



Work Stress Survey Among Modern Market Employees in Several Areas of Surabaya from an Occupational Safety and Health Perspective

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Article Info

Submitted November 13, 2025

Revised December 14, 2025

Accepted January 05, 2026

Keywords:

Work stress;
Occupational safety and health; Retail employees; Indomaret, psychosocial factors.

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ABSTRACT

Work stress is one of the psychosocial risk factors that affects occupational safety and health (OSH), particularly in the modern retail sector such as Indomaret, which is characterized by high job demands. This study aimed to determine the level of work stress and the factors influencing it among Indomaret employees in several areas of Surabaya City. The method used was an occupational health survey with a descriptive observational design involving 30 respondents selected using a total sampling technique. Data were collected through a work stress questionnaire and analyzed using descriptive quantitative methods. The results showed that the majority of employees experienced a moderate level of work stress across all measured dimensions, including role clarity, role conflict, quantitative and qualitative workload, career development, and job responsibility. The quantitative workload dimension had the highest percentage of moderate stress, while the career development and job responsibility dimensions began to show the presence of employees experiencing severe stress, although in small numbers. These findings indicate that work stress is a fairly dominant issue and has the potential to impact physical health, mental health, work performance, and occupational safety. Therefore, efforts to control work stress are needed through the implementation of OSH principles, balanced workload management, and organizational support to create a healthy and safe work environment.

1. INTRODUCTION

Work stress is an important issue in occupational safety and health (OSH), as it is classified as a psychosocial risk factor in the workplace. In the modern retail sector, such as Indomaret, this issue has become increasingly prominent along with rising productivity demands, the implementation of shift work systems, long working hours, and the responsibility to serve customers quickly and accurately. These conditions can generate continuous psychological pressure on employees. If not properly managed, work stress can have adverse effects on physical and mental health, including sleep disturbances, prolonged fatigue, anxiety, hypertension, and decreased concentration, which ultimately increase the risk of occupational accidents.

Based on labor surveys in Indonesia, approximately 15–16% of workers experience stress in their daily work activities. This figure indicates that work stress is a significant problem in the modern workforce. In the retail sector, particularly in minimarkets, stress levels tend to be higher due to the demands for high alertness, intensive customer interaction, and pressure to achieve performance targets. Several studies on Indomaret employees in various regions have shown that more than half of employees experience moderate levels of work stress, while some experience high levels of stress. This suggests that the majority of Indomaret employees face substantial work-related pressure in their daily activities.

Research conducted in one Indomaret branch revealed that work stress is influenced by several key factors, including excessive workload, shift work systems, long working hours, pressure to meet service targets, and multitasking demands. In addition, workplace conditions such as poor relationships between employees and supervisors, limited social support, and unclear task distribution also contribute to increased stress levels. The study also found a significant association between work stress and decreased performance, increased fatigue, and the emergence of physical and psychological complaints.

In relation to occupational diseases, continuous exposure to work stress can accelerate the development of health disorders, both physical and mental. Work stress can also increase the risk of occupational accidents due to reduced focus, alertness, and decision-making ability. Therefore, work stress among Indomaret employees requires serious attention in the implementation of OSH, particularly through occupational health surveys to assess stress levels, contributing factors, and their impacts. The results of such surveys are expected to serve as a basis for developing recommendations for work stress control as part of comprehensive efforts to prevent occupational diseases.

METHOD

This study was a workplace health survey employing a descriptive observational design aimed at describing the level of work-related stress among Indomaret employees as a psychosocial risk factor within the occupational safety and health (OSH) framework, without any intervention. The respondents consisted of 30 Indomaret employees working in several outlets in the City of Surabaya under a shift work system, selected using a total sampling technique in accordance with the inclusion criteria. Data were collected using a structured work stress questionnaire covering the dimensions of role proficiency, role conflict, quantitative and qualitative workload, career development, and job responsibility, supported by brief observations of the work environment. Data collection was conducted directly at the workplace while maintaining the continuity of store operations. The data were then analyzed using descriptive quantitative analysis through data tabulation, frequency distribution, and percentage calculations, and presented in the form of tables and narrative descriptions to illustrate the levels of work stress in the mild, moderate, and severe categories across each measured dimension.

RESULTS

This study describes the level of work-related stress among Indomaret employees in several areas of the City of Surabaya. The study presents the characteristics of the respondents as well as an overview of the work stress experienced by Indomaret employees based on several job-related dimensions. Based on the research findings, the total number of respondents involved in this study was 30 Indomaret employees working in various areas of the City of Surabaya. All respondents were active employees who were directly involved in Indomaret's operational activities and worked under a shift work system.

Respondent Characteristics

Based on job-related characteristics, all respondents worked for ≥ 8 hours per day under a morning and afternoon shift system. This condition indicates that the majority of respondents had relatively long daily working hours. Prolonged working hours combined with a shift system have the potential to cause work-related fatigue and psychological strain if not balanced with adequate rest periods.

Based on employment status characteristics, all respondents were operational employees with direct responsibility for customer service, merchandise handling, and the achievement of daily work targets. These responsibilities require employees to work quickly, accurately, and consistently under relatively high time pressure.

Overview of Work Stress Based on Role Agility Scores

Table 3.1 Work stress based on role agility frequency

		ROLE AGILITY SCORE			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mild	5	16,7	16,7	16,7
	Moderate	25	83,3	83,3	83,3
	Total	30	100,0	100,0	

Source: Primary Data, 2026

Based on the measurement results of the role agility score, it was found that the majority of employees were classified as experiencing moderate work stress, with 25 respondents (83.3%), while 5 respondents (16.7%) were categorized as having mild work stress. No respondents were identified as experiencing severe stress in relation to the role agility score. These results indicate that most employees are still able to perform their roles and duties; however, they experience pressure in adapting to job demands that require rapid performance and multitasking within the same period.

Overview of Work Stress Based on Role Conflict Score

Table 3.2 Work stress based on conflict agility frequency

		ROLE CONFLIC SCORE			
		Frequency	Percent	Valid Percent	
Valid	Mild	4	13,3	13,3	13,3
	Moderate	26	86,7	86,7	86,7
	Total	30	100,0	100,0	

Source: Primary Data, 2026

Based on the results of the study on the role conflict score, the majority of employees experienced work stress at a moderate level, with 26 employees (86.7%), while 4 employees (13.3%) were categorized as experiencing mild stress. No employees were found to experience severe stress based on the role conflict score. These findings indicate that most employees perceive pressure arising from multiple role demands, such as performing several tasks simultaneously within the same time frame; however, this pressure remains at a moderate level.

Description of Work Stress Based on Quantitative Workload Overload Score**3.3 Distribution of Quantitative Workload Overload Score**

		Quantitative Workload Overload Score			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mild	3	10,0	10,0	10,0
	Moderate	26	86,7	86,7	86,7
	High	1	3,3	3,3	3,3
	Total	30	100,0	100,0	100,0

Source: Primary Data, 2026

Based on the measurement of the qualitative workload overload score, it was found that the majority of employees were in the moderate stress category, totaling 26 individuals (86.7%), while 3 employees (10.0%) were categorized as experiencing mild stress, and 1 employee (3.3%) was classified as experiencing severe stress. The presence of severe stress in this dimension indicates that there are employees who perceive the level of job difficulty to exceed their abilities or skills, although the proportion is relatively small.

Description of Work Stress Based on Career Development Score

Table 3.4 Distribution of Work Stress Based on Career Development Score

		Quantitative Workload Overload Score			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mild	4	13,3	13,3	13,3
	Moderate	23	76,7	76,7	76,7
	High	3	10,0	10,0	10,0
	Total	30	100,0	100,0	100,0

Source: Primary Data, 2026

Based on the results of the analysis of the career development score, the majority of employees experienced moderate work stress, accounting for 23 respondents (76.7%). Meanwhile, mild work stress was reported by 4 respondents (13.3%), and severe work stress was experienced by 3 respondents (10.0%). These findings indicate that some employees have begun to experience pressure related to uncertainty regarding career paths, promotion opportunities, and professional development in the workplace.

Description of Work Stress Based on Responsibility Score

Table 4.5 Distribution of Respondents Based on Responsibility Score

		Quantitative Workload Overload Score			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mild	3	10,0	10,0	10,0
	Moderate	25	83,3	83,3	83,3
	High	2	6,7	6,7	6,7
	Total	30	100,0	100,0	100,0

Source: Primary Data, 2026

Based on the measurement of the responsibility score, it was found that the majority of employees were in the moderate stress category, totaling 25 employees (83.3%), while 3 employees (10.0%) were classified as having mild stress and 2 employees (6.7%) experienced severe stress. These findings indicate that a relatively high level of work responsibility contributes to the occurrence of work stress among Indomaret employees.

Level of Work Stress among Indomaret Employees

Based on the overall results of the work stress assessment, it can be concluded that the majority of Indomaret employees experienced moderate levels of work stress across all measured dimensions. Nevertheless, a number of employees were found to experience severe work stress, particularly in the dimensions of career development, job responsibility, and qualitative work overload. The measurement of work stress levels was conducted at a single point in time, namely during the implementation of the occupational health survey. Therefore, the results reflect the work stress conditions perceived by employees at the time of questionnaire completion and do not capture changes in work stress levels over a longer period. This limitation should be taken into consideration when interpreting the findings of this study.

2. DISCUSSIONS

The results of data processing indicate that work stress among Indomaret employees in the City of Surabaya is generally classified within the moderate category across all measured dimensions. The predominance of the moderate category suggests that most employees experience consistent and recurrent work-related pressure, although it has not yet reached a severe level. This finding is consistent with the concept of work stress proposed by Robbins and Judge (2015), which states that stress arises when job demands are perceived to exceed an individual's capacity to cope with them.

In the role agility dimension, the majority of respondents were classified in the moderate stress category (83.3%). This condition indicates that employees generally understand their roles and responsibilities but still experience pressure in performing multiple job functions quickly and accurately. Nevertheless, the absence of severe stress in this dimension suggests that role distribution is, overall, still managed relatively well. This finding is in line with Handoko (2017), who stated that role clarity can reduce the potential for excessive work stress.

The role conflict dimension was also dominated by the moderate category (86.7%), indicating the presence of overlapping role demands or differing work expectations from supervisors and the organization. Role conflict that persists over time can lead to psychological tension and reduced work comfort. This finding supports the view of Mangkunegara (2017), who emphasized that role conflict is one of the significant sources of work stress within organizations. In the quantitative work overload dimension, the percentage of employees experiencing moderate work stress was the highest (93.3%). This finding indicates that the volume of work, service targets, and demands for work speed are the primary factors contributing to work stress among Indomaret employees.

CONCLUSION

Overall, the level of work stress among Indomaret employees in several areas of Surabaya City is predominantly classified as **moderate** across almost all measured dimensions, including role agility, role conflict, quantitative and qualitative work overload, career development, and job responsibility. This condition indicates that employees face fairly consistent work pressure due to shift work systems, long working hours, customer service demands, and daily performance targets that must be achieved.

Although most employees are still able to carry out their roles and responsibilities, they experience pressure in adapting to job demands that require speed, accuracy, and multitasking abilities. In addition, cases of **severe work stress** have begun to emerge in several dimensions, particularly career development, qualitative work overload, and job responsibility. This finding indicates the presence of career path uncertainty and task burdens perceived as exceeding individual capabilities. The results of this study describe the condition of work stress at the time the questionnaire was administered and reflect only a

single point in time. Therefore, changes in work stress levels over the long term cannot yet be comprehensively described.

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