

The Influence of Competence, Experience and Work Environment on Employee Performance

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ABSTRACT

This study aims to analyze and investigate the impact of competence, experience, and work environment on Inspectorate of Makassar City employees performance. The parties involved in the Makassar City Inspectorate employees' performance, a total of 66 people, were the study's target population. Using multiple linear regression analysis models, they all became respondents. This study's findings show that competency, experience, and work environment variables all positively and significantly impact Makassar City Inspectorate Employees' performance. While only partially, the competency factor has the most significant impact on the Inspectorate of Makassar City Employees' performance. According to this study's findings, Makassar City Inspectorate employees should pay more attention to factors that can improve employee performance, such as human resource development through education and training, and create a more conducive work environment.

INTRODUCTION

When it comes to conducting business, different companies have different priorities. In principle, however, the business has only one primary goal: to make a large profit so that it can continue to exist (Kusumajaya, 2011). Businesses must also practice good management and collaborate productively and efficiently (Musa, 2013). The link between human resources and business objectives, according to Andry (2016), cannot be severed from the company's leader. The leader acts as a compass, directing and coordinating output variables such as human resources (Andry, 2016; Nasir et al., 2020; Erniwati et al., 2020). One of the most important factors in determining whether a company succeeds or fails is human resources. To survive and progress, organizations must effectively manage their human resources; thus, their human resources' quality is the primary determinant of organizational and operational success (Koesmono, 2007). Human resources with unique skills and abilities aligned with the organization's vision and mission are required to encourage employee performance. As a result, adequate human resource education, work experience, experience, and competence are required to motivate employees to achieve organizational goals (Devita, 2018).

The importance of human resources in a company, both private and public, cannot be overstated. Human resources provide the company with energy, ideas, talents, creativity, and effort. As a result, every business aspires to hire employees who have demonstrated strong performance and accomplishments in completing tasks (Samsuni, 2017). Organizations are formed to achieve specific goals that can only be achieved by working together. Humans rely on organizations for various reasons, one of which is to be compensated in the form of money, specific awards, and satisfaction to survive and live life, both for themselves and their families (Muis et al., 2018). After a certain period of time, the results of a job's implementation, whether physical/material or non-physical/non-material, performing its duties according to the job description, must be evaluated (Rozalia, 2015). Performance can be used to assess an employee's contribution to the company's predetermined work standards. Work standards must be used as a benchmark for comparing what has been done to what is expected. To achieve the organization's goals, employees must maintain self-control in the

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face of tensions that arise while performing any work or activity at the Makassar City Inspectorate. Employee morale may suffer if they are unable to overcome this. An employee's ability to complete the tasks assigned to him or her determines his or her performance (Randy et al., 2019).

According to Ismanu & Kusmintarti (2018), an organization's employees' performance has a significant impact on its success. To achieve the organization's goals, every organization or company will strive to improve employee performance. Employee performance will be improved in various ways, including through education, training, and creating a positive work environment. Employee performance refers to the basic work behavior that each employee displays due to their job title (Ifada & Inayah, 2017). The quantity and quality of performance measures are determined by the organization's or company's standards. This is inextricably linked to the organization's purpose and actors. The form can be both tangible and intangible, depending on the work's form and process. Employee performance is heavily influenced by, among other things, the quality of their human resources. Experience refers to how long an employee has worked in a particular unit (Situmeang, 2017). In terms of ability, experience implies an increase in work capacity.

Everything that surrounds employees at work can impact their ability to complete their assigned tasks (Sari, 2018). The availability of a good work environment can provide comfort to employees because of their role as workers. As a result, employees must feel at ease while performing tasks to fully concentrate on their responsibilities and SOPs. Competency policies are one type of policy that must be aligned with the needs and progress of developing human resource organizations. (Christiawan, 2018) defines competency policy as a strategy that allows each organization to perform individual bureaucratic functions both individually and collectively. Furthermore, based on employee competency, it appears that employee competence remains low. Employee morale is low, as evidenced by their inability to complete work within predetermined deadlines. As evidenced by frequent delays in completing work (Ihsanti, 2014). The author's investigation into the influence of competence, experience, and work environment on employee performance at Makassar City's Inspectorate is prompted by the existence of the initial phenomenon of competence, experience, and work environment.

Human resource management is a discipline that examines how to organize, develop, empower, and use human resources to produce satisfying work values (Nizar, 2018). It teaches how to manage human resources, including planning, organizing, developing, compensating, integrating, and releasing them to achieve individual, organizational, and community objectives (Arianie & Puspitasari, 2017). Human resource management can be defined as the empowerment, development, assessment, remuneration, and management of individuals, members of organizations, or workers' groups based on these viewpoints. Human resource management also encompasses the design and implementation of planning, employee development, career management, and performance evaluation to contribute as much as possible to organizational growth.

Human resource development at a macro level is critical for effectively achieving development goals. Natural resources will be conserved if human resource development is guided and planned and in good management. Human resource development is a condition sine qua non that must exist and occur in any organization (Fazini & Suparno, 2018). Human resource development is closely related to improving an employee's ability, skills, knowledge, and work expertise in a work environment to meet the organization's goals to the fullest extent possible, particularly in terms of output. The development of human resources impacts employees to increase their productivity and thus improve aspects of their standard of living due to these results. There are four main reasons for the importance of human resource development: (a) the need to update one's knowledge; (b) changes in circumstances as a result of advances in science and technology and shifts in cultural values; (c) equal rights to work and achievement; and (d) the possibility of transferring employees so that vacant positions must be filled (Kiranayanti & Erawati, 2016).

According to (Devita, 2018), performance is a behavior that everyone exhibits as a work achievement produced by someone in their role in the organization. Individual performance is therefore crucial in the organization's efforts to achieve its objectives. Furthermore, according to (Ifada & Inayah, 2017), performance results from work that can be accomplished by a person or group of people in an organization under their respective authorities and responsibilities to achieve the organization's legal goals. Also, under morals and ethics. The capability(ability) and motivation factors are the factors that affect the performance's achievement in theory (motivation). Performance is a function of motivation and ability, according to (Rozalia, 2015). $\text{Performance (M)} = f(\text{Ability (A)} \times \text{Motivation (M)} \times \text{Opportunity (O)})$, implying that a person must have a certain level of willingness and ability to complete a task or job, but that willingness and ability

are ineffective without a clear understanding. Concerning what should be done and how it should be done.

According to (Nurhayati et al., 2019), there are 5 (five) essential factors that indicate individual performance, namely 1) Quality & quantity of work; what is meant is the extent to which a person can complete work both in quality and quantity according to the standards applicable in the organization and targeted capacities, 2) Promptness, namely the level of individual ability to comply with all applicable rules in the organization, both working hours, work clothes and methods and rules of the game, 3) Capability, namely the level of individual responsibility in carrying out the work that is their job, 4) Communication, namely the individual's ability to communicate and cooperate with related parties, is also an assessment material, and 5) The initiative, namely a person's ability to create and innovate to develop work procedures and improve work results, both the quantity and quality of work results.

In the development of human resources, employee performance is required (Karweti, 2010). Employee performance is measured by the speed, accuracy, cooperation, quality, and integration of work results. As a result, the primary motivation for a department or agency to improve its work performance is the importance of performance. This is critical in determining the standard of understanding performance, which encompasses all work activities carried out by employees to achieve the best possible results. The factors contributing to achieving optimal work results include speed, accuracy, cooperation, quality, and the integration of work results into service delivery. Competence is defined as the ability to perform a job or task using skills and knowledge (Iskandar & Juhana, 2014). The job's required work attitude backs it up. Competence describes a superior performer's motivations, personal characteristics, self-concept, values, knowledge, or skills by referring to the characteristics that underpin behavior. As a result, competence is composed of a variety of traits that influence behavior. Human resource development based on competencies aims to meet the organization's goals and objectives while adhering to predetermined performance standards. In the context of their role in the organization, competence refers to an individual's authority to perform tasks or make decisions based on their expertise, knowledge, and abilities. Individual employee competencies must be capable of assisting in the implementation of the organization's strategy as well as any management changes. Individual competencies, in other words, can aid in support of a team-based work system.

According to Ayuningtyas (2012), work experience is a process that an individual HR goes through that can shape a set of attitudes and behaviors in carrying out work activities based on the process's demands. Their work activities significantly influence individual human resources' work experiences. The easier it is to provide speed, ease, accuracy, and integration in providing services, the more experienced they are in carrying out their primary duties. Of course, this is not the case for every human resource which has never worked before. Tenure, job descriptions, work culture, and forms of cooperation developed thus far in increasing the achievement of organizational goals are the factors that determine work experience. The mindset that shapes that work are easy and not risky, according to (Situmeang 2017), sees a job risk as a job opportunity, looks for weaknesses to gain strength in work, and looks for excellence to find quality work is reflected in the mindset that shapes that work are easy and not risky. All of this is part of a phenomenon that underpins the acquisition of competent work experience. Work experience is crucial in honing one's skills and ensuring that HR is of high quality when it comes to HR management.

The work environment in a company is essential for management to consider. Even though the work environment does not directly affect the employees who carry out the production process in a company, it directly impacts them (Gardjito et al., 2014). According to (Sari, 2018), the work environment is everything that surrounds workers and can influence their ability to complete their assigned tasks. Work environments can be divided into physical and non-physical work environments (Gardjito et al., 2014). All physical conditions in and around the workplace that directly or indirectly affect employees are included in the physical work environment. On the other hand, a non-physical work environment encompasses all situations involving work relationships, such as those with superiors, colleagues, and subordinates. According to (Sari 2018), the benefits of the work environment include the development of work passion, which leads to increased productivity and performance. On the other hand, working with motivated people has the advantage of allowing work to be completed properly, that is, according to the correct standards and within the time frameset. The person in charge will closely monitor his work performance, but he will not be overly supervised, and his morale will be high. Meanwhile, lighting or light at work, temperature or air temperature at work, humidity at work, air circulation at work, noise at work, and mechanical vibrations can all impact the work environment (Alif, 2015). Odors, color design, decoration, music, and workplace safety are all

things to think about at work. Competence is a personal trait that is linked to an individual's ability to perform well at work. Competence is a personal characteristic that can be used to predict a person's performance level. Motives, self-concept, nature, knowledge, and abilities/expertise are just a few examples of what can be meant. Individual competencies, such as abilities and knowledge, can be developed through education and training, whereas competency motives can be discovered during the hiring process.

H1: Competency factors have a positive and significant effect on employee performance

H2: Experience factor has a positive and significant effect on employee performance

H3: Work environment factors have a positive and significant effect on employee performance

METHOD

This research was carried out at the Makassar City Inspectorate Office, which has 66 people. The census method is used to determine the sample size, with the entire population serving as the research sample. Data will be collected through the distribution of questionnaires, which will be chosen based on their validity. We used the following regression formula to analyze the data:

$$Y=a+bX_1+bX_2+ bX_3+e$$

Description :

Y	= Employee Performance
a	= constant
b	= variable coefficient x
X ₁	= Competency
X ₂	= experience
X ₃	= Work Environment
e	= error

This study's data collection method used a questionnaire distributed to 66 people as the research sample; questionnaire measurements used a Likert scale (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree). The analysis method uses multiple linear regression. The research analysis method used a descriptive qualitative approach with multiple linear regression analysis as a test analysis tool. Several stages in testing in this study are (e.g., classical assumption test, validity test, reliability test, F test, T-test, and hypothesis testing) Stages of testing, namely through several stages: The interpretation of the average frequency distribution of respondents' answers (mean, standard error, standard deviation); the second is the outer-loading item where the loading factor > 0.60 (Indahingwati et al., 2019). Determining validity and reliability (Cronbach-alpha, composite reliability, AVE) > 0.60. Test the coefficient of determination (R²) as well as the partial test (F₂); fifth, the Goodness fit of Model (GoF) test (Cronbach, 1988; R Mashur et al., 2019; Mashur et al., 2020). The discriminant validity test, where the coefficient value > 0.60; the seventh is to test the hypothesis directly or indirectly.

RESULT & DISCUSSION

Result

The instrument's validity level shows how the collected data does not deviate from the variables concerning the study description in question. To determine a question item from the questionnaire instrument is valid or not, r count was consulted with the R-x.y product-moment table, with a significant level of 5% and N as many as 42 respondents. The proxy table with N = 42 is 0.304. A measuring instrument is reliable if the tool in measuring a different symptom always measures the extent to which the measuring device is

reliable and dependable, to measure reliability in an instrument using Cronbach's Alpha based on the average correlation of the measurement instrument data items. An instrument is said to be reliable if the Cronbach Alpha value is greater or equal to 0.6. The validity and reliability tests carried out on the instrument items used in the study showed that all the research instrument items were valid because they had met the criteria for testing the instrument's validity items. Multicollinearity is a linear relationship between independent variables. The multicollinearity test in this study will use the value of the variant inflation factor (VIF) Obtained and hypothesis testing. The criterion for multicollinearity is that if the VIF value is greater than 10, there is a multicollinearity problem. On the contrary, if the VIF value is below 10, the regression model does not contain multicollinearity. It can be concluded that the regression model in this study does not include symptoms (problems) of multicollinearity because the variant value of the Inflation Factor (VIF) is below the criteria limit for the existence of multicollinearity problems, namely 10. Thus, these data can provide different information for each independent variable

Based on the classical assumption test results, it shows that the estimated multiple regression has met the requirements of the classical assumptions so that it is expected that the results will be good in analyzing the effect of the independent variable on the dependent variable. Testing of the regression results obtained is tested simultaneously using the F-test and partial testing using the t-test. In this study, a simultaneous test was carried out to see the influence of competence, experience, and work environment on employee performance at the Makassar City Inspectorate by looking at the F-count value.

Table 1. Simultaneous Test Results

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.316	3	2.772	25.337	.000a
	Residual	6.783	62	.109		
	Total	15.098	65			

The data in table 1 shows that the F-count value obtained is 25,337 while the F-table is at the 95% confidence level or error level ($\alpha = 0.05$). Thus, the value of F-count > F-table or $25,337 > 2.51$ means the independent variable will influence simultaneously with the dependent variable. The significance is high because 0.000 is less than the alpha level of 0.05. These test results indicate that simultaneously the competency variables, work experience, and work environment have a significant and positive effect on the Makassar City Inspectorate Employees' performance.

A partial test is used to see the effect of competency variables, work experience, and work environment on employee performance at the Makassar City Inspectorate. The test results can be seen from the t-count value. As for the partial test results (t-count), it can be seen from table 2.

Table 2. Partial Test Results

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	t	
1	(Constant)	-.510	.545		-.935	.353
	Kompetensi	.410	.095	.403	4.299	.000
	Pengalaman	.299	.071	.372	4.234	.000
	Linkungan kerja	.466	.096	.441	4.833	.000

Table 2 shows that competence, work experience, and work environment partially significantly affect employee performance at the Makassar City Inspectorate. This can be seen from the t-value obtained is greater than the t-table or the t-count is smaller than the t-table. The results of this analysis also indicate that the competency variable has a dominant influence in improving performance. The multiple linear regression equation of this research model is as follows:

$$Y = -0,510 + 0,410X_1 + 0,299X_2 + 0,466X_3$$

The multiple linear regression equation from this research model is b_0 = obtained from a value of -0.510, which states that employee performance at the Inspectorate of Makassar City tends to decrease if the competency variables (X_1), experience (X_2), and work environment (X_3) are in a stable position. $b_1 = 0.410$, has a positive meaning that indicates that competence has a positive and significant effect on employee performance at the Inspectorate of Makassar City. The coefficient of b_1 is significant, with a value of $p = 0.000$ less than 0.05. It can be explained that if there is an increase in the competency variable and other constant variables, it will increase employees' performance at the Makassar City Inspectorate. $b_2 = 0.299$, has a positive sign indicating that experience positively affects employee performance at the Inspectorate of Makassar City. The coefficient of b_2 is significant because the value of $p = 0.000$ and is greater than 0.05. This can be explained if an increase in experience and other independent variables are constant, then there is an increase in employee performance at the Makassar City Inspectorate. $b_3 = 0.466$, has a positive sign indicating that the work environment will positively affect employee performance at the Makassar City Inspectorate. The b_3 coefficient is significant because the p -value = 0.000 is greater than 0.05. This can be explained that if there is an increase in the work environment and other constant independent variables, it will affect employee performance at the Inspectorate of Makassar City.

The amount of contribution given from the competency, experience, and work environment variables to the Inspectorate of Makassar City employees' performance can be seen from the coefficient of determination. The obtained value of determination (R^2) can be seen in table 3.

Table 3. Determination Coefficient Test Results (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.742 ^a	.551	.529	.33075

Based on the determination value in table 3, it can be explained that the coefficient of determination (R^2) is 0.551. The coefficient of determination states that the variables of work environment, experience, competence can only explain or contribute to variations in employee performance changes by 55.1%. While the rest is influenced by other variables not involved in this study.

Discussion

Employees' competencies are always adjusted to their educational abilities, skills, and talents in various tasks resulting from systematic placement; it is clear that competencies have a positive and significant impact on employee performance. It can be proven inferentially through multiple linear regression statistics, which show a positive effect and relatively high significance between competence and employee performance and is supported by research results through descriptive analysis. This demonstrates that employee competence is relatively high, which aids in the improvement of employee performance significantly. As a result, competence provides a linear indication of how capable someone is at work. Employees' work experience is proven to have a positive and significant effect on employee performance through the systematically adjusted placement of educational abilities, skills, and talents in various tasks. It can be proven inferentially through multiple linear regression statistics, which show a positive effect and a relatively high significance between experience and employee performance and is supported by research results through descriptive analysis. This demonstrates that employees' work experience is relatively high, which greatly aids in improving employee performance. As a result of work experience, working well guarantees a linear increase in the length of work. According to this study, improving performance by providing a better work environment must be done regularly and cannot be negotiated to be implemented. Environmental changes, if not quickly cultivated, will result in sluggish employees performing their duties.

CONCLUSSION

This study's findings show that at the Makassar City Inspectorate, competency, experience, and work environment variables positively and significantly impact employee performance. As a result, this study hypothesis is accepted. At the Makassar City Inspectorate, partial competence has a positive and significant impact on employee performance. This is due to the organization's vision and mission, which calls for human resources development through education. The Inspectorate of Makassar City has a partially positive and significant influence on experience and performance. The work environment has a partially positive and significant impact on the performance of Makassar City Inspectorate employees. The work environment has the greatest impact on the performance of the Inspectorate of Makassar City employees. Management must develop human resources through education and training to improve and maintain employee performance, particularly service. It is still necessary to behave and behave as part of the encouragement or support from within and outside the employee at the Makassar City Inspectorate to improve employees' performance. Management must continue to improve performance through competence, experience, and fair and transparent compensation, both financial and non-financial. It is necessary to provide employees with a suitable workspace, both physical and non-physical environments, to increase their comfort and safety while performing their duties and jobs, allowing them to achieve maximum institutional goals.

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