

Pengaruh Lingkungan Kerja Terhadap Tingkat Stres Karyawan Di Restoran Sambel Hejo Sambel Dadak (Studi Kasus Pada Perusahaan Makanan Dan Minuman Sambel Hejo Sambel Dadak)

The Influence Of Work Environment Towards Employee Stress Level At Sambel Hejo Sambel Dadak Restaurant (Case Study On F&B Company Sambel Hejo Sambel Dadak)

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Abstrak

Sambel Hejo Sambel Dadak merupakan rumah makan sunda yang memiliki misi untuk menyajikan makanan khas sunda kepada pelanggannya, namun terdapat stress pada karyawannya yang dibuktikan dari hasil ruang lingkup dan ditemukan adanya ketidakhadiran, penelitian ini akan dilakukan dengan pendekatan metode kuantitatif dengan menggunakan multiple analisis regresi untuk mencari korelasi antar variabel. Data penelitian ini akan dianalisis dengan menggunakan analisis deskriptif statistik, dengan mengumpulkan 171 responden dengan menggunakan non probability simple random sampling. Berdasarkan hasil penelitian, Hasil analisis regresi linier berganda menunjukkan bahwa terdapat pengaruh yang signifikan dan positif secara parsial dan simultan dari Lingkungan Kerja Secara Fisik dan Non Fisik terhadap Stres Karyawan Sambel Hejo Sambel Dadak.

Kata kunci-lingkungan kerja fisik, lingkungan kerja non fisik, stres kerja, perusahaan makanan dan minuman

Abstract

Sambel Hejo Sambel Dadak is a Sundanese restaurant with a mission to deliver a Sundanese delicacy to their customers, but stress exist among its employees which evidenced from the scope result and found that absenteeism occurred, this research study will be conducted in *Quantitative* method approach using *multiple regression analysis* to find the correlation between the variable. The data of this study will be analyzed using statistical *descriptive analysis*, through collecting 171 respondents using non probability simple random sampling. Based on the results of the study, The results of multiple linear regression analysis, it shows that there is a significant and positive influence partially and simultaneously from the Work environment Physically and non-Physically towards Employee stress in Sambel Hejo Sambel Dadak.

Keywords-physical work environment, non physical work environment, work stress, food and beverages company

I. INTRODUCTION

Sambel Hejo The first Sambel Dadak (SHSD) was established in Ciganea, Purwakarta, in 2006. For seven years, SHSD has operated independently as a family restaurant. A management team made up of top-level to lower-level staff was established by SHSD in 2013. Because SHSD's primary businesses are its goods, services, and environment, the company is dedicated to giving its visitors the finest possible service while also letting them experience its distinctive atmosphere..

However, employees who work for the company have a fairly high stress level, which indicates that the stress is caused by an unsupportive work environment for SHSD employees, which are indicated from burnout from the employees and evidenced by the absenteeism phenomenon that occurs and the late attendance of SHSD employees. especially in the table presented below.

Month	Late arrival	Percentage	Absent	Percentage
August 2022	67	20.41%	43	13.16%
September 2022	49	20.56%	48	14.71%
October 2022	73	22.17%	49	14.81%
Total Employee	329			

Another investigation also conducted to support this research through collecting turnover data from mekari talenta software, turnover also correlated with the stress cause, excessive continuous stress can cause the employee to resign their job from their company due to incompatible work environment conditions towards their demands, which are evidenced from the data presented below.

Month	Late arrival	Percentage	Absent	Percentage
August 2022	67	20.41%	43	13.16%
September 2022	49	20.56%	48	14.71%
October 2022	73	22.17%	49	14.81%
Total Employee	329			

If this case being ignored for a longer time, it can be fatal for the company, where the SHSD restaurant is a company engaged in the F&B sector where the operational part is determined by the service and product quality provided to their customers, especially in this era of civilization where the whole world is driven by the industrial economy 4.0, every company is required to be better in terms of speed and quality of service in responding to customers, therefore one of the important elements in this regard is the quality of human resources.

II. THEORY AND METHODOLOGY

A. Theory

1. Employee Stress Level

Stress is a condition when a person develops a mental illness as a result of intense pressure that results from unmet demands or wants. there are three types of factors that can contribute to work stress: environmental, organizational, and individual. Environmental factors include changes in the organizational environment that are unpredictable and can have an impact on stress levels among employees. (Sisca et al, 2022)^[1]. Physical, psychological, and behavioural signs of stress are the three broad groups into which they are separated. These factors can all have a big impact on how well an individual does at work. (Robbins and Coulter, 2015)^[2]. Penelitian ini akan menggunakan indikator yang merujuk pada teori Robbins and Coulter (2015)^[2] diantaranya yaitu Physical, Psychological, dan Behavioural.

2. Non Physical Work Environment

Any situations that emerge in conjunction with job contacts, including relationships with subordinates, take place in the non-physical work environment. (Sisca et al, 2022)^[1]. This study will use non physical work environment that refer to theory of Sisca et al (2022)^[1], with indicators namely vertical relationships and horizontal relationships. According to earlier studies by Kovesnikov et al. (2022)^[3], and Prabhakaran & KVR(2019)^[4] indicated that job stress is significantly influenced by the non-physical work environment.

3. Physical Work Environment

The physical workplace will be examined in this study with reference to Widyaningrum. (2019:56)^[5] which declares The phrase "physical work environment" describes any outside physical elements that surround the workplace and may have an effect on employees either directly or indirectly. Based on their impact on their employees, both directly and indirectly, physical work environment indicators can be reflected, People who are able to satisfy the demands of their workplace can reduce the amount of stress they experience. The physical work environment is another crucial component of a firm that can effect stress either directly or indirectly. (Schmid et al. 2021)^[4]. based on findings presented previously by Schmid et al. (2021)^[6] and Syihabudin et al. (2023)^[7] claimed that job stress is significantly influenced by the physical work environment.

According to earlier study by Noordiansah (2013)^[8] the physical and non-physical work environments have a considerable impact on employee stress levels. The preceding explanation is consistent with that finding. Consequently, the following is the study's framework:

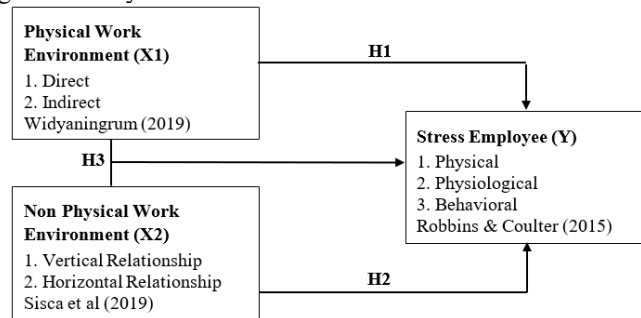


Figure 1. Theoretical Framework
Source : Processed Data (2023)

B. Research Method

Work stress is the dependent variable in this study, with the physical and non-physical work environments acting as independent factors. Employees of the enterprise Sambel Hejo Sambel Dadak make up the population. The slovin formula and the snowball sampling approach were utilized in this study to choose the sample, which consisted of 171 respondents. All workers at Sambel Hejo Sambel Dadak were given questionnaires to complete in order to collect the research's primary data. The ordinal scale used in this study will also be converted into interval data using a Likert scale of 1–5. Then, descriptive analysis, multiple linear regression testing, t testing, F testing, and coefficient of determination testing are employed as the analytical techniques.

Table 1. Research Characteristic

No	Research Type	Type
1	Methods	Quantitative
2	Purpose	Descriptive Study
3	Investigation approach	Causal - Comparative
4	Study Testing	Non – Contrived
5	Time Horizon	Cross Section
6	Unit of Analysis	Employee of Organization

Source : Processed Data (2023)

III. DISCUSSION AND RESULT

A. Respondent Characteristic

Respondents in this study were workers who bound at the Sambel Hejo Sambel Dadak company. This study used online questionnaires in the form of a Google form for data collection, through management and HR intermediaries and then disseminated to all other employees, and this study used 171 respondents.

Table 2. Respondent Characteristic

	Respondent Characteristic	Amount	Percentage
Gender	Male	139	81.2%
	Female	32	18.8%
Age	< 20 Years	0	0%
	20 – 25 Years	76	44.4%
	25 – 30 Years	87	50.8%
	30 > Years	8	4.8%
Status	Married	138	80.7%
	Not Married	33	19.3%
Length of Work	< 1 Years	5	2.9%

	1 – 3 Years	55	32%
	3 – 5 Years	92	54.1%
	5 > Years	19	11%
Job Position	Waiter/Waitress	88	51.4%
	Cook	54	31.5%
	Cleaning Service	10	5.9%
	Supervisor	16	9.4%
	Manager	3	1.8%
Have Children	Yes	145	84.7%
	No	26	15.3%
Education	Elementary	0	0%
	Junior Highschool	14	8.1%
	Senior Highschool	156	91.2%
	Diploma	1	0.7%
	Bachelor	0	0%
	Master	0	0%
	Post graduate	0	0%

Source : Processed Data (2023)

Based on Table 2. it can be seen that the respondents to this study were dominated by male respondents at 81.2% with ages 25-30 years at 50.8% who were married at 80.7% with a working duration of 3-5 years at 54.1%, who had a job position as a Waiter / Waitress by 51.4% with the status of already having children by 84.7% with the last education, namely Senior Highschool by 91.2%.

B. Descriptive Analysis

This study uses descriptive analysis to describe the responses of 171 respondents to the variables Physical Work Environment, Non-Physical Work Environment, and Work Stress for Sambel Hejo Sambel Dadak employees.

Table 3. Respondents' Responses to Physical Work Environment Variable

No	Dimension	Total Score	Percentage
1	Direct Influence	3342	78%
2	Indirect Influence	4496	75%
Total Score		7838	
Average		76,50%	

Source : Processed Data (2023)

According to Table 3, the physical work environment of the respondents falls into the excellent category with a proportion of 76.5%. The physical work environment conditions fall under the "good" category, which means that the management of the company already has high-quality facilities and equipment, as well as clean and comfortable humidity levels. This is according to Widyaningrum (2019)^[5], which categorized the physical work environment. In terms of direct influence, it falls into the positive category and has the highest proportion (78%). Even if it falls into the "good" category, the indirect impact dimension needs to be boosted once more in order to get the best outcomes, which are only possible with a 75% level.

Table 4. Respondent Responses to Non Physical Work Environment Variable

No	Dimension	Total Score	Percentage
1	Vertical Relationship	2536	74%
2	Horizontal Relationship	2511	73.5%
Total Score		5047	
Average		73.5%	

Source : Processed Data (2023)

According to Table 4, the respondents' degree of non-physical work environment falls into the good category, with a percentage of 73.5%. The Vertical Relationship dimension, which has a 74% percentage and falls into the positive group, has the highest proportion. Sambel Hejo Sambel Dadak personnel find it simple to interact with their superiors and subordinates because to solid relationships amongst them. Even though it is in the excellent category, the Horizontal Relationship dimension only has a percentage of 73.5%, thus further improvement is required to get the best outcomes.

Table 5. Respondent Responses to Stress Level Variable

No	Dimension	Total Score	Percentage
1	Physical	2585	76%
2	Psychological	3160	74%
3	Behavioural	3901	76%
Total Score		9646	
Average		75.3%	

Source : Processed Data (2023)

According to Table 5, the percentage of respondents who reported experiencing high levels of job stress is 75.3%. The proportion of 76% for the physical and behavioral categories places them both in the high category. While the psychological dimension is in the high category with a percentage of 74%, the physical and behavioral stress aspects need to be brought back down to more ideal levels.

C. Multiple Linear Regression Analysis

This research, which involved 171 Sambel Hejo employees, used multiple linear analysis to assess the degree to which the physical work environment (X1) and non-physical work environment (X2) factors affected job stress (Y). Dadak Sambel.

Table 6. Multiple Linear Regression Analysis

Coefficients ^a										
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Collinearity Statistics	
		B	Std. Error	Beta			Lower Bound	Upper Bound	Tolerance	VIF
1	(Constant)	-.107	.064		-1.662	.098	-.234	.020		
	Physical Work Environment	.556	.033	.498	16.724	.000	.491	.622	.371	2.699
	Non Physical Work Environment	.475	.027	.528	17.711	.000	.422	.528	.371	2.699

a. Dependent Variable: Stress Level

Source : Processed Data (2023)

Table 6 demonstrates that SMEs' performance (Y) achieves a constant value of -0.107, whereas the physical work environment (X1) and non-physical work environment (X2) have regression coefficient values of 0.556 and 0.475, respectively.

therefore allowing for the following formulation in the equation for multiple linear regression:

$$Y = -0,107 + 0,556X_1 + 0,475X_2$$

The following conclusions can be drawn from the results of the equation above:

1. Each regression coefficient on the independent variable (X) is negative with a constant of -0.107, indicating that the work stress variable (Y) will have a value of -0.107 when the physical work environment (X1) and non-physical work environment (X2) variables are equal to zero.
2. The variable (X1) for the physical work environment has a positive coefficient value of 0.556. This demonstrates that the physical work environment and work stress are directly related. In other words, the Work Stress value will increase by 0.556 if the Physical Work Environment increases by one unit.
3. A positive coefficient of 0.475 is shown for the variable Non Physical Work Environment (X2). This demonstrates that the Non-Physical Work Environment and Work Stress are directly related. In other words,

the Work Stress value will increase by 0.475 units for every unit increase in the Non-Physical Work Environment value.

D. Hypothesis Test

1. t Test

This study uses the t test to determine whether there is or is no effect between the Physical Work Environment (X₁) dan Non Physical Work Environment (X₂) towards Stress Level (Y) partially, which was carried out on 171 respondents with a significance value of 0.05. If the significance value is <0.05, then H₀ is rejected and H_a is accepted. This means that the variable Physical Work Environment or Non Physical Work Environment has a significant effect on the variable Stress work, and vice versa.

Table 7. t Test Result

		Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Collinearity Statistics	
		B	Std. Error	Beta			Lower Bound	Upper Bound	Tolerance	VIF
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	Non Physical Work Environment	.475	.027	.528	17.711	.000	.422	.528	.371	2.699

a. Dependent Variable: Stress Level

Source : Processed Data (2023)

Table 7 demonstrates that:

- a. The Physical Work Environment Variable (X₁) achieves a significant value of 0.000 0.05, which leads to the rejection of H₀₁ and acceptance of H_{a1}. Therefore, there is a major impact of the physical work environment on work stress.
- b. H₀₂ is rejected and H_{a2} is approved when the non-physical work environment variable (X₂) receives a significance value of 0.000 0.05. This indicates that there is a major impact of the non-physical work environment on work stress.

2. Uji F

The F test was employed in this study to determine how the job stress variable is simultaneously influenced by the physical work environment and non-physical work environment factors. This was conducted with a significance value of 0.05 on 171 respondents. In the event that the significance level is less than 0.05, H₀ is rejected and H is accepted. This implies that the work stress variable is highly influenced by both the physical and non-physical work environments, and vice versa.

Table 8. F test Result

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	39.232	2	19.616	1435.003	.000 ^b
	Residual	2.296	168	.014		
	Total	41.528	170			

a. Dependent Variable: Stress Level

b. Predictors: (Constant), Non Physical Work Environment, Physical Work Environment

Source : Processed Data (2023)

According to Table 8, the results of the F test had a significance level of 0.000 0.005, after which H₀₃ was deemed invalid and H_{a3} accepted. That is, job stress is significantly influenced by both the physical and non-physical work environments at the same time.

3. Coefficient Determination Test (R²)

The purpose of this study was to evaluate the impact of the physical work environment (X₁) and the usage of the non-physical work environment (X₂) on the work stress variable (Y). Work Stress (Y) is influenced by both the physical work environment (X₁) and the non-physical work environment (X₂) to a greater or lesser extent depending on the value of the coefficient of determination.

Table 9. Coefficient Determination Test Result

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change	Durbin-Watson
						F Change	df1	df2		
1	.972 ^a	.945	.944	.1169169018	.945	1435.003	2	168	.000	1.424

a. Predictors: (Constant), Non Physical Work Environment, Physical Work Environment

b. Dependent Variable: Stress Level

Source : Processed Data (2023)

According to Table 9, the obtained coefficient of determination (R^2) is 0.945, or 94.5%. Therefore, it can be stated that 94.5% of the effect on work stress will come from the physical work environment and non-physical work environment variables, with the remaining 5.5% being explained by factors not included in this study model.

E. Discussion of Research Results

1. Level of Physical Work Environment, Non Physical Work Environment, and Employee Stress Level

- The Sambel Hejo Sambel Dadak restaurant's physical work environment level, which has a rate of 76.5%, belongs into the good category. This excellent rating means that Sambel Hejo Sambel Dadak's employees may utilize the physical working conditions that the company has.
- With a rate of 73.5%, the Sambel Hejo Sambel Dadak restaurant's non-physical work environment belongs into the excellent category. This high classification signifies that the non-physical work environment conditions present in the Sambel Hejo Sambel Dadak setting are of a high caliber. It should be noted, nonetheless, that there are around 44 persons that require non-physical work environment requirements, thus the company must expand the non-physical work environment.
- The Sambel Hejo Sambel Dadak restaurant's employee stress level belongs into the very good category with a percentage of 75.3%. This high group suggests that employees at Sambel Hejo Sambel Dadak are under a lot of stress, which is negative for the company if stress arises.

2. The influence of Physical Work Environment towards Stress levels

The physical work environment variable significantly affects stress level, according to the findings of the t test. According to other studies by Schmid et al. (2021)^[6] and Syihabudin et al. (2023)^[7], the physical work environment has a considerable detrimental impact on stress levels. This study supports those findings.

The multiple linear regression test's findings then demonstrate that there is a unidirectional association between the physical work environment and job stress, with a regression coefficient of 0.556. Therefore, it can be said that Sambel Hejo Sambel Dadak personnel experience less stress the more physically demanding their workplaces are.

3. The influence of Non Physical Work Environment towards Stress levels

The t test findings show that non-physical aspects of the workplace have a considerable impact on stress levels. This study supports other studies by Koveshnikov et al. (2022)^[3] and Prabhakaran & KVR (2019)^[4], which found that the non-physical work environment had a substantial and largely negative impact on stress levels.

Then, with a regression coefficient value of 0.475, it is demonstrated by the results of the multiple linear regression test that there is a unidirectional association between the non-physical work environment and job stress. Therefore, it can be said that Sambel Hejo Sambel Dadak personnel experience less stress the greater the degree of non-physical work environment circumstances.

4. The influence of Physical Work Environment and Non Physical Work Environment towards Employee Stress Level

The physical and non-physical work environments have a considerable impact on employers' levels of stress, according to earlier studies by Noordiansah (2013)^[8] and Mozgovoy (2021)^[9]. According to the findings of the F test, which were in accordance with the findings of this study, both the physical and non-physical work environments had a sizable impact on job stress at the same time. The results of the multiple linear regression analysis further indicate that the physical and non-physical work environments have a different, negative association (with respect to stress at work). According to Luturlean et al. (2019)^[10] and Prasetio et al. (2019)^[11] studies, the results are identical, Meaning that the amount of job stress will reduce the more positive the physical and non-physical work environments are. The coefficient of determination test findings then demonstrate that 94.5% of the variance in work stress is accounted for by the physical and non-physical work environments, with the remaining 5% being accounted for by factors outside the scope of this study.

IV. CONCLUSION AND SUGGESTION

A. Conclusion

1. The descriptive analysis's findings are as follows:
 - a. The Sambel Hejo Sambel Dadak restaurant's physical work environment qualifies under the excellent category. This indicates that management must work to keep the physical work environment in good shape or to enhance its quality in order to bring down employee stress levels to a desirable level.
 - b. The Sambel Hejo Sambel Dadak restaurant qualifies within the excellent category for Non-Physical Work Environment. Therefore, in order to lower employee stress levels to a desirable level, management must work to keep the non-physical work environment in good shape or to enhance its quality.
 - c. The Sambel Hejo Sambel Dadak restaurant has significant levels of workplace stress. In order to lower the risk of employee burnout and absenteeism in the workplace, management must work to minimize the degree of stress circumstances that exist in workers to ideal levels.
2. Partial test results, namely:
 - a. There is a considerable relationship between the physical work environment variable and job stress.
 - b. There is a considerable relationship between the non physical work environment variable and job stress.
3. The findings of simultaneous tests reveal that both the physical and non-physical aspects of the workplace have a substantial impact on work-related stress.

B. Suggestion

1. Theoretical Aspect

It is hoped that future researchers can analyze using other analytical techniques that are not used in this study, such as using path analysis. The goal is that in future research the analytical techniques can be more varied and varied so as to increase the researcher's knowledge. It is also hoped that further researchers will examine different objects such as educational institutions or financial institutions. Researchers hope that for further research they can add variables that were not examined or use other variables, to develop a wider scope. Variables that can be used for further research include: workload, role conflict and job satisfaction.

2. Practical Aspect

Suggestions on aspects that can be considered by management in the Sambel Hejo Sambel Dadak company and for employees that the researcher can give are as follows:

In terms of the condition of the Sambel Hejo Sambel Dadak Physical Work Environment, it is quite good. Efforts to improve the quality of the Sambel Hejo Sambel Dadak Physical Work Environment, namely improving the quality of the air circulation system so that the physical work environment conditions are better than before which can affect employees to feel more comfortable from breathing smoothly thanks to improving the quality of air circulation

In the Non-Physical Work Environment aspect, Sambel Hejo Sambel Dadak is quite good. Non-Physical Work Environment Efforts of Sambel Hejo Sambel Dadak namely, forming a compact and harmonious environment by understanding the emotional needs of employees. This will provide a teamwork culture and reduce the unhealthy competitive behaviour among employees.

The aspect of work stress on Sambel Hejo Sambel Dadak employees needs to be paid more attention. Efforts to reduce stress that occurs in employees, namely, improve the quality of the working environment conditions both physically and non-physically in order to better meet the needs of employees, especially those that can be related to making employees feel headaches and making employees late for work.

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