

The Influence of Workload and Work Stress on Employee Performance at PT Bank BRI Palopo Branch

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Keywords: Workload, Employee Performance, Work Quality, Work, Work Stress.

Abstrak: The purpose of this study was to determine how the performance of PT Bank BRI Palopo Branch employees is affected by workload and work stress. The methodology in this study, such as validity test, reliability test, using SPSS to conduct multiple linear regression analysis, t test, f test, and coefficient of determination test. Participants in this study consisted of all employees of PT Bank BRI Palopo Branch, totaling 53 people. The research sample was determined using the saturated sample technique, where the number of samples was the same as the population, namely 53 people. Data collection was done by distributing questionnaires online through Google Form. The research findings show that workload has a significant and positive effect on the performance of employees of PT Bank BRI Palopo Branch, while work stress has no effect on employee performance in that place. Suggestions to routinely conduct job analysis to ensure the distribution of tasks in accordance with the capacity and competence of each employee.

Introduction

Human resources are the main asset for a company. Effective resource management has a significant impact on the future success of the company. To achieve growth, sustainability, and adaptability to the dynamics of the ever-evolving business, companies need human resources who have good physical and mental health and have high work motivation. The comfort and well-being felt by individuals towards their work and work environment will affect productivity and the decision to stay or leave the company. Company performance can decline due to various conditions and employee behaviors, one of which is turnover intention. Turnover intention is a condition in which employees consciously have a desire to find work at another company. Some of the main factors that trigger turnover include a less conducive work environment, excessive working hours, inadequate wages, and

lack of social security (Kuswinarno et al., 2024). One of the causes of this condition is excessive workload, which can cause work stress, especially when tasks and responsibilities exceed the physical or mental capacity of employees. Excessive workload can cause work stress, especially when tasks and responsibilities exceed the physical or mental capacity of employees. Work stress that is not managed properly will have a negative impact on employee performance, such as decreased productivity, work enthusiasm, and accuracy in completing tasks. Thus, there is an interrelated relationship: high workload increases work stress, and both together can reduce employee performance. This study aims to measure how much influence the two variables have on performance in the work environment of PT Bank BRI Palopo Branch.

Various studies have been conducted to examine the impact of work stress on employee performance, including a study conducted by Putra & Oktaviani, (2023) The study showed that employee performance at the Sukabumi State Treasury Service Office was significantly affected by work stress. In addition, the findings of this study also showed that employee performance at work was significantly affected by workload and work-related stress. In research Valendra *et al.*, (2020) stated that work stress has a partial influence on the performance of employees of PT Renobsindo Jayaraya Mandiri Banjarbaru. Meanwhile, in research Steven & Prasetio, (2020) Job stress does not significantly affect the performance of employees of PT International Total Service & Logistics.

In research Firdaus & Ariawan, (2020) suggests that workload has a big influence on employee performance. Meanwhile, in research Nabila & Syarvina, (2022) stated that workload has no significant effect on the performance of employees of PT Perkebunan Nusantara IV.

Based on the background that has been explained and various previous research results that show differences in significant and insignificant influences, the researcher wants to study more deeply about employee performance at PT Bank BRI Palopo Branch. This study aims to determine how employee performance at PT Bank BRI Palopo Branch is influenced by workload and work stress. This study is expected to provide a deeper understanding of the impact of workload and work stress on employee performance, so that it can help reduce potential problems in the company. The results of this study can also be used as a basis for formulating more balanced and humane work policies. For employees, this study is expected to encourage the creation of a healthier work environment and support increased welfare and work motivation at PT Bank BRI Palopo Branch.

Workload.

According to Budiasa, (2021) Workload is the number of tasks that must be completed according to job responsibilities within a certain time. Workload depends on the employee's perception of the tasks and challenges faced. If the employee is able to complete the task and adapt well, then the task is not considered a burden. In general, workload refers to the number of tasks that must be completed in an organization or company, including the responsibilities and authority given (Rochman & Ichsan, 2021). According to Purwatiningsih & Pamungkas, (2022) Workload has a close relationship with various aspects of work, where tasks or responsibilities that require physical and mental effort and must be completed within a certain time limit can have a positive or negative impact on the implementation of the work.

According to Koesmowidjojo, 2017 in (Adisti *et al.*, 2024) In the world of work, there are several indicators that can be used to measure the extent of the workload that must be borne by employees, including:

1. Job conditions refer to the extent to which an employee understands his job, including the skills and knowledge he has to complete the tasks for which he is responsible. Managing work time in accordance with SOPs can help reduce workload. However, if the tasks assigned to employees are not balanced with the standard working time set in the SOP, this can increase the workload they have to bear.
2. Targets that must be achieved are work goals set for employees. If there is an imbalance between the time available to achieve the target and the amount of work given, the workload felt by employees will tend to increase.

A workload that is too heavy can have a negative impact, such as causing physical and mental fatigue and triggering emotional reactions, such as headaches, indigestion, and irritability. Conversely, a workload that is too light due to lack of activity can lead to boredom. So the hypothesis in this study is:

H1: : Workload affects employee performance at PT Bank BRI Palopo Branch Job stress Work Stress

Job Stress

Tension in the workplace can have an impact on a person's emotions, mental processes, and physical health if not properly controlled, this can cause individuals difficulty in interacting positively with others (Makkira *et al.*, 2022). According to Prasetyo & Sukono, (2023) Work-related stress can cause an imbalance between family responsibilities and the ability to meet financial needs. Stressful situations, such as family conflicts, disputes with coworkers, or financial problems, can also have a negative impact on performance at work. According to robbins in (Buulolo, *et al.*, 2021) suggests the following indicators of job stress:

1. Leadership attitude refers to the behavior of a superior towards his subordinates, which has a significant impact on employee performance.
2. Work equipment refers to tools or means used to assist in the performance of work tasks.
3. Work equipment refers to the tools or means used to assist in the execution of work tasks.

There is a connection where low levels of job stress in employees contribute to an increase in their performance, while high job stress actually causes a decrease in performance. So the hypothesis in this study is:

H2: Job Stress affects Employee Performance at PT Bank BRI Palopo Branch

Employee Performance

According to Pitri, (2021). The results achieved by people or groups in organizations that are consistent with the authority and responsibilities given to them are referred to as employee performance. In a job or organization, this requires achieving a goal or set of goals. Performance is an expression used to describe the performance or results of work both quantity and quality achieved by human resources when they complete tasks in accordance with their obligations.

According to Robbins in Safitri, (2022), employee performance indicators can be measured as follows:

1. Work quality measures the extent to which an employee completes assigned tasks well and in accordance with expected standards.
2. Work quality measures the extent to which an employee completes assigned tasks properly and in accordance with expected standards.
3. Work quantity refers to the time used by employees in one day to complete their work, which can be measured by the speed at which each employee completes tasks.

4. Timeliness refers to how quickly a task is completed in accordance with a predetermined time, taking into account the coordination between the results achieved and the use of time for other activities.
5. Effectiveness measures the extent to which the resources available in the organization are optimally utilized to improve the results of each unit that uses these resources.
6. Independence shows the extent to which an employee can work independently in carrying out the tasks and responsibilities assigned to him.

H3: At PT Bank BRI Palopo Branch, work stress and workload both affect employee performance.

Research methods

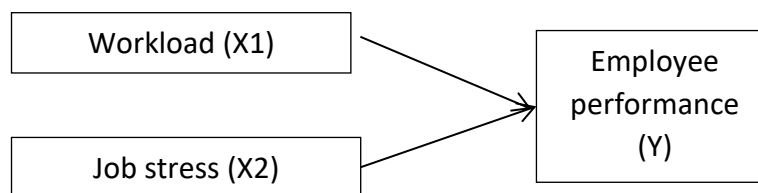


Figure 1. Conceptual Framework

Type of Research

This research is a quantitative study involving several variables, namely independent variables (independent) and dependent variables (dependent). The independent variables Workload (X1) and work stress (X2) are included in this study, and employee performance (Y) as the dependent variable. Analyzing the causal relationship between the influence of the independent variable on the dependent variable is the purpose of quantitative research (Subhaktiyasa, 2024).

Population and Sample

Population is the entire entity that is the subject or object in a study, both for the purpose of broad generalization and to gain a deeper understanding (Subhaktiyasa, 2024). The population in this study included all employees of PT Bank BRI Palopo Branch, totaling 53 people. The sample is part of the population selected for analysis in research in a methodical or predetermined manner (Subhaktiyasa, 2024). The determination of the sample in this study used a saturated sample technique, where the population size was the same as the sample size, which was 53 people. This selection is based on certain characteristics or traits that are considered to be closely related to the characteristics or traits of the population that have been previously known.

Data sources and data collection techniques

This study uses primary data sources obtained through direct interviews at the BRI Bank Palopo Branch Office for two weeks, using a Likert scale measurement model. The questionnaire is a data collection method that is carried out by providing a series of questions or written statements to respondents to answer. This questionnaire can be submitted directly to the respondent and uses a Likert Scale instrument consisting of five choices, namely strongly agree, agree, neutral, disagree, and strongly disagree (Pranatawijaya et al., 2019).

Data analysis techniques

The data analysis technique used in this research is multiple linear regression analysis to measure the relationship between research variables with the help of the SPSS program. To test the hypothesis, researchers used validity tests, reliability tests, t-statistical tests, simultaneous f-tests, and coefficient of determination tests.

$$Y = a + b_1X_1 + b_2X_2 + e$$

Description:

- Y = Employee performance variable
- a = Constant
- b₁ = Regression coefficient of workload variable
- b₂ = Regression coefficient of work stress variable
- X₁ = Workload Variable
- X₂ = Work stress variable
- e = Standard error

Result and Discussion

a. Validity test

If the calculated r value is greater than the r table value, the questionnaire is considered genuine

Table 1. Validity test results

| Variables | Item | r count | r table | Description |
|-------------------------|------|---------|---------|-------------|
| Workload (X1) | WK 1 | 0,685 | 0,265 | Valid |
| | WK 2 | 0,730 | 0,265 | Valid |
| | WK 3 | 0,654 | 0,265 | Valid |
| | WK 4 | 0,662 | 0,265 | Valid |
| | WK 5 | 0,657 | 0,265 | Valid |
| | WK 6 | 0,673 | 0,265 | Valid |
| Job stress (X2) | JS 1 | 0,575 | 0,265 | Valid |
| | JS 2 | 0,644 | 0,265 | Valid |
| | JS 3 | 0,635 | 0,265 | Valid |
| | JS 4 | 0,626 | 0,265 | Valid |
| | JS 5 | 0,707 | 0,265 | Valid |
| | JS 6 | 0,528 | 0,265 | Valid |
| Employee performance(Y) | EP 1 | 0,772 | 0,265 | Valid |
| | EP 2 | 0,488 | 0,265 | Valid |
| | EP 3 | 0,733 | 0,265 | Valid |
| | EP 4 | 0,849 | 0,265 | Valid |
| | EP 5 | 0,692 | 0,265 | Valid |
| | EP 6 | 0,674 | 0,265 | Valid |
| | EP 7 | 0,527 | 0,265 | Valid |
| | EP 8 | 0,597 | 0,265 | Valid |

Source: Data processed by SPSS (2025)

Based on table 1. above, it can be seen that all statements in the questionnaire are valid, as evidenced by the calculated r value which is greater than the r table value, which is 0.265.

b. Reliability test

By using the Cronbach Alpha statistical test, the reliability test in this study has the following criteria: if the Cronbach Alpha value is greater than 0.60, the questionnaire is considered reliable, while if the value is less than 0.60, the questionnaire is considered unreliable.

Table 2. Reliability Test Results

| Variables | Cronbach Alpha Value | Cronbach Alpha Value | Description |
|--------------------------|----------------------|----------------------|-------------|
| Workload (X1) | 0,761 | 0,60 | Reliable |
| Work stress (X2) | 0,675 | 0,60 | Reliable |
| Employee performance (Y) | 0,818 | 0,60 | Reliable |

Source: Data processed by SPSS (2025)

Table 2. shows that the Cronbach Alpha value of more than 0.60 indicates the reliability of each variable in this study.

c. Multiple linear regression analysis

A linear regression model that combines several independent variables is called multiple linear regression analysis. Workload and work stress are the independent variables in this study, while employee performance is the dependent variable.

Table 3. Multiple linear regression analysis test results

| Model | Unstandardized Coefficients | | Standardized Coefficients | | Sig. |
|-------------|-----------------------------|------------|---------------------------|-------|------|
| | B | Std. Error | Beta | t | |
| (Constant) | .380 | 3.783 | | .100 | .920 |
| Workload | 1.047 | .154 | .691 | 6.818 | .000 |
| Work stress | .268 | .160 | .169 | 1.669 | .101 |

a. Dependent Variable: Employee performance

Source: Data processed by SPSS (2025)

Therefore, multiple linear regression analysis can be formulated in mathematical equations as follows: $Y = 0,380 + 1,047X_1 + 0,268X_2 + e$

1. The constant value of 0.380 indicates Suppose the employee performance variable (Y) has a value of 0.380 if the workload variable (X1) and the work stress variable (X2) remain the same.
2. The coefficient value for the workload variable (X1) of 1.047 which is positive means that each increase in the workload variable by 1 unit will cause an increase in employee performance by 1.047.
3. The coefficient value for the work stress variable (X2) is 0.268 which is positive, this indicates that employee performance will increase by 0.268 every one unit increase in the work stress variable.

d. Partial test result(T test)

The partial t test is used to test whether the independent variables have an individual or partial effect on the dependent variable. Based on table 4 above, the following results are obtained:

1. Based on the results of data processing using SPSS, with a significance value of 0.000 which is smaller than 0.05, the t value of the workload count of 6.818 is greater than the t table value of 2.005. Thus H1 can be said to be accepted, this shows that the performance of PT Bank employees is strongly influenced by workload at PT Bank BRI Palopo Branch.
2. Based on the results of data processing using SPSS, with a significance value of 0.101 greater than 0.05, the t value for work stress of 1.669 is smaller than the t table value of 2.005. Thus it can be said that H2 is rejected, which means that the performance of PT Bank employees is not significantly influenced by work stress. BRI Palopo Branch.

Table 4. Partial test result (T test)

| 4 | Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|-------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .380 | 3.783 | | .100 | .920 |
| | Workload | 1.047 | .154 | .691 | 6.818 | .000 |
| | Work stress | .268 | .160 | .169 | 1.669 | .101 |

a. Dependent Variable: employee performance

Source: Data processed by SPSS (2025)

e. Simultaneous Test (F Test)

To determine whether the independent factors jointly or together affect the dependent variable, the F test is used.

Table 5. Simultaneous test results (F test)

| | | ANOVA ^a | | | | |
|-------|------------|--------------------|----|-------------|--------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 732.197 | 2 | 366.099 | 42.503 | .000 ^b |
| | Residual | 430.671 | 50 | 8.613 | | |
| | Total | 1162.868 | 52 | | | |

A. Dependent variable: Employee performance

B. Predictors: Workload, work stress, and constant

Source: Data processed by SPSS (2025)

Based on table 5, the significance value of 0.000 is less than 0.05, and the calculated f value of 42.503 is greater than the f table value of 3.17. This shows how employee performance is affected by workload and work stress at the same time. Thus, it can be said that H3 is approved.

f. Coefficient of Determination (R²)

Based on the findings in table 6, the R Square value is 0.630, which means that 63% of employee performance is driven by workload and work stress, while the remaining 37% is influenced by other factors not included in this study.

Table 6. Test results of the coefficient of determination (R²)

| Model Summary | | | | |
|---------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .794 ^a | .630 | .615 | 2.935 |

a. Predictors: (Constant), Work stress, Workload

Source: Data processed by SPSS (2025)

Discussion

The effect of workload on employee performance at PT Bank BRI Palopo Branch

Based on the results of SPSS data processing, the calculated t value is greater than the t table, which leads to the acceptance of the first hypothesis, namely "There is an effect of workload on the performance of employees of PT Bank BRI Palopo Branch". This finding indicates that the more tasks completed, the better employee performance. Excessive workload can have a negative impact, while if the workload is too light, the work tends to lack movement and can cause boredom (Sukmawati & Hermana, 2024). In other words, the workload faced by employees of PT Bank BRI Palopo Branch is still within manageable limits, so it does not have an impact on reducing their performance, this indicates that in the conditions of this study, the increased workload actually encourages employees to work better, increase their productivity or work results. This is in line with the results of research conducted (Nurhandayani, 2022) which states that workload has a significant effect on employee performance at the Aceh Tamiang Public Works and Public Housing Office.

The effect of job stress on employee performance at PT Bank BRI Palopo Branch

Based on the results of data analysis using SPSS, the calculated t value is smaller than the t table value, so the second hypothesis is rejected: "Job stress has no effect on the performance of employees of PT Bank BRI Palopo Branch." This shows that job stress does not affect employee performance, because the level of stress experienced can still be managed properly by employees (Winoto & Perkasa, 2024). This indicates that fluctuations in job stress levels, whether increasing or decreasing, have no significant effect on employee performance. This finding is in line with previous research which states that employee performance is not significantly affected by work-related stress (Triatmaja et al., 2022) which states that employee performance is not affected by work-related stress.

The effect of workload and work stress on employee performance at PT Bank BRI Palopo Branch

The estimated F value is greater than the F table value with a significance of 0.000, which is less than 0.05 according to the results of the F test on SPSS. This shows that workload and work stress have an influence on employee performance simultaneously. This shows that "at PT Bank BRI Palopo Branch, workload and work stress have a simultaneous influence on employee performance". One of the important elements that influence the level of individual success is the impact of workload and work-related stress on company performance (Putri & Otaviani, 2023). A well-distributed workload and effective stress management can improve employee performance through increased focus, efficiency and job satisfaction. Therefore, proper management of workload and stress is essential to support optimal employee performance. This is in accordance with the research findings which show that good management of these two factors can contribute to improved performance (Sukmawati & Hermana, 2024) which states that workload and work stress

simultaneously affect employee performance.

Conclusion

Based on the results of research and discussion related to the influence of workload and work stress on employee performance at PT Bank BRI Palopo branch, it can be concluded that: Employee performance is positively influenced by workload variables. at PT Bank BRI Palopo Branch. This means that the heavier the workload faced, the better the employee's performance. Even though the workload that must be completed every day is relatively high, employee performance still shows satisfactory results. Job stress does not affect employee performance at PT Bank BRI Palopo Branch. This means that an increase or decrease in the level of job stress has no impact on employee performance. Workload and work stress simultaneously affect employee performance at PT Bank BRI Palopo Branch.

It is recommended that employees of PT Bank BRI Palopo Branch routinely conduct job analysis to ensure the distribution of tasks in accordance with the capacity and competence of each employee. Future researchers are advised to explore other factors, such as job satisfaction, motivation, or organizational culture, which may influence the relationship between workload, job stress, and employee performance.

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