stress, Environment, and Leadership Style on the Performance of Retail Store Employees in Tangerang District (Case Study of Retail Stores in Tangerang Regency)

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ABSTRACT

This type of research is quantitative research. The number of population in this study is unknown, so the researcher uses the Saturated Sample formula to determine the sample using the Saturated Sample Technique, ie all members of the population are sampled. The technique used for the sample size in this study is the saturated sample formula with a sample of 100 respondents. Data analysis using descriptive analysis test, validity test, reliability test, classical assumption test, normality test, homogeneity test, multiple linear regression analysis test, hypothesis test, t test, f test, and coefficient of determination test. The results of the work stress research obtained a correlation coefficient of 0.281, meaning that the work stress variable has a relationship level. Hypothesis test t-count > t-table or equal to (2.101 > 1.984), this is also strengthened by the value < sig 0.05 or (0.000 < 0.05). Thus, work stress has a significant effect partially on employee performance. The results of the research work environment obtained a correlation coefficient value of 0.465, meaning that the work environment variable has a relationship level. Hypothesis test t-count > t-table or (3.640 > 1.984), this is also strengthened by the value of p Value < sig (0.000 < 0.05). Thus the work environment has a significant partial effect on employee performance. The results of the leadership style research obtained a correlation value of 0.257, meaning that the leadership style variable has a relationship level. Hypothesis test t-count > t-table or (2.025 > 1.984), this is also strengthened by the p value < sig (0.000 < 0.05). Thus, leadership style has a significant partial effect on employee performance. Work stress, work environment, and leadership style have an f-count > f-table (6.728 > 2.70) with a significance value of p value < sig (0.000 < 0.05) so for the variables of work stress, work environment, and style leadership has a simultaneous influence on employee performance. the results of multiple linear regression calculations (r-square) of 0.837 so it can be concluded that the performance of employees at retail store employees in kab. Tangerang can be explained by 83.7% by the variables of work stress, work environment, and leadership style on employee performance (strong category) while the rest (16.3%) is influenced by other factors.

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1. Introduction

Work stress experienced by retail store employees is quite large, this is indicated by the strict regulations applied in retail store companies. The regulations applied in retail stores include the absence of treatment of gender differences between male employees and female employees in terms of working hours. Both men and women work in shifts. Where the shift is divided into two shifts, namely the day shift and night shift. One day

off. Where the off can not be taken on Saturdays, Sundays, and other holidays. Meanwhile, every 15th and end of the month around the 30th or 31st at night after the shop closes, the employee does not go home and continues to work to replace expired prices (change in store prices), and if the employee enters the morning shift, the employee stays at the store. and don't come home. For male employees it may not be a problem when coming home from work at night or even when working overtime, while for female employees this is a challenge in itself, which often triggers stress in themselves and in their performance. Especially for employees who are married and have children. Where the responsibility for managing their children must be handed over to other parties. Not herself as a mother. Anxiety about the condition of the abandoned child will increase if the employee has to leave his child which will ultimately result in the employee becoming stressed and can affect his performance. The work environment in a retail store must be comfortable, clean, and safe for both employees and buyers. A safe and clean work environment will create a sense of comfort for consumers and employee performance. A good work environment is expected to increase work productivity. The work environment experienced by retail store employees is a challenge for the employee to be able to overcome it and make the employee comfortable. The work environment in a retail store includes the cleanliness carried out by the store employees themselves, how he cleans the store, how he organizes the display shelves of the goods they sell so that they look clean and consumers can easily find them. The goods or food they sell are displayed on shelves according to the planogram so that they are continuously updated for the convenience of the store. The shelves in the shop are also cleaned every day by the employees themselves, starting from sweeping the front yard, mopping, cleaning the warehouse, cleaning the toilet, it was all done independently. work environment by approaching consumers for store employees is needed in order to produce good relations between consumers and employees. The work environment by maintaining the temperature humidity is also very important, because the air conditioner (AC) must be cleaned every three months by the AC service which if late cleaning can cause the temperature in the room to turn hot and uncomfortable for consumers and employees. The assertiveness of the leader in carrying out his leadership style in controlling employees who are in retail stores is very important to monitor employee performance. Without instructions from the leadership, employees are not allowed to leave the store freely, employees are not allowed to leave the store during working hours for personal matters, and employees are also not allowed to be late for work with the working hours that have been determined by the company. employees work ethics, things that employees can and cannot do while working in a store, leaders must know about the conditions of their employees, they must also know the nature of their employees. Leaders must always control employees when working, to comply with the ethics and procedures of the company. The leader-employee approach is needed to establish a good relationship between leaders and employees in order to improve employee performance. Leaders must always set a good example for their employees and are expected to be a reference for employees in improving their performance. Performance is the result of work achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with or ethically. A person's behavior is essentially determined by his desire to achieve several goals, namely being able to work in a safe and comfortable place and not being too anxious about the pressures given by his superiors. Job stress is a process that the employee is under pressure, and the situation must be considered by the leader so that the employee's performance does not decrease. the condition of employees who do not want to listen to the direction of the leadership.

2. Research Method

The research method is one of the paths taken in connection with the research conducted, which has systematic steps, (Sugiyono (2014: 06) in Saktiani (2016) in his research states that: "Research methods can be interpreted as a scientific way to obtain data that valid with the aim that it can be found, developed, and proven, a certain knowledge so that it can be used to understand, solve, and anticipate problems ". Research methods include procedures and research techniques. Research methods are an important step in solving research problems. By mastering methods Research is not only able to solve various research problems, but also to develop the scientific field in which it is engaged in. In addition, it can increase the number of new discoveries that are widely beneficial for society and the world of education.

2.1 Population

Effect of Work Stress, Environment, and Leadership Style on the Performance of Retail Store Employees in Tangerang District (Case Study of Retail Stores in Tangerang Regency) (Bobby Reza, et al)

Population according to Sugiyono (2018: 130) is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population used in this study were as many as 20 retail stores with a total sample (100 respondents) of store employees in the district. Tangerang to be researched.

2.2 Sample

In this study, using a sampling technique with non-probability sampling technique, meaning that all members of the population have the opportunity to be used as samples. The sampling technique used is Saturated Sampling (Sample Saturated) is a sampling technique when all members of the population are used as samples (Sugiyono, 2016:156). From a total population of 20 retail stores with the number of personnel in the 20 retail stores as many as 100 people, the number of samples in this study was 100 respondents.

3. Results And Discussion

3.1 Gender

Tabel 1
Gender

Jenis Kelamin					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	perempuan	59	59.0	59.0	59.0
	Laki-	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

The gender of the respondents of retail store employees in Kab. Tangerang as a respondent which shows that the majority of respondents are women as many as 59 people, the rest are male respondents as many as 41 people. This shows that most of the employees of retail stores in Kab. Tangerang is a girl.

3.2 Usia

Tabel 2
Age of respondents

Usia					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 25 Tahun	56	56.0	56.0	56.0
	25-35 Tahun	36	36.0	36.0	92.0
	> 35 Tahun	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

Based on the data in the table, it can be seen that the respondents of retail store employees in Kab. Tangerang majority <25 years which can be seen is 56 people. While the rest are aged 25-35 years, amounting to 36 people, and the rest are aged > 35 years, totaling 8 people.

Tabel 3
Uji Reabilitas

Stres Kerja (X1)	r- hitung	r- tabel	Keterangan
Item 1	0.754	0.632	Valid
Item 2	0.834	0.632	Valid
Item 3	0.738	0.632	Valid
Item 4	0.787	0.632	Valid
Item 5	0.961	0.632	Valid
Item 6	0.671	0.632	Valid
Item 7	0.728	0.632	Valid
Item 8	0.968	0.632	Valid
Lingkungan Kerja (X2)	r- hitung	r- tabel	Keterangan
Item 1	0.770	0.632	Valid
Item 2	0.843	0.632	Valid
Item 3	0.853	0.632	Valid
Item 4	0.823	0.632	Valid
Item 5	0.753	0.632	Valid
Gaya kepemimpinan (X3)	r- hitung	r- tabel	Keterangan
Item 1	0.877	0.632	Valid
Item 2	0.680	0.632	Valid
Item 3	0.853	0.632	Valid
Item 4	0.924	0.632	Valid
Item 5	0.783	0.632	Valid
Item 6	0.937	0.632	Valid
Item 7	0.697	0.632	Valid
Kinerja Karyawan (Y)	r- hitung	r- tabel	Keterangan
Item 1	0.863	0.632	Valid
Item 2	0.725	0.632	Valid
Item 3	0.988	0.632	Valid
Item 4	0.640	0.632	Valid
Item 5	0.640	0.632	Valid
Item 6	0.858	0.632	Valid
Item 7	0.742	0.632	Valid

Based on the calculation of validity, it proves that of the 27 questionnaire statement items tested can be declared valid, this is because the r-count value for each statement item number is greater (>) than the r-table 0.632 with a significance level of 5% or 0.05. (r-table value for n/sample = 10).

3.3 Reliability Test

Tabel 4
Uji reabilitas

Variabel	Nilai Cronbach Alpha	ketentuan	Keterangan
Stres kerja (X1)	0.732	0.60	Reliabel
Lingkungan Kerja (X2)	0.722	0.60	Reliabel
Gaya Kepemimpinan (X3)	0.727	0.60	Reliabel
Kinerja Karyawan (Y)	0.768	0.60	Reliabel

While the calculation of the reliability value is obtained as follows: In the reliability calculation, the Cronbach Alpha value on the Work Stress variable (X1) is 0.732, the Work Environment variable (X2) is 0.722, the Leadership Style Variable is 0.727, and the Employee Performance variable (Y) is 0.768. . The

Cronbach Alpha value on the four variables was declared reliable because the value was above the limit of the determination value of 0.60. it can be concluded that all variables can be declared reliable.

3.4 Normality test

Tabel 5
Uji Normalitas

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters	Mean	0,00E+00
	Std. Deviation	309.911.948
Most Extreme Differences	Absolute	.119
	Positive	.101
	Negative	-.119
Kolmogorov-Smirnov Z		1.194
Asymp. Sig. (2-tailed)		.116
a. Test distribution is Normal.		
b. Calculated from data.		

Based on the table above, the results of the one sample Kolmogorov Smirnov test resulted in an asymptotic significance of $0.116 > 0.05$. Based on these results, it can be concluded that the regression model is normally distributed or has met the assumption of data normality.

3.5 Homogeneity Test

Tabel 6
Uji Homogenitas

1. Uji Homogenitas			
Test of Homogeneity of Variances			
hasil variabel X1,X2,X3,Y			
Levene Statistic	df1	df2	Sig.
1,269	3	396	0,285

From the statistical results of the SPSS output above, it is known that the significant value is 0.285. Because the significant value is > 0.05 , it can be concluded that the four data groups of Work Stress, Work Environment, and Store Head Leadership Style on Employee Performance have the same level of variance.

3.6 Partial Test (t Test)

Tabel 7
Uji Parsial

Variabel	t-hitung	t-tabel	Keterangan
Stres Kerja (X1)	2,101	0,676	Signifikan
Lingkungan Kerja	3,64	0,676	Signifikan
Gaya kepemimpinan (X3)	2,025	0,676	Signifikan

a First Hypothesis Testing (H_1)

Based on the t-count value of Work Stress (X_1) of $2.101 > t\text{-table}$ (0.676) which means that there is an effect of Work Stress (X_1) on Employee Performance (Y), thus it can be concluded that H_0 is rejected and H_1 is accepted.

b Second Hypothesis Testing (H_2)

Based on the calculation value obtained from the t-count value of the Work Environment (X_2) of $3.640 > 0.676$, which means that there is an influence of the Work Environment (X_2) on Employee Performance (Y), thus it can be concluded that H_0 is rejected and H_2 is accepted.

c Third Hypothesis Testing (H_3)

Based on the calculation value obtained from the t-count value of Leadership Style (X_3) of $2.025 > 0.676$, which means that there is an influence of leadership style (X_3) on Employee Performance (Y), thus it can be concluded that H_0 is rejected and H_3 is accepted.

d Fourth Hypothesis Testing (H_4)

Based on the calculation value obtained from the t-count value of Work Stress (X_1) of $2.101 > t\text{-table}$ 0.676 which means that there is an effect of Work Stress (x_1) on Employee Performance (Y), based on the calculation value obtained from the t-count Environment Work (X_2) of $3.640 > 0.676$ which means that there is an influence between the Work Environment (X_2) on Employee Performance (Y), based on the calculation value obtained from the t-count value of Leadership Style (X_3) of $2.025 > 0.676$ which means that there is an influence between Leadership Style (X_3) on Employee Performance (Y). From this explanation, the variables of Work Stress, Work Environment, and Leadership Style simultaneously affect the Employee Performance variable.

3.7 Simultaneous Test (F Test)

Tabel 8
Uji Simultan

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	258,88	3	86,292	6,728	.000 ^b
Residual	1231,2	96	12,825		
Total	1490,1	99			

a. Dependent Variable: Kinerja Karyawan
b. Predictors: (Constant), Stres Kerja, Lingkungan Kerja, Gaya Kepemimpinan

From the data from the calculation results of the simultaneous significant test shown in the table above, the f-count value is (6.728), $> f\text{-table}$ (2.70) with a significant value of 0.000. So for the variable work stress (X_1), work environment (X_2), and Leadership Style (X_3) has a simultaneous and significant effect on Employee Performance (Y).

3.8 Coefficient of Determination Test

Tabel 9
Uji Koefisien Determinasi

Model Summary			
R	R Square	Adjusted R Square	Std. Error of the Estimate
.840 ^a	0,837	0,813	2,581

a. Predictors: (Constant), Stres Kerja, Lingkungan Kerja, Gaya Kepemimpinan

From the data from the calculation of multiple linear regression, the r-square value of 0.837 can be concluded so that it can be concluded that employee performance at retail store employees in Kab. Tangerang can be explained by 83.7% by the variables of Work Stress, Work Environment, and Leadership Style carried

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out on retail store employees in Kab. Tangerang. In other words, work stress, work environment, and leadership style contributed 83.7% to the performance of retail store employees in Kab. Tangerang (medium category) and the remaining 16.3% are explained or influenced by other factors not identified in this study such as work motivation, career path and others.

3.9 Discussion Of Research Results

a Hypothesis of the effect of work stress on employee performance

It is known that the sig value for the effect of X1 on Y is $0.000 < 0.05$ with a t-count value of $2.670 > t$ -table 1.984 so it can be concluded that H1 is accepted which means that there is an effect of work stress (X1) on Employee Performance (Y). So it can be concluded that the X1 variable has a significant effect on Y.

b Hypothesis of Work Environment on Employee Performance

It is known that the sig value for the effect of X2 on Y is $0.000 < 0.05$ with a t-count value of $3.132 > t$ -table 1.984 so it can be concluded that H2 is accepted which means that there is an influence between the work environment (X2) on Employee Performance (Y) retail store in kab. Tangerang. So it can be concluded that there is an influence between the variables X1 on Y.

c The influence hypothesis of leadership style

It is known that the sig value for the effect of X3 on Y is $0.000 < 0.05$ with a t-count value of $3.167 > t$ -table 1.984 so it can be concluded that H3 is accepted which means that there is an influence between leadership style (X3) on employee performance (Y) retail store in kab. Tangerang. So it can be concluded that there is an influence between the X3 variables on Y.

d Work Stress,

Work Environment, and Leadership Style together influence the performance of retail store employees in Kab. Tangerang. From the calculation of the simultaneous significance test data shown in the table above, the f-count value is 6.728 with a significance value of 0.000. So that the variables of Work Stress (X1), Work Environment (X2), and Leadership Style (X3) together have a significant influence on the performance of retail store employees in Kab. Tangerang. Nilai koefisien determinasi didapat nilai r-square sebesar 0,837 sehingga dapat disimpulkan bahwa pengaruh Stres Kerja, Lingkungan Kerja, dan Gaya Kepemimpinan kepala toko terhadap Kinerja Karyawan toko ritel di Kab. Tangerang mampu dijelaskan sebesar 83,7% oleh variabel Stres Kerja, Lingkung

e The value of the coefficient of determination obtained an r-square

value of 0.837 so it can be concluded that the influence of work stress, work environment, and store head leadership style on the performance of retail store employees in Kab. Tangerang can be explained by 83.7% by the variables of Work Stress, Work Environment, and Leadership Style on the Performance of Retail Store Employees in Kab. Tangerang. In other words, work stress, work environment, and leadership style contributed 83.7% to the performance of retail store employees in the district. Tangerang and the remaining 16.3% are explained or influenced by other factors not identified in this study.

4. Conclusions

- a Job stress affects the performance of retail store employees in the district. Tangerang. It is proven by the t-count value of work stress of $2.670 > t$ -table of 1.984 which means that there is an influence of work stress on the performance of retail store employees in Kab. Tangerang thus H₁ is accepted and H₀ is rejected, this means that the Job Stress variable has an effect on the Employee Performance variable at the retail store in Kab. Tangerang. Lingkungan Kerja berpengaruh terhadap Kinerja Karyawan toko ritel di Kab. Tangerang. Dibuktikan dengan nilai t-hitung Lingkungan Kerja sebesar $3,132 > t$ -tabel 1,984 yang berarti terdapat pengaruh antara Lingkungan Kerja terhadap Kinerja Karyawan toko ritel di Kab. Tangerang, dengan demikian H₁ diterima dan H₀ ditolak, hal ini berarti variabel Lingkungan Kerja berpengaruh terhadap Variabel Kinerja Karyawan toko ritel di Kab. Tangerang.
- b Leadership style affects the performance of retail store employees in Kab. Tangerang. It is proven by the t-count value of $3.167 > t$ -table of 1.984, which means that there is an influence between Leadership Style on Employee Performance of retail stores in Kab. Tangerang, thus H₁ is accepted and H₀ is rejected, this means that there is an influence between the Leadership Style variable on the Employee Performance variable

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