



Effect of The Work Environment on Employee Performance PT. Lion Super Indo Graze City Mall Cirebon

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ABSTRACT

The purpose and objective of taking the title is to find out how much influence the work environment has on employee performance. The types of data used in this study are primary data and secondary data. Collecting data using a questionnaire, with a sampling technique method, taking a sample of 36 employees. Other data obtained from observations, interviews, and literature study. This study analyzes two variables in which the dependent variable is the employee performance and the independent variable is the work environment. The data analysis method used is simple linear regression analysis, correlation coefficient, and determination with the help of SPSS version 20 for windows. Based on the results of data analysis, the regression equation obtained is as follows: $Y = 13,124 + 0,335X$ The results of the t test, the work environment has a positive and significant effect on employee performance with a tcount of $4.425 > a$ t-table value of 1.691. Work environment on employee performance at PT. Lion Super Indo has a strong relationship, it is proven that the correlation number is 0.604, because the magnitude > 0.50 is said to be strong, and the coefficient of determination (R^2) is 0.365. This shows that the influence of the work environment on employee performance is strong and influential, namely 36.5% and the remaining 63.5% is determined by other factors that are not present in this study.

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1. Introduction

The most important asset in an organization or company is human resources, because the dynamics of company mobilization is largely determined by human resources within a company or organization itself. Therefore, every company will continue to improve the quality of its human resources so that they can carry out all work activities properly and optimally. One of the company's efforts to improve the quality of its human resources is by creating a good working atmosphere.

The role of human resources in an organization or company is very important, therefore the company or organization must manage human resources properly so as to produce good quality resources. A leader in an organization or company must think of various ways to always maintain quality and improve human resources.

The company's operating activities will not run without humans, because human labor is a very important factor in achieving company goals. The technological advancement of a company will not run well and optimally without a workforce who has good performance, is agile and it is very likely that the goals of the company itself will not be achieved. Companies that have a workforce who work in accordance with their functions will definitely achieve what the company's goals are.

According to Siagian (2002), employee performance is influenced by several factors, namely: salary, work environment, organizational culture, leadership and work motivation, work discipline, job satisfaction, communication and other factors. Of the several factors above, one of the ways to improve employee performance is to pay attention to work environment factors. An organization must provide a comfortable and conducive work environment that is able to lure employees to work productively. Providing a



comfortable work environment will be able to provide satisfaction to employees with the work done and give a good impression to employees which in the end the employees will have maximum performance. Research on the work environment conducted by Strek (2005) in the book *Modern Office Administration Management* by Badri (2006: 207) explains that employees expect a comfortable work environment that can spoil employees at work. Then research conducted by Chao, Schwartz, Milton and Burge (Badri, 2006: 207), explains that an unhealthy and comfortable environment will reduce the level of productivity and employee morale so that it will affect organizational goals. Unhealthy work conditions can cause employees to be easily stressed, not eager to work, arrive late, or not comply with existing rules in the company. Likewise, if the work environment is healthy, the employees will certainly be enthusiastic at work, not easily sick, easy to concentrate. So that the work becomes quickly completed in accordance with what a company wants to achieve its goals. The work environment itself has two dimensions, namely a physical dimension (room coloring, lighting, cleanliness, spatial planning, etc.) and a non-physical dimension (employee welfare, employee relations, etc.). The organization must be able to provide these two dimensions in good condition so that it is able to make employees work well, be productive and cooperate with each other among employees and with leaders to achieve organizational goals.

Simanjuntak (2005: 1) states that employee performance is the level of achievement in the form of the results of the implementation of certain tasks that have been done. Meanwhile, according to Mangkunegara (2004: 9), what is meant by employee performance is the quality and quantity of work achieved by employees in performing their duties according to the responsibilities that have been given to them.

This study uses employee performance as the dependent variable. Based on research from several previous studies, it turns out that it shows the same results regarding the influence of the work environment on employee performance, that the work environment is a situation or a situation around the employee that affects in carrying out the task or job assigned to him.

PT. Lion Super Indo Cirebon Branch is a company engaged in the supermarket retail business, each branch generally sells a variety of food, beverage and other life necessities products. PT. Lion Super Indo Cirebon Branch has 3 outlets, including:

- a. Jalan DR. Sutomo, Kesambi, Cirebon City, West Java 45134.
- b. Jalan Veteran, Siliwangi, Attorney General's Office, Cirebon City, West Java 45123.
- c. Jalan Jendral Ahmad Yani, Pegambiran, Lemahwutut, Cirebon City, West Java 45113 which is located in Grage City Cirebon Mall Ground Floor, Pegambiran Residence Complex Blok A1.

PT. Lion Super Indo provides a variety of daily necessities products with reliable, complete quality, low prices, and easy to reach store locations. Freshness and product quality are always maintained through a good selection of sources and handling with standard operating procedures that are always monitored. This company has a vision for the company to be made Super Indo as the choice of shopping places that are always "fresher", "more economical" and "closer" and are in demand by many people. In this modern and globalization era, supermarkets and malls are everywhere, starting from mini markets and others. There are so many competitors, that companies must create innovations so as to produce quality products and maximum service so that they can compete among the general public. For that the company must demand high employee productivity.

2. Theoretical Basis

2.1 Work Environment

a. Definition of Work Environment

Understanding the work environment According to Nitisemito (1996: 109), is everything that is around workers and can influence them in carrying out the tasks assigned or given. The company should be able to reflect conditions that support cooperation between superiors, subordinates, and those with the same position in the company. The conditions that should be created are a family atmosphere, good communication and self-control. The work environment can be defined as the forces that can influence, either directly or indirectly, on the performance of an organization or company (Terry, 2006).

b. Factors that affect the work environment

The work environment factors described by Nitisemo (1996; 125) that can influence the formation of a work environment are related to the ability of employees, including:

1) Building color

Is an important factor to increase the work efficiency of employees. Especially the color will affect the state of their soul. By using the right colors on the walls of the room and other tools, there is a sense of serenity when doing the work of the employees.

- 2) Spatial
It is an arrangement in the workspace that usually affects the comfort of employees while working.
- 3) Clean work environment
The cleanliness of the work environment can indirectly affect a person at work, because if the work environment is clean, employees will feel comfortable in doing their job.
- 4) Air exchange vents
Sufficient air exchange from the available air vents will increase the physical freshness of the employees.
- 5) Lighting
Lighting in this case is not limited to electric lighting, but also sunlight. In carrying out employee duties, it requires sufficient lighting, if the work done requires accuracy.
- 6) Work service
Service to employees is the most important factor that every company must do to its employees. Good service from the company will make the performance of employees at work to do or do to the maximum, have a full sense of responsibility in completing their work and vice versa, the services provided by the company are not provided properly to employees, will have a negative impact on performance and will even affect the company.

2.2 Employee Performance

a. Definition of Employee Performance

Employee performance according to Muhammad Zainur Roziqin (2010: 41), is the entire work process of an individual whose results can be used as a basis for determining whether the individual's work is good or vice versa, while Wirawan (2009: 3) states that performance is the output produced by functions or indicators of a job or a profession within a certain time. Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Mangkunegara, 2011). Performance is the level of achievement of results for a particular task.

b. Factors Affecting Employee Performance

According to Mangkunegara (in the book Organizational Behavior, Khaerul Umam, 2010) states that the factors that affect performance include the following:

- 1) Ability factor
Psychologically, the abilities (abilities) of employees consist of potential abilities (IQ) and reality abilities (education). Therefore, employees need to be placed in jobs that match their expertise.
- 2) The motivational factor
Motivation is defined as an attitude (attitude) of leaders and employees to work situations in the organization environment. Those who have a positive attitude towards their work situation will show high work motivation and vice versa if they are negative about their work situation will show low work motivation. The working situation in question covers, among others, work relations, work facilities, work climate, leadership policies, work leadership patterns, and working conditions.
- 3) Discipline Factor
Discipline shows a condition or attitude of respect that exists in employees towards company rules and regulations. Employee discipline factors in an organization, both superiors and subordinates, will give a color to the performance of employees and organizations.
- 4) Initiative Factors
Someone's initiative is related to thinking power, creativity in the form of ideas to plan something related to organizational goals. Collaborating between employees to encourage the progress of the company.
Based on the above understanding, it can be concluded that employee performance is the quality and quantity of an individual or group work output in a particular activity caused by natural abilities or abilities obtained from the learning or education process and having the desire to excel.

c. Employee Performance Indicators

Performance indicators according to Robert and John (2006: 378), are as follows:

- 1) Knowledge, the ability of employees to understand tasks related to work, as well as the ability to complete work assigned by superiors.
- 2) Quantity, namely the amount that must be completed or achieved. This is related to the amount of sales output generated.
- 3) Quality, namely the quality that must be produced (whether or not it is good), the qualitative measurement of the output reflects the measurement of the level of satisfaction, namely how well it is resolved. This relates to the form of output or service to customers.

- 4) Timeliness, that is, whether it is according to the planned time. Timeliness measurement is a special type of quantitative measurement that determines the timeliness of completing an activity. This is related to sales targets.
- 5) Attendance, namely the presence or absence of employees in the company when entering working hours.
- 6) The ability to work together, namely the ability of employees to carry out activities together with other employees in an activity that cannot be done by individuals.

d. Employee Performance Appraisal

According to R. Wayne Mondy (2008: 257), performance appraisal is a formal system for assessing and evaluating individual or team task performance. Performance appraisal is a process carried out by an organization to evaluate or assess the success of employees in carrying out their duties. Assessment can be done by comparing the work achieved by employees with work standards. If the work results obtained are up to or exceed the work standard, it can be said that the performance of an employee is in the good category (Bangun, 2006). Performance is the result of work produced by employees or real behavior that is displayed in accordance with their role in the organization. Employee performance is a very important thing in an organization's efforts to achieve its goals, so that various activities must be carried out by the organization to improve it. One of them is through performance assessment. Meanwhile, according to Hasibuan Malayu (2004: 27) a person's performance can be assessed and said to be good, it can be seen from several things, namely:

- 1) Loyalty, an employee can be said to have loyalty if he does his job seriously and fully with a sense of responsibility.
- 2) Work performance, is the result of work that has been achieved by employees in carrying out the tasks assigned to them. In general, the work performance of an employee is influenced by the abilities, skills, experience and ability to perform their duties.
- 3) Discipline, namely to what extent and whether employees can comply with existing regulations and carry out the instructions given to them.
- 4) Creativity, the ability of employees to develop creativity and unleash their potential to complete their duties so that they work effectively and are able to compete.
- 5) Cooperation, can be measured by the ability of employees to cooperate with other employees in carrying out their assigned tasks so that their work can be completed properly.
- 6) Proficiency, can be measured from the level of education of employees who are adjusted to the work they are assigned to.
- 7) Responsibility, is the ability of employees to carry out their duties and be able to complete them properly and on time at the specified time.

e. Benefits of Employee Performance Appraisal

According to Tb. Sjafri Mangkuprawira (2003: 224), the benefits of performance appraisal include the following:

- 1) Performance improvement, performance feedback is useful for employees, managers, and personal specialists in the form of appropriate activities to improve performance.
- 2) Compensation adjustments, performance appraisals help decision making in determining who should receive increased payments in the form of wages and bonuses based on the minute system.
- 3) Placement decision. Promotions, transfers and demotions are usually based on past and anticipatory performance; for example in many awards.
- 4) Training and development needs, poor performance identifies a need for retraining. Every employee should always be able to develop themselves.
- 5) Career planning and development, performance feedback assists in the decision-making process about an employee's specific career.
- 6) Deficiencies in the staffing process, whether or not performance have implications in terms of strengths and weaknesses in staffing procedures in the HR department.
- 7) Information inaccuracies, poor performance can indicate errors in job analysis information, HR plans, or other aspects of the personal management system. This will lead to inaccuracies in hiring decisions, training, and counseling decisions.
- 8) Faulty job design, poor performance may be a symptom of wrong job design. Through the assessment, these errors can be diagnosed.
- 9) Equal employment opportunities, accurate performance appraisals that actually count in relation to performance can ensure that internal placement decisions are not discriminatory.

- 10) External challenges, sometimes performance is influenced by factors of the work environment, such as family, financial, health, or other problems. If these issues are not resolved through an assessment, the HR department may be able to provide assistance.
- 11) Feedback on HR, good and bad performance throughout the organization indicates how well the HR department is functioning.

3. Research Method

The research data is presented in the form of tables and figures, namely the Work Environment table (X), and the Employee Performance table (Y) which will later be analyzed using the analysis method of validity, reliability, simple linear regression, correlation, and determination and processed by using SPSS version 20.0 for Windows.

Also presented in diagram form such as classification of gender, age and years of service.

Based on the data that the author obtained when conducting research using a questionnaire, the data that can be defined are as follows:

In this study the sample of respondents, amounting to 36 people. The identity of the respondents in this study is according to gender, age and work period.

4. Results and discussion

4.1 Regression Analysis

Table 1
Regression Analysis

		Coefficients^a			
Model		Unstandardized Coefficients	Standardized Coefficients	T	Sig.
		B	Std. Error	Beta	
1	(Constant)	13.124	2.058		6.378
	Lingkungan kerja	.335	.076	.604	4.425

a. Dependent Variable: kinerja karyawan

Based on the results of processing using SPSS version 20 for windows, the following is an explanation and discussion:

$$Y = a + bx$$

Information :

Y: Employee Performance (dependent variable)

X: Work Environment (independent variable)

a: Constants

$$Y = 13,124 + 0,335x$$

Explanation:

- a. The variable value (Y) will be determined by the independent variable (X).
- b. The constant value (a = 13,124) is a constant if the value of the independent variable (X) = 0, then the value of the dependent variable (Y) = 13,124. The coefficient value of the work environment (X = 0.335), meaning that if the variable

Work environment (X) has increased 1%, then performance employees will increase by 13,124. The coefficient is positive means that there is a positive relationship between the work environment on employee performance.

4.2 Correlation coefficient

The correlation coefficient is a statistical measure of the covariance or association between two variables. The correlation coefficient ranges from +1 to -1. The correlation coefficient shows the strength (strength) of the linear relationship and the direction of the relationship between two random variables. If the correlation coefficient is positive, then the two variables have a unidirectional relationship. This means that if the value of variable X is high, then the value of variable Y will be high too. Conversely, if the correlation coefficient is negative, then the two variables have an inverse relationship. This means that if the value of variable X is high, then the value of variable Y will be low (and vice versa). To make it easier to interpret the strength of the relationship between the two variables, the author provides the following criteria (Sarwono:

2006):

0: there is no correlation between the two variables

> 0 - 0.25: very weak correlation

> 0.25 - 0.50: sufficient correlation

> 0.50 - 0.75: strong correlation

> 0.75 - 0.99: very strong correlation

1: Perfect correlation

$$\begin{aligned}
 r &= \frac{n(\sum xy) - (\sum x)(\sum y)}{\sqrt{\{n(\sum x^2) - (\sum x)^2\} \{n(\sum y^2) - (\sum y)^2\}}} \\
 &= \frac{36(21652) - (970)(797)}{\sqrt{\{36(26666) - (970)^2\} \{36(17807) - (797)^2\}}} \\
 &= \frac{779472 - 773090}{\sqrt{\{959976 - 940900\} \{641052 - 635209\}}} \\
 &= \frac{6382}{\sqrt{\{19076\} \{5843\}}} \\
 &= \frac{6382}{\sqrt{111461068}} \\
 &= \frac{6382}{10557.5} \\
 &= 0.604
 \end{aligned}$$

Table 2
Correlation coefficient

Correlations		Lingkungan kerja	Kinerja karyawan
Lingkungan kerja	Pearson Correlation	1	.604**
	Sig. (2-tailed)		.000
	N	36	36
Kinerja karyawan	Pearson Correlation	.604**	1
	Sig. (2-tailed)	.000	
	N	36	36

**. Correlation is significant at the 0.01 level (2-tailed).

4.3 The coefficient of determination

Table 3
Determination coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.604 ^a	.365	.347	1.740

a. Predictors: (Constant), Lingkungan kerja

Based on the results of processing using SPSS version 20 for windows, the following is an explanation and discussion:

$$Kd = r^2 \times 100\%$$

$$= (0.604)^2 \times 100\%$$

$$= 0.365 \times 100\%$$

$$= 36.5\%$$

This shows that the influence of the work environment on employee performance is strong and influential, which is 36.5% of the output model summary, it is known that the coefficient of determination R square is 0.365.

4.4 T test (t test) or Hypothesis Testing

The t test is used to determine the effect of independent variables on the dependent variable individually and to determine the dependent variable by measuring the degree of relationship between the independent variable and the dependent variable. To find out the value of table t can be seen in the following table:

Table 4

T test

Model	Coefficients^a		Standardized Coefficients Beta	T	Sig.
	Unstandardized Coefficients B	Std. Error			
1 (Constant)	13.124	2.058		6.378	.000
Lingkungan kerja	.335	.076	.604	4.425	.000

a. Dependent Variable: kinerja karyawan

Hypothesis:

Ho: There is no significant influence between the Work Environment on Employee Performance at PT. Lion Super Indo Cirebon Branch.

Ha: There is a significant influence between the Work Environment on Employee Performance at PT. Lion Super Indo Cirebon Branch.

Explanation:

The t value is 4.425 and the t table value is 1.691. If the value of t count > t table then Ho is rejected, and if the value of t count < t table then Ho is accepted. Because the result is t count > t table, thus Ho is rejected or there is a significant influence between the Work Environment on Employee Performance

5. Conclusion

Based on the results of the analysis and discussion in the previous chapter, the authors can draw the following conclusions:

- What are the working conditions at PT. Lion Super Indo Cirebon Branch?
The results of this study can be seen in Chapter IV on the results of the Questionnaire Variable X that the Work Environment at PT. Lion Super Indo Cirebon Branch is good enough, but not optimal. The highest number is 169, namely the statement that the work environment has good room lighting, the respondents prefer the alternative answer SS (Strongly Agree), amounting to 25 respondents from a total of 36 employees. While the second answer is S (Agree), amounting to 11 respondents. This shows that the work environment already has good lighting. While the lowest number is 116 with a statement that the work environment is equipped with complete facilities for employees. Based on the data above, many chose the alternative answer N (Neutral), which amounted to 18 respondents from a total of 36 employees. While the second answer is TS (Disagree) 8 respondents and SS (Strongly Agree) totaling 6 respondents. While the smallest answer is S (Agree), amounting to 4 respondents. This shows that the work environment is not equipped with complete facilities for employees. And the lowest number is 116 with a statement of smooth communication in harmony & kinship between employees and superiors. Based on the data above, many respondents chose the alternative answer N (Neutral), amounting to 18 respondents. While the second answer is TS (Disagree), amounting to 8 respondents and the answer S (Agree) with a total of 6 respondents. And the smallest answer is SS (Strongly agree) totaling 5 respondents. This shows that in the work environment there is a lack of smooth communication that is harmonious & kinship between employees and superiors. The results can be seen on page 83 in Table 4.15.
- How is the performance of employees at PT. Lion Super Indo Cirebon Branch?
The results of this study can be seen in Chapter IV on the results of the Variable Y Questionnaire that the Employee Performance at PT. Lion Super Indo Cirebon Branch is good, because there are almost all the same results. The largest number is 139 with a statement that siblings always maintain attendance at work, with respondents preferring more alternative answers to S (Agree), amounting to 31 respondents out of a total of 36 employees. And the second answer is N (Neutral), amounting to 5 respondents. This shows that employees always maintain good attendance at work. While the lowest number is 126 with the statement that relatives can complete work on time & do not delay work, with the respondent choosing the alternative answer N (Neutral), which is 18 respondents and the answer S (Agree) is 18 respondents. This shows that employees are sufficient to complete work on time & not procrastinate. the results can be seen on page 85 in Table 4.17.

- c. Is there a significant influence between the work environment on employee performance at PT. Lion Super Indo Cirebon Branch?

Based on the results of the above research, the results of the regression equation are $Y = 13,124 + 0,335x$ the output can be seen on page 99 in table 4.30. And seen in table 4:31 & table 4:32 on page 102 that between the Work Environment and Employee Performance at PT. Lion Super Indo Cirebon Branch has a strong relationship, as evidenced by a correlation number of 0.604 which indicates that the correlation between the Work Environment and Employee Performance is strong (because the magnitude is above 0.50). The coefficient of determination is 0.365 or 36.5% (derived from 0.365×0.365), which means that the above calculations show that the relationship between the Work Environment and Employee Performance is strong and the remaining 63.5% is influenced by other factors such as leadership style, work motivation, job satisfaction, and bonuses. And it can be seen in table 4.34 on page 104. If the value of $t_{count} > t_{table}$ then H_0 is rejected, and if $t_{value} < t_{table}$ then H_0 is accepted. Because the t value is 4.425 and the t table value is 1.691, the result is $t_{count} > t_{table}$, thus H_0 is rejected or there is a significant influence between the Work Environment on Employee Performance (Case Study on employees of PT. Lion Super Indo, Grage City Mall Cirebon Branch).

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