

## LITERATURE OF REVIEW THE INFLUENCE OF SUPERIOR LEADERSHIP AND JOB STRESS ON EMPLOYEE PERFORMANCE AT THE INDONESIAN BINTANG COFFEE COMPANY (TOMORO COFFEE)

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### ABSTRACT

This research is a literature review that will examine the influence of superior leadership and job stress on employee performance. This research focuses on employee performance at the Indonesian Bintang Coffee (Tomoro Coffee) company. This research uses a quantitative design that uses numbers for decision making. The population of this research is employees at Tomora Coffee. The data collected will be tested using statistical tools to obtain conclusions from the research results.

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### INTRODUCTION

In facing the heavy pressure of competition, Indonesia should have tried to improve the quality of its human resources for the past thirty or twenty years then because only reliable human resources can be a competitive advantage for developing countries like Indonesia to benefit from the era globalization.

Human resources are one of the internal factors that play an important role in the success or failure of an organization in achieving its goals, so they need to be directed through effective and efficient human resource management. (Gope et al., 2018) explains that human resources are expected to be able to achieve their goals through skills, behavior and attitudes. achieve the required performance in the organization. However, if an organization achieves employee performance in almost all implementing units, it is not optimal. So this research was conducted to determine the factors that influence employee performance. One of the things that companies can do to be able to survive in intense competition is to improve company performance by maintaining the company's leadership style.

Leadership is a very important factor in an organization because it influences the success or failure of an organization which will be determined by that leadership (Oh & Kuchinke, 2016). As for the work environment, the division of tasks in the work environment cannot be separated from each other. The two must be balanced, because both physical and non-physical work environments influence employee performance. To balance the two, management of the

company requires awareness. Therefore, a conducive work environment is needed to support employee performance in carrying out their work, so that the work results obtained can be achieved optimally.

A work environment condition is said to be good or appropriate if the people in it can carry out their activities optimally, healthily, safely and comfortably. The suitability of the work environment can have a long-term impact, as well as a bad work environment which will make it difficult to obtain an effective and efficient work system. (Maulidi, 2018) stated that a safe and healthy work environment has been proven to have an effect on productivity. Apart from that, it was also stated that pleasant working conditions can include a workplace and auxiliary facilities that speed up the worker's completion.

Work stress can be the cause of impaired employee performance. According to (Jannah, 2021), there is a direct relationship between work stress and employee work performance. Stress has the potential to encourage or interfere with employee work performance, depending on the level of stress. This is in line with research conducted by (Jannah, 2021) which explains that there is a relationship between stress levels and the performance achieved.

Stress is an opportunity if the stress offers potential gains. It is the task of management so that employees manage work stress and have high morale and morale and are tenacious at work. Based on temporary observations, the leadership style phenomenon that occurs at PT. Bintang Indonesia is the behavior or leadership style of a superior in protecting or ordering his subordinates, often superiors favor subordinates who have personal closeness to the superior, this situation causes envy in other subordinates, especially those who feel they have a greater workload than subordinates who have a special closeness to superiors.

Meanwhile, the work environment phenomenon that occurs among employees of PT. Bintang Indonesia is an interpersonal working environment. It is called interpersonal because the environmental conditions that arise are obstacles between employees where these employees form small groups, giving rise to competition between groups. This was explained by one of the leaders of PT. Bintang Indonesia, that PT Bintang Indonesia employees engage in unhealthy competition, causing the work environment to become less effective, due to competition between groups, inappropriate workloads, or what is said to be an unfavorable non-physical work environment, while the phenomenon of work stress occurs at PT. Indonesia's star is that there are problems in determining the target achievement value in producing production goods which still use manual calculations. This situation makes employees physically and non-physically stressed.

## **THEORETICAL REVIEW**

### **Employee performance**

Performance“comes from the words job performance or actual performance, which means work performance or actual achievements achieved by someone. The definition of performance is the quality and quantity of work results achieved by an employee in carrying out his functions in accordance with

the responsibilities given to him. Performance is the result or output of a process (Sudarso et al., 2020). Performance is a manifestation of ability in the form of real work.

According to (Ubaidillah, 2018), the definition of performance is the quality and quantity of work results achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to (Nazaruddin, 2015), performance is the level of employee success in completing their work. Performance is not an individual characteristic, such as talent or ability, but is a manifestation of the talent or ability itself. Performance is a description of the level of achievement of implementing a policy activity in realizing the goals, objectives, mission and vision of an organization as stated in an organization's strategic planning."

It can be concluded from the definitions above that employee performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

### **Leadership**

Leadership"with the basic word lead which contains the meaning of directing, building or managing, guiding and also showing or influencing. In theory, employee behavior depends on the type of leadership and is difficult to identify (Octavia, n.d.). The leadership style of a person in an organization is very important in the progress of a company. From a person's leadership style, the process of directing and influencing employees or subordinates is important so that company goals are achieved."

According to (Jermias, 2008), leadership is"an activity to influence the behavior of other people, or art that will influence human behavior, both individuals and groups. Leadership is a very important factor in an organization because it influences the success or failure of an organization which will be determined by that leadership."

### **Job Stress**

Stress"work can be the cause of impaired employee performance. According to (Jannah, 2021), there is a direct relationship between work stress and employee work performance. Stress has the potential to encourage or interfere with employee work performance, depending on the level of stress. This is in line with research conducted by (Jannah, 2021) which explains that there is a relationship between stress levels and achieved performance."

Stress"indicates pressure on the body. In psychology, stress is used to indicate pressure or demands experienced by an individual or organism so that it adapts or adapts. (Jannah, 2021), argue that Job Stress is an adjustment response mediated by individual differences and/or psychological processes which is a consequence and any external action (environment), situation, or event that places excessive psychological and/or physical demands. to someone.

Research by Rivai (Sudarso et al., 2020), argues that a condition of tension creates a physical and psychological imbalance, which affects the emotions, thinking patterns and condition of an employee. From these definitions, it can be

concluded that work stress is a condition where an employee experiences mental and physical pressure that cannot be balanced with the company's demands."

### Research Model

Model "Conceptual research is a diagram that theoretically explains the relationship between the variables to be studied. So in theory it is necessary to explain the relationship between the independent and dependent variables. The conceptual definition of a variable is the drawing of boundaries that explain a concept briefly, clearly and emphatically."

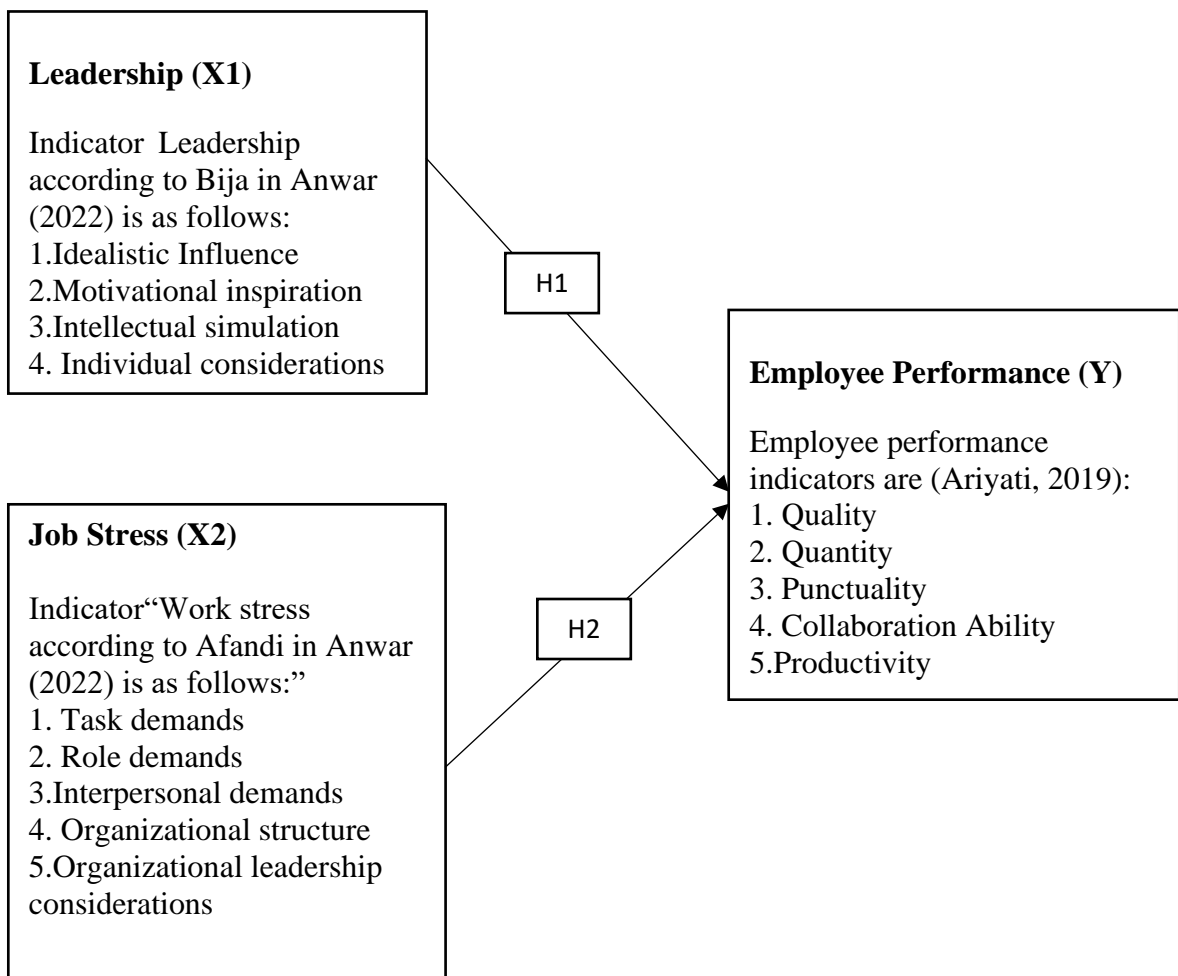


Figure 1. Conceptual Framework

### Hypotheses

Study" conducted by (Oh & Kuchinke, 2016) shows that leadership style partially influences employee performance. Likewise, research conducted by (Octavia, n.d.) shows that leadership has an influence on employee performance variables. So, the leadership variable should be one of the variables that influences employee performance."

H1: Leadership influences employee performance

Study“conducted by (Jannah, 2021) shows that the work stress variable has an influence on employee performance. Likewise, research conducted by (Jannah, 2021) also shows that work stress has an influence on employee performance variables. So the work stress variable should be one of the variables that influences employee performance.”

H2: Job stress influences employee performance

## **METHODOLOGY**

This research“carried out using a quantitative approach. Quantitative research is research that explains phenomena by collecting numerical data which is analyzed using mathematics-based methods, especially statistics (Beckett et al., 2017). The quantitative approach focuses on symptoms that have characteristics or are called variables (Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, 2017). Quantitative data is data in the form of numbers.”

This research“aims to determine the causal relationship between the independent (free) variables consisting of leadership (X1) and work stress (X2) on the dependent (dependent) variable, namely employee performance (Y). So, to answer the problems that have been formulated, the objectives to be achieved and carry out hypothesis testing, this research is explanatory in nature (explanatory research) namely research that aims to explain the position of the variables contained in it, using a questionnaire and testing the proposed hypothesis.”

(Sugiyono, 2018) “states that population is a generalized area consisting of objects/subjects that have certain quantities and characteristics determined by researchers to be studied and then conclusions drawn. The population in the study were all employees at the Indonesian Bintang Coffee company (Tomoro Coffee).

According to (Sugiyono, 2018),“The sample is part of the number and characteristics of the population. The sampling method used in this research is the saturated sampling method (census method), which is a sample collection technique when all members of the population are used as samples (Sugiyono, 2017). In this research, the research sample is all employees at the Bintang Coffee company Indonesia (Tomoro Coffee).”

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