

The Influence of Self Efficacy, Work Discipline and Organizational Culture on Job Satisfaction with An Impact On Employee Performance At PT. Unibles Indo Multi in South Jakarta

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ARTICLE INFO

Article history:

Received 12 Jan 2022

Revised 23 Apr 2022

Accepted 18 May 2022

Keywords:

Self-Efficacy, Work Discipline,
Organizational Culture, Job Satisfaction,
Employee Performance

ABSTRACT

This study aims to determine the effect of self-efficacy, work discipline and organizational culture on job satisfaction which has an impact on employee performance at PT. Unibles Indo Multi in South Jakarta. The method used is quantitative. The sampling technique used saturated sampling, amounting to 125 respondents. Data analysis used validity test, reliability test, classical assumption test, regression analysis, coefficient of determination analysis and hypothesis testing. The results of this study are self-efficacy has a significant effect on job satisfaction with a determination of 27.3%. Hypothesis test obtained $t_{\text{arithmetik}} > t_{\text{table}}$ or $(6.797 > 1.979)$ this is reinforced with a significance of $0.000 < 0.05$. Work discipline has a significant effect on job satisfaction with a determination value of 41.9%. Hypothesis testing obtained $t_{\text{arithmetik}} > t_{\text{table}}$ or $(9.412 > 1.979)$ this is reinforced with a significance of $0.000 < 0.05$. Organizational culture has a significant effect on job satisfaction with a determination value of 28.5%. Hypothesis test obtained $t_{\text{count}} > t_{\text{table}}$ or $(7.009 > 1.979)$ this is reinforced with a significance of $0.000 < 0.05$. Self-efficacy, work discipline and organizational culture simultaneously have a significant effect on job satisfaction with the regression equation $Y = 6.428 + 0.221X_1 + 0.416X_2 + 0.218X_3$, the determination value is 51.7% while the remaining 48.3% is influenced by other factors. Hypothesis testing using statistical test $F_{\text{count}} > F_{\text{table}}$ or $(43.237 > 2.450)$, it is also reinforced with a significance of $0.000 < 0.05$. Job satisfaction has a significant effect on employee performance with a determination value of 38.96%. Hypothesis test obtained $t_{\text{arithmetik}} > t_{\text{table}}$ or $(8.846 > 1.979)$ this is reinforced with a significance of $0.000 < 0.05$.

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I. Introduction

In the current era of globalization, it is inevitable that there will be changes in the economic conditions of a company. In order to adapt to changes in the external environment, a company requires internal changes. One of them is how the organization can be responsive to the changes that occur. Facing the challenges of the current era of globalization, quality human resources (HR) are assets that are needed by every country in order to compete with other countries.

Superior human resources with high quality are a demand for every organization to be able to achieve the goals set (Sudarma, 2017: 77). Another challenge faced by the company is the increasingly complex customer demands to meet their daily needs. Facing competition with other companies, both nationally and internationally, the company must be able to make changes towards improvement.

PT. Unibles Indo Multi, is a company engaged in services, including IT Trading, which includes IT Hardware (PC, Notebook, Server, Storage, Scanner, Printer), Office Equipment (ATK, Document

Rack, Furniture), Archival Support Equipment (File Rack, Cardboard Box, RFID). Sales and rental of computers and their equipment as well as sales and rental of photocopiers and multifunction printers (Brand Kyocera), IT Services include physical document storage services, Document Imaging and Redrawing (Document Digitalization), Data Capture, Record Management, Physical Management, Document Management / Electronic Filing System Solution (EFS), IT System Integrator, Office Moving Services, Digital Printing Services as well as Training in Document and Archive Management as well as IT Outsourcing, namely Office Staff Outsourcing, and providing Document Management and Consulting services.

Self-efficacy is a person's belief that he is able to do a certain task well. Self-efficacy has effectiveness, namely the individual is able to assess himself as having the power to produce the desired effect. The high perceived self-efficacy will motivate individuals cognitively to act more precisely and directed, especially more precisely and directed, especially if the goal to be achieved is a clear goal.

Of the many factors that are considered by the company, one of which is a performance appraisal, it absolutely must be done by the company to determine the work performance that can be achieved by each employee. Is the achievement achieved by employees "good, moderate or less". This work performance appraisal is important for every employee and is useful for the company to determine its next action

The attitude and behavior of an employee is manifested in the form of an employee's willingness to be fully aware, and sincerely or without coercion to comply with and implement all company regulations and policies in carrying out their duties and responsibilities as an effort to give maximum contribution in achieving the company's goals. Willingness to do work will lead to job satisfaction.

Work discipline is a very important capital that must be owned by all workers, both state apparatus and private employees because it involves the provision of public services. However, ironically, the quality of work, work ethic and work discipline of employees in general is still relatively low, this is due to the many problems faced by employees. The organization or agency itself also plays a role in managing employees to comply with all regulations and norms set by the agency so that employees work in a disciplined and effective manner. According to Hasibuan (2018: 193), discipline is a person's awareness and willingness to obey all organizational regulations and applicable social norms. Furthermore, efficacy is a factor that affects job satisfaction.

The following is data related to employee discipline as seen from empirical data on employee absenteeism for the 2016-2020 period as follows:

Table 1. Employee Attendance Data (Work Discipline) 2016-2020

Years	NE	NWD	Number of Violation Cases (Persons)				Total	%
			L	P	A	SKP		
2018	120	290	15	18	15	18	66	22,8%
2019	122	290	17	20	14	16	67	23,1%
2020	125	290	18	22	17	16	73	25,2%
Average			17	20	15	17	69	23,7%

Source: PT. Unables Indo Multi, 2021.

Note: NE = Number of Employees, NWD = Number of Working Days, L = Late, P = Permit, A = Alpha, SKP = Skipping.

Based on the data in the table above, it shows that from year to year during the 2018-2019 period employees who were late, permits, absenteeism showed an increase. In 2018 it reached 22.8%, in 2019 it reached 23.1%, in 2020 it increased to 25.2%, on average from the 3 (three) years it reached 23.7%.

Another factor that is also suspected to be the cause of the decline in employee intrinsic motivation is the lack of company/organizational culture. Organizational work culture factors play an important role in creating smooth running in all aspects of the company. Corporate culture is the foundation that contains norms, values, how employees work and habits that lead to the quality of organizational performance. A concept in culture as a shared archetype that employees need to

jointly solve problems within the company and be able to adapt externally and internally integrate in realizing ways of thinking and feeling in relation to these problems. Organizational culture as a collection of traditions, values, beliefs, policies, and attitudes that is the broad context for everything that is done and thought in an organization. With the support of organizational culture, employees will be able to explore their abilities to become more developed. This is one of the factors that can increase self-efficacy. This is because organizational culture is a "system of values and assumptions that guide the way organizations run their business. Organizational culture helps employees to understand the functioning of the organization by sharing the norms, values and rules and regulations of the organization. According to Hebb (2017: 54) changes in organizational culture affect employee job satisfaction and also changes in their behavior and attitudes.

Job satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by work morale, discipline, and work performance. While satisfaction itself can give a sense of satisfaction to the work enjoyed by getting praise for work, placement, treatment of equipment and a good environmental atmosphere. Employees prefer to prioritize their work over remuneration, even though remuneration is important and job satisfaction outside of work is the work need of employees who enjoy job satisfaction with the amount of remuneration that will be received from their work, in order to meet their needs. Employees who prefer to enjoy their work outside of work are more concerned with remuneration than their functions.

Employee performance is the result obtained by employees in terms of quality and the quantity achieved and obtained by employees as a benchmark for being able to get or achieve the desired results. Dugguh and Dennis (2017:29) note that while performance is multi-dimensional, it can be defined as a record of individual achievements, and therefore employee performance is the work-related activities expected of an employee and how those activities are carried out. Rivai (2017: 43) states that performance is the result or overall success rate of the person during a certain period in carrying out the task compared to various possibilities, such as work standards, targets or goals, the criteria are determined in advance and mutually agreed.

There are several problems in the company such as decreased performance due to a high workload, work that is not as desired, lack of socialization/cooperation between co-workers and lack of promotion opportunities are one of the factors that make employees less satisfied at work.

The following are some observations seen from the table below:

Table 2. Performance Data of PT. Unables Multi Period 2018-2020

Aspects	Years and Achievements (%)		
	2018	2019	2020
1. The ability to produce good quality work	82,5%	73,8%	72,5%
2. Accuracy in carrying out the work	88,3%	84,2%	80,6%
3. . Achievement of work according to the set target	82,1%	86,8%	79,5%
4. The ability to work according to the sequence / stages of work	76,5%	82,3%	75,7%
5. Timely completion of work	80,6%	74,6%	76,3%
6. Accuracy in completing work	75,4%	73,3%	72,1%
7. Have a sense of responsibility at work	73,9%	73,4%	70,5%
8. Ability to work in a team	72,2%	70,9%	70,1%
Average	78,9%	77,4%	74,7%

Source: PT. Unibles Indo Multi, 2021

Based on the data in the table above, it shows that performance achievements are less than optimal, both in terms of the ability of employees to produce performance, accuracy, work coherence, responsibility and ability to work together in 2018 only reached an average of 78.9%, in 2019 only reached an average of 78.9%. an average of 77.4%, in 2020 it only reached an average of 74.7%.

Operational variables according to Sugiyono (2018: 63) are as follows: "An attribute or nature or value of people, objects or activities that have certain variations that are applied by researchers to be

studied and then drawn conclusions". Operationalization of variables is needed in determining the type, dimensions, and scale of the variables involved in a study, so that hypothesis testing with statistical tools can be carried out correctly. The explanation of each of the variables is as follows:

1. Self Efficacy (X₁)

According to Bandura (2019: 35) self-efficacy is an individual's belief in his ability to successfully carry out certain tasks. Self-efficacy affects how a person acts and achieves maximum results in his work. Further explained about the indicators in self-efficacy, including: Past Performance, Vicarious Experience, Verbal Persuasion, Emotional Cues.

2. Work Discipline (X₂)

According to Rivai (2019: 44) argues that "Work Discipline" is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to obey all company regulations and social norms that apply to employees. applies". The indicators used include: Frequency of attendance, Level of alertness, Compliance with work standards, Compliance with work regulations, Work ethic.

3. Organizational Culture (X₃)

According to Robbins (2018: 63-64) expressing organizational culture is a shared perception held by members of the organization, and also as a pattern of fundamental assumptions that are understood together in an organization, especially in solving the problems faced. There are several indicators that describe the culture of an organization, each of which is as follows: Courage to take risks (innovation and risk taking, Attention to detail), Oriented to results (Outcome orientation), Team Oriented (team orientation), Aggressiveness (aggressiveness).

4. Job Satisfaction (Y)

According to Badeni (2019: 43) suggests that "Employee job satisfaction is a person's attitude towards his work which can be in the form of a positive or negative attitude, satisfied or dissatisfied". The indicators used include: the work itself, work results, salary, coworkers, promotion opportunities.

5. Employee Performance (Z)

According to Mangkunegara (2019: 75) "performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". The indicators used include: Quality of work, Quantity of work, Knowledge of work, Implementation of tasks. Responsibility

Based on the background of the above problems, the authors are interested in conducting further research with the title: "The Influence of Self-Efficacy, Work Discipline and Organizational Culture on Job Satisfaction That Impacts Employee Performance At PT. Unibles Indo Multi in South Jakarta".

II. Method

This study was designed with a quantitative method. According to Sugiyono (2018:44), namely "Research that aims to determine the influence or relationship between two or more variables". Thus, this associative research can build a theory that serves to explain, predict and control a symptom.

According to Sugiyono (2018:215) "Population is the number of generalization areas consisting of objects and characteristics determined by researchers and then drawing conclusions". Meanwhile, according to Suharsimi Arikunto (2014:173), "Population is the entire research subject". From the above understanding, it can be concluded that the population is the overall characteristics or properties of the subject or object that can be drawn as a sample. In the research population are employees of PT. Unibles Indo Multi, which has 125 employees.

According to Sugiyono (2018:215), he argues "the sample is the number and characteristics possessed by the population". according to Arikunto (2014: 131), "the sample is part or representative of the population being studied". Furthermore, Sugiyono (2018:81) explained that

"Sampling technique is a sampling technique for use in research". In sampling can use saturated sampling. According to Sugiyono (2018: 82), he argues "saturated sampling is a sampling technique when all members of the population are used as samples". Another term for saturated sample is census, where members of the population are sampled. In this study, the samples used were all employees of PT. Unibles Indo Multi, totaling 125 employees.

III. Results and Discussion

Descriptive discussion, intended for exploration and clarification of a phenomenon by describing a number of variables relating to the problem under study.

1. The condition or criteria of the object under study are based on the self-efficacy variable (X1)

Self-efficacy or self-efficacy is a person's confidence in his ability to perform certain tasks. Simply put, someone believes that if we succeed in carrying out a job, there will be a positive response obtained so that the person's confidence increases.

Based on the number of 125 respondents who became the object of this study, they gave various answers. It is known from the number of 10 statements submitted on the self-efficacy variable. Overall, the self-efficacy variable questionnaire (X1) obtained an average score of 3.76 with good criteria. For the better, companies need to grow employees related to high self-efficacy who will work hard to learn how to do new tasks, because they believe they will succeed. Therefore, it is better for someone who has low self-efficacy to start instilling the mindset: do the best! To achieve good work results, it takes continuous effort and continues to equip oneself by learning, attending workshops or seminars, and continuously practicing.

2. The condition or criteria of the object under study are based on the work discipline variable (X2)

Work discipline can keep office rules and systems running consistently. So, with the usual discipline applied, employees and companies cannot change the rules and work consistency will be maintained. Help avoid legal problems later on.

This is evidenced by looking at the overall work discipline variable questionnaire (X2), an average score of 3.82 is obtained with good criteria. To be better, leaders need to maintain company standards. When applied consistently and fairly, the work discipline system will strengthen the rules set by the company and be able to increase company morale and maintain company standards. Employees will also tend to respect the rules in the workplace and reduce the likelihood of violations and disciplinary sanctions occurring.

3. The condition or criteria of the object under study are based on the organizational culture variable (X3)

Corporate/organizational culture plays an important role in creating smooth running in all aspects of the company. Corporate culture is the foundation that contains norms, values, how employees work and habits that lead to the quality of organizational performance.

This is evidenced by looking at the overall organizational culture variable questionnaire (X3) obtained an average score of 3.82 with good criteria. To be even better, companies need to foster employee enthusiasm to be able to adapt to the times, which is to build a superior corporate culture. With a superior and appropriate corporate culture, the company will have sufficient capital to compete. Corporate culture must be in accordance with the company's vision and mission. This is useful so that the company's vision and mission can run well. Corporate culture is a reflection of the behavior of senior officials in the company. Many employees do not really understand the true meaning of company culture. What often crosses the minds of employees, company culture is an attitude or behavior shown by leaders in the place where they work.

4. The circumstances or criteria of the object under study are based on the job satisfaction variable (Y)

Satisfaction is based on efforts to improve work performance in a particular job that is being his responsibility. Ideally, satisfaction should be designed to achieve the goals of the organization, while

at the same time realizing the goals of the individual workers. Satisfaction is often regarded as the most common activity and leaders support satisfaction because through satisfaction, workers will become more skilled and therefore more productive.

This is evidenced by looking at the respondents' answers as a whole for the job satisfaction variable questionnaire (Y) obtained an average score of 3.89 with good criteria. For the better, the company must equip employees so that they have sufficient ability to support the work, it is necessary to have a good arrangement so that all divisions within the company can be accommodated in satisfaction activities more continuously and programmed as well as possible.

5. The circumstances or criteria of the object under study are based on employee performance variables (Z)

Performance can affect the ongoing activities of a company organization, the better the performance shown by employees will be very helpful in the development of the organization or company. Employee performance is not just information for promotion or salary determination for the organization. However, how the organization can culture the organization of employees and develop a plan to correct the slump in performance can be avoided.

This is evidenced by looking at the overall employee performance variable questionnaire (Z) obtained an average score of 3.92 with good criteria. For the better, the company needs to continue to carry out performance appraisals considering that through performance appraisals it can be seen how accurately employees have carried out their functions, the accuracy of employees in carrying out their functions will greatly affect the achievement of performance. Organization as a whole. In addition, the results of employee performance appraisals will provide important information in the process of employee culture.

The verification discussion is intended to discuss the influence and significance as well as, the discussion of the relationship between supporting theories that are aligned with the results of data processing.

a. Partial Effect of Self-Efficacy (X1) on Job Satisfaction (Y).

Self-efficacy has a significant effect on job satisfaction with a coefficient of determination of 0.273 or 27.3% while the remaining 72.7% is influenced by other factors. This shows that high discipline will improve performance. Hypothesis test obtained $t_{count} > t_{table}$ or $(6.797 > 1.979)$, this is reinforced by probability $0.000 < 0.05$, thus H_0 is rejected and H_1 is accepted meaning that there is a partially significant effect between self-efficacy on job satisfaction at PT. Unbles Indo Multi.

The results of the research that the author did are in line with research conducted by Paramarta (2020) The Effect of Self-Efficacy on Employee Job Satisfaction at PDAM Bandung City, where in his research the conclusion was that self-efficacy had a positive and significant effect on employee job satisfaction with a coefficient of determination of 60, 0%, hypothesis testing obtained $Sig < 0.000 < 0.05$.

The results of the research that the author did are also in line with research conducted by Gilang Narendra (2018) The Effect of Self-Efficacy on Employee Job Satisfaction at PDAM Surya Sembada Surabaya City, where in his research the conclusion was that self-efficacy had a positive and significant effect on employee job satisfaction with a coefficient of determination of 69.0%, hypothesis testing obtained $Sig < 0.000 < 0.05$.

b. Partial Effect of Work Discipline (X2) on Job Satisfaction (Y)

Work discipline has a significant effect on job satisfaction with a coefficient of determination of 0.419 or 41.9% while the remaining 58.1% is influenced by other factors. This shows that good work discipline will increase job satisfaction. Hypothesis test obtained $t_{count} > t_{table}$ or $(6.797 > 1.979)$, this is reinforced by probability $0.000 < 0.05$, thus H_0 is rejected and H_2 is accepted meaning that there is a partially significant effect between self-efficacy on job satisfaction at PT. Unables Indo Multi .

The results of the research that the author did are also in line with research conducted by Janny Adriani Djari (2017) The Effect of Work Discipline on Job Satisfaction of Semarang Shipping Science Polytechnic Employees, where in his research the conclusion that work discipline had a

positive and significant effect on employee job satisfaction with a coefficient of determination of 42.2%, hypothesis testing obtained Sig 0.000 <0.05

Another study was also conducted by Dewi Suci (2019) The Effect of Work Discipline on Employee Job Satisfaction at PT. Berdikari, where his research concluded that work discipline has a positive and significant effect on employee job satisfaction with a coefficient of determination of 53.6%, hypothesis testing obtained Sig 0.000 <0.05.

c. Partial Influence of Organizational Culture (X3) on Job Satisfaction (Y)

Organizational culture has a significant effect on job satisfaction with a coefficient of determination of 0.285 or 28.5% while the remaining 72.0% is influenced by other factors. This shows that a good organizational culture will increase job satisfaction. Hypothesis test obtained t count > t table or (7.009 > 1.979), this is reinforced by probability 0.000 <0.05, thus H_0 is rejected and H_3 is accepted meaning that there is a partially significant influence between organizational culture on job satisfaction at PT. Unbles Indo Multi.

The results of the research that the author did, are also in line with research conducted by Dian Aulia Rahma (2020), The Effect of Organizational Culture on Employee Job Satisfaction at PT. Pindodeli, where his research concluded that organizational culture has a positive and significant effect on employee job satisfaction with a determination coefficient of 55.2%, hypothesis testing obtained Sig 0.000 <0.05.

Other research was also conducted by Gerry Namora (2020), The Effect of Organizational Culture on Employee Job Satisfaction at PT. Persada Gemilang, where his research concluded that organizational culture has a positive and significant effect on employee job satisfaction with a determination coefficient of 51.6%, hypothesis testing obtained Sig 0.000 <0.05.

d. Effect of Simultaneous Self-Efficacy (X1), Work Discipline (X2) and Organizational Culture (X3) on Job Satisfaction (Y).

Self-efficacy (X1), Work Discipline (X2) and organizational culture (X3) have a positive effect on Job Satisfaction (Y) with the regression equation $Y = 6.428 + 0.221X_1 + 0.416X_2 + 0.218X_3$. The regression coefficient value of each variable is positive, meaning that the better self-efficacy, work discipline and organizational culture, the better job satisfaction at PT. Unibles Indo Multi, on the other hand, the lower self-efficacy, work discipline and organizational culture, the lower job satisfaction will be. The contribution of self-efficacy, work discipline and organizational culture is 51.7% while the remaining 48.3% is influenced by other factors.

Hypothesis test obtained F count > F table or (43.237 > 2.450), this is also reinforced by probability 0.000 <0.05. Thus H_0 is rejected and H_4 is accepted. This means that there is a simultaneous significant influence between self-efficacy, work discipline and organizational culture on job satisfaction at PT. Unbles Indo Multi.

The results of the research that the author did, are also in line with research conducted by Roby Dwiyanto (2019), The Effect of Self-Efficacy, Work Discipline and Organizational Culture on Employee Job Satisfaction at PT. Langgeng Lestari Cikarang, where his research concluded that self-efficacy, work discipline and organizational culture simultaneously have a positive and significant effect on employee job satisfaction with a determination coefficient of 68.1%, hypothesis testing obtained Sig 0.000 <0.05.

Other research was also conducted by Muhammad Imron (2020) The Effect of Self-Efficacy, Work Discipline and Organizational Culture on Job Satisfaction of Regional Office Employees of the Ministry of Religion of East Kalimantan, which in his research concluded that self-efficacy, work discipline and organizational culture simultaneously have a positive and significant effect on employee job satisfaction with a coefficient of determination of 64.2%, hypothesis testing obtained Sig 0.000 <0.05.

e. The Effect of Job Satisfaction (Y) on Employee Performance (Z).

Self-efficacy has a significant effect on employee performance with a coefficient of determination of 0.389 or 38.9% while the remaining 61.1% is influenced by other factors. This shows that high job satisfaction will improve employee performance. Hypothesis test obtained t count > t table or (9.045 > 1.979), this is reinforced by probability 0.000 <0.05, thus H_0 is rejected

and H5 is accepted meaning that there is a significant effect between job satisfaction on performance.

The results of the research that the author did are also in line with the research conducted by Chandra Fitria Arifianto (2018) The Effect of Job Satisfaction on Employee Performance at PT. DOI Indonesia Area Tangerang Raya, where the research concluded that job satisfaction has a positive and significant effect on employee performance with a coefficient of determination of 53.9%, hypothesis testing obtained Sig 0.000 <0.05.

Another study was also conducted by Zulkifli Azhari (2021) The Effect of Job Satisfaction on Employee Performance at the Department of Manpower and Transmigration of Berau Regency, which in his research concluded that job satisfaction has a positive and significant effect on employee performance with a coefficient of determination of 25.7%, test hypothesis obtained Sig 0.000 <0.05.

IV. Conclusion

Based on the descriptions in the previous chapters, and from the results of the analysis and discussion of the influence of self-efficacy, work discipline and organizational culture on job satisfaction, as follows: Self-efficacy has a significant effect on job satisfaction with a determination of 27.3%. Hypothesis test obtained t arithmetic > t table or (6.797 > 1.979) this is reinforced with a significance of 0.000 <0.05. Work discipline has a significant effect on job satisfaction with a determination value of 41.9%. Hypothesis test obtained t arithmetic > t table or (9.412 > 1.979) this is reinforced with a significance of 0.000 <0.05. Organizational culture has a significant effect on job satisfaction with a determination value of 28.5%. Hypothesis testing obtained t arithmetic > t table or (7.009 > 1.799) this is reinforced with a significance of 0.000 <0.05. Self-efficacy, work discipline and organizational culture simultaneously have a significant effect on job satisfaction with the regression equation $Y = 6.428 + 0.221X_1 + 0.416X_2 + 0.218X_3$, the value of determination is 51.7% while the remaining 48.3% is influenced by other factors. Hypothesis testing using statistical test F count > F table or (43.237 > 2.450), it is also strengthened by a significance of 0.000 <0.05. Job satisfaction has a significant effect on employee performance with a determination value of 38.96%. Hypothesis test obtained t count > t table or (8.846 > 1.979) this is reinforced with a significance of 0.000 <0.05.

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