

## THE INFLUENCE OF WORK FACILITIES AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE AT CBC CLINIC BSD BRANCH

Guruh Dwi Pratama<sup>1</sup>, Angga Pratama<sup>2</sup>, Albani Putra Danu<sup>3</sup>

<sup>1</sup>Management, Faculty of Economy & Business, [dosen02560@unpam.ac.id](mailto:dosen02560@unpam.ac.id), Pamulang University

<sup>2</sup>Management, Faculty of Economy & Business, [angga.pratama@unpam.ac.id](mailto:angga.pratama@unpam.ac.id), Pamulang University

<sup>3</sup>Management, Faculty of Economy & Business, [albaniputrad921@gmail.com](mailto:albaniputrad921@gmail.com), Pamulang University

### ABSTRACT

This research aims to analyze the influence of work facilities and work motivation on employee performance at the CBC Clinic BSD branch. This research uses a quantitative method with an associative approach, where work facilities and work motivation are treated as independent variables, while employee performance is the dependent variable. The population of this study consisted of all employees of the CBC Clinic BSD branch, and the sample used was a saturated sample involving the entire population, namely 30 employees. Data analysis was carried out using multiple linear regression. The research results show that there is no significant influence between work facilities on employee performance at the CBC Clinic BSD branch. This indicates that although existing work facilities may be important for creating a comfortable work environment, these facilities are not enough to directly influence employee performance. Apart from that, the research results also revealed that work motivation did not have a significant influence on employee performance when tested partially. These findings indicate that there are other factors outside of work facilities and motivation that play a more important role in determining employee performance at the clinic. Therefore, it is recommended that the management of the CBC Clinic BSD branch consider a more holistic approach in improving employee performance by paying attention to other factors that may be more significant.

**Keywords:** Work Facilities, Work Motivation, Employee Performance

### 1. INTRODUCTION

Currently, competition in the business world is very tight along with increasing public demand for products and services to meet all their needs. In order to maintain business continuity in the midst of highly competitive business competition, a company must provide satisfaction to its consumers. One of the business worlds that has high competition is businesses in the beauty sector.

The current consumer behavior of society is not only limited to primary and secondary consumption, consumption of tertiary needs has now almost shifted primary and secondary consumption. One of women's mandatory consumption is beauty care. Beauty treatments, both in clinics and with cosmetics, have now become a major need, especially for women in urban areas. As time goes by, awareness of the importance of personal appearance is now very high.

In line with economic, technological and cultural developments in this modern era, beauty care has become a need that is considered important for some people, especially women. This phenomenon supports the emergence of many beauty clinics that offer products and services to meet people's needs for beauty treatments.

The role of Human Resources has a very important and strategic position in the organization to achieve goals. Human resources are very important for companies in managing, organizing and utilizing employees, so that they can function productively to achieve company goals. Human resources are the driving force of the organization in achieving its goals, so the organization's efforts to encourage employees to work better must continue to be carried out with the presence of employees who work well, so it is hoped that good work results (employee performance) will also be achieved by employees in carrying out their duties in accordance with the responsibilities given to them.

This company was chosen because it is not too far from the author's address and the author has heard many stories from employees who work at this company. If you look at its productivity, this clinic is quite good, but there are still several shortcomings in it. From the information obtained from employees of the BSD branch of the CBC Clinic, it can be seen that the performance of employees at this company still has several weaknesses, including the lack of facilities provided to

employees, lack of work motivation, which can cause the employee's performance to be very low. The following is performance data for 2022:

**Table 1. Employee Key Performance Indicator Data**

No.	Key Performance Indicator	Target	Achievement		
			2021	2022	2023
1.	Neatness	70% - 100%	65%	65%	70%
2.	Accuracy	70% - 100%	60%	65%	60%
3.	Efficiency and effectiveness	70% - 100%	60%	60%	62%
4.	Initiative	70% - 100%	65%	67%	67%
5.	Empathy	70% - 100%	65%	67%	60%

Source: CBC Clinic Bsd Branch (2024)

Based on table 1, the five components in the mandatory competency sub-section of the performance assessment at the BSD branch of the CBC clinic, the data indicates that performance achievements have not reached the achievement targets which can be seen from the mandatory competency sub-section, namely, thoroughness, efficiency and effectiveness, initiative, and empathy. the results of the percentage less than reaching the target in 2023. Work facilities are enjoyment in a real and natural form in the world of work, facilities provided by the company in physical form, used in the normal activities of the company, and have a relatively permanent period of use and provide benefits for the future which will come. Adequate facilities can support employee performance, while service recipients can provide a sense of comfort and satisfaction during the service process. Work facilities are a means provided by the company to support the course of the company in achieving the goals set by the control holder. Facilities are very important for employees to improve employee performance. Facilities are the main driver of employee needs to carry out activities so that work can be completed easily. The following is data on the facilities at the Bsd branch of the CBC clinic:

**Table 2. Employee Work Facilities**

No.	Facility name	2021		2022		2023		Information
		R	S	R	S	R	S	
1.	Bad facials	5	8	5	8	6	8	Inadequate
2.	Pillow	5	10	6	10	7	10	Inadequate
3.	CO2 lasers	1	1	1	1	1	1	Inadequate
4.	Una spoon	7	10	7	10	10	10	Inadequate
5.	Blackhead tweezers	7	10	10	10	10	10	Inadequate
6.	Rev. lamp	5	7	5	7	5	7	Inadequate
7.	Vapozone	6	7	6	7	7	7	Inadequate
8.	IPL machine	1	3	1	3	2	3	Inadequate
9.	Laser Machine	1	2	1	2	1	2	Inadequate
10.	Crayon machine	1	1	1	1	1	1	Inadequate
11.	Mesotherapy machine	1	2	1	2	1	2	Inadequate
12.	Radio frequency (RF) machine	1	2	1	2	1	2	Inadequate
13.	Slimming machine	1	2	1	2	1	2	Inadequate
14.	Turbo fat crush	1	2	1	2	1	2	Inadequate
15.	Microdiamonds	1	1	1	1	1	1	Inadequate
16.	Oxygen facials	1	3	2	3	2	3	Inadequate

17.	NDYAG Lasers	1	1	1	1	1	1	Inadequate
18.	Computer	3	5	3	5	5	5	Inadequate

Source: CBC Clinic Bsd Branch (2024)

Based on table 2, it can be concluded that the existing facilities are inadequate with the SOPs that apply in the clinic, from 2021 to 2023 some of the work facilities in the clinic are still inadequate, this factor is caused by an inadequate work environment. adequate, resulting in the ineffective use of facilities to support the work of employees at the Bsd branch of the CBC Clinic, resulting in the employee's work becoming inefficient.

Work motivation is a way of moving and directing employees so that they can carry out their respective duties in achieving targets with full awareness and responsibility. Motivation is also a factor in completing work, if employees lack motivation then employees will be slow in completing work. An example of motivation is that employees do not receive physical needs in return for completing tasks. Below, researchers attach employee motivation data at the Bsd branch of the CBC Clinic.

**Table 3. Employee Performance Target and Realization Data**

No	Indicator	Statement	Agree	Don't agree	Presentation	
					S	T.S
1.	Driving force	My boss always gives me work directions so that I can carry out my work without mistakes	5	15	25%	75%
2.	Willingness and willingness	I am willing to work overtime when needed	4	16	20%	80%
3.	Forming expertise and skills	SaYes, increase training according to job skills	18	2	90%	10%
4.	Obligation	SaYes, I am responsible for a task or work that I do	20	-	100%	-
5.	Objective	SaYes, I want to be in a position in the company from the results of my work	18	2	90%	10%

Source: CBC Clinic Bsd Branch (2024)

Based on table 3, it can be concluded that from the results of the pre-survey conducted by 20 employees, it can be explained that the indicators of drive and willingness and willingness have the highest percentage of disagreement values of 75% and 80%. This means that a lack of motivation and overtime wages that are not met by the company can cause employee performance to decline. Companies must try to increase employee needs because with those needs being met, employees will feel satisfied with what they are given so they can be enthusiastic about doing their work. .

**2. RESEARCH METHODS**

This research is quantitative. According to Mangkunegara (2018:8), quantitative research is a research method based on the philosophy of positivism, used to investigate certain populations or samples. Data collection is carried out using research instruments, and data analysis is quantitative or statistical in nature with the aim of testing predetermined hypotheses. This research is an empirical study which aims to examine the relationship between service quality and employee performance on customer satisfaction.

The research methods used include descriptive and verification approaches. Rukajat (2018) explains that descriptive research attempts to describe phenomena that occur in a real and factual way, as well as providing a systematic and accurate description of the facts and relationships between the phenomena being studied. This research is also verification in nature, as stated by Pratama (2018), which aims to test hypotheses that have been determined against a certain population or sample.

According to Mangkunegara (2018:13), a research place is a location that is a scientific object for collecting data with certain objectives related to objective matters. In this study, the research location was the CBC Clinic BSD Branch, which is located at Ruko Sector 7 Extension Blok RM No. 40 Serpong, Lengkong Wetan, Serpong District, South Tangerang City, Banten.

This research examines two main types of variables: independent variables (free) and dependent variables (dependent). The independent variables studied include work facilities (X1) and work motivation (X2), which are estimated to have an influence on employee performance. Meanwhile, the dependent variable studied is Employee Performance (Y), which is the result or impact of these independent variables.

Data collection was carried out through various methods, such as observation, interviews and questionnaires. Primary data was collected directly from respondents through questionnaires distributed to all employees of the CBC Clinic BSD Branch who were the samples in this study. Apart from that, secondary data was also obtained from various sources, including internal company documents and relevant literature. Data analysis in this research was carried out using parametric statistical techniques with the help of SPSS version 26 software. Validity and reliability tests were carried out to ensure that the instruments used were able to measure accurately and consistently in data collection. Next, classical assumption tests such as the normality test, multicollinearity test, and heteroscedasticity test are carried out to ensure that the regression model used meets the necessary statistical requirements. Linear regression analysis, both simple and multiple, is used to understand the relationship between independent variables and dependent variables, as well as to test established hypotheses.

### **3. RESEARCH RESULTS AND DISCUSSION**

#### **3.1 General overview of the company**

CBC Clinic has been around for 19 years since it was founded in 2004, with its main location on Jl. Wijaya 2 No.119, Kebayoran Baru, South Jakarta, and has now opened a branch in the BSD area, South Tangerang. This clinic was founded by Ir. Fathya Feurazia, MARS, with a vision to create a beauty and health clinic that provides facial and body care according to the needs of the times.

CBC Clinic uses the latest technology in equipment that has received approval from the Ministry of Health, as well as raw materials that have been registered with BPOM, thus providing a feeling of comfort and safety for customers. This clinic is strategically located, but still offers affordable treatment prices with all the facilities currently available. Some of the facial treatments offered include PRP, Filler, Threadlift, Botox, Radio Frequency, Facial Intraaceuticals, Oxygen Facial, Gold Facial, and Peeling Face. Meanwhile, for body care, the CBC Clinic offers slimming treatments with technologies such as Coolsculpting, Slimming RF, and Injection Slimming, as well as slimming packages equipped with supplements.

CBC Clinic has more than 1000 loyal customers who have entrusted their care to them since the clinic's inception. This clinic is also supported by experts, including doctors who are certified in the field of beauty, officially certified therapists, and nurses who graduated from well-known institutions with work experience in supporting doctors.

The vision of CBC Clinic BSD Branch is to become a quality and trusted clinic in establishing long-term collaboration with patients. The mission of CBC Clinic BSD Branch is to provide the best service and provide routine daily skincare for patients.

#### **3.2 Respondent Characteristics**

Based on the results of research involving 30 employees of the CBC Clinic BSD Branch, the majority of respondents were women, with 23 people or 76.7% of the total respondents, while there were 7 male respondents or 23.3%. This shows that the majority of the workforce at the CBC Clinic BSD Branch involved in this research are women. In terms of age, the majority of respondents were in the 20-25 year age range, with 10 people or 30.3% of the total respondents. The same number was also found in the age group 26-30 years and over 30 years, each consisting of 10 people or 30.3%. This indicates that the majority of CBC Clinic BSD Branch employees are young employees, aged under 30 years.

Based on education level, the majority of respondents had a high school or vocational school educational background, as many as 15 people or 50%. There was one person or 3.3% of respondents who had a junior high school education background, while respondents with Diploma (D3) and Bachelor (S1) education each amounted to 7 people or 23.3%. In terms of length of service, most respondents have worked at this company for more than one year, with 5 people or 16.6%. A total of 15 people or 50% of respondents had worked for between 2-3 years, and 10 people or 33.3% had worked for more than 3 years. This data shows that the majority of employees have sufficient work experience in the company, especially within a period of 2-3 years. Overall, the characteristics of these respondents reflect the profile of CBC Clinic BSD Branch employees, the majority of whom are female, young, have a high school/vocational school educational background, and have significant work experience, especially within 2-3 years of work. This profile provides an overview of the demographics of the workforce who play a role in company operations.

**3.3 Instrument Test**

**3.3.1 Validity Test**

**Table 4. Work Facilities Motivation Validity Test Results (X1)**

Questioner	R Count	R Table	Info
A safe working environment (X1.1)	0.655	0.361	Valid
A clean company environment (X1.2)	0.595	0.361	Valid
Spacious work area (X1.3)	0.698	0.361	Valid
Room arrangement facilitates work (X1.4)	0.688	0.361	Valid
The company has complete work equipment (X1.5)	0.650	0.361	Valid
Work equipment is in good condition (X1.6)	0.622	0.361	Valid
The company has a bright interior color scheme (X1.7)	0.683	0.361	Valid
The company has good lighting (X1.8)	0.622	0.361	Valid
The company provides information boards (X1.9)	0.650	0.361	Valid
The work area is equipped with safety signs (X1.10)	0.542	0.361	Valid
The company provides housing for employees (X1.11)	0.527	0.361	Valid
There are public facilities such as toilets and parking spaces (X1.12)	0.603	0.361	Valid

Source: Data processed SPSS 26 (2024)

The results of the Validity test for the Work Facilities variable (X1) from the table above can be seen that all the statement items used in this research have an rcount that is greater than rtable, namely 0.361, thus it can be concluded that the statement items in the Work Facilities variable (X1) are declared valid.

**Table 5. Motivation Validity Test Results (X2)**

Questioner	R Count	R Table	Info
I work with a strong sense of responsibility.	0.591	0.361	Valid
I am willing to work overtime to complete tasks.	0.540	0.361	Valid
I am responsible for completing tasks according to the established standards.	0.576	0.361	Valid
I work hard to achieve targets.	0.641	0.361	Valid
Success in my job is my priority.	0.572	0.361	Valid
The salary I receive is in line with my performance.	0.587	0.361	Valid
I receive additional pay for work done outside regular hours.	0.700	0.361	Valid
I am provided with health and safety insurance.	0.811	0.361	Valid
I feel satisfied receiving bonuses that match the work I have done.	0.590	0.361	Valid
I am willing to take on additional tasks to earn recognition.	0.681	0.361	Valid
Completing difficult tasks is a source of satisfaction for me.	0.644	0.361	Valid
I am ready to accept new job responsibilities.	0.689	0.361	Valid

Source: Data processed SPSS 26 (2024)

The results of the Validity test for the Work Motivation variable (X2) from the table can be seen that all statement items used in this research have an rcount that is greater than rtable, namely 0.361, thus it can be concluded that the statement items in the Work Motivation variable (X2) are declared valid.

**Table 6. Employee Performance Validity Test Results**

Questioner	R Count	R Table	Info
I always complete tasks meticulously.	0,697	0.361	Valid
I have a good understanding and skills in my work.	0,632	0.361	Valid
I complete tasks according to the SOP.	0,584	0.361	Valid
The work I do always meets the target.	0,589	0.361	Valid
I never procrastinate on tasks.	0,727	0.361	Valid
I can complete tasks quickly.	0,623	0.361	Valid
I am responsible for finishing tasks on time.	0,664	0.361	Valid
I can use the facilities effectively.	0,687	0.361	Valid
I arrive at work on time.	0,703	0.361	Valid
I can solve work-related problems without instructions from my supervisor.	0,652	0.361	Valid
My work can be done efficiently.	0,721	0.361	Valid
I can make decisions wisely.	0,656	0.361	Valid

Source: Data processed SPSS 26 (2024)

The results of the validity test of the employee performance variable (Y) from the table can be seen that all the statement items used in this research have an rcount that is greater than rtable, namely 0.361, thus it can be concluded that the statement items on the employee performance variable (Y) are declared valid.

**3.3.2 Reliability Test**

**Table 7. Reliability Test Results**

Variable	Cronbach's Alpha value	Limit Value	Information
X1	0.848	0.60	Reliable
X2	0.859	0.60	Reliable
Y	0.869	0.60	Reliable

Source: Data processed SPSS 26 (2024)

Based on the table above, it is known that all statement items on the Job Facilities, Work Motivation and Employee Performance variables are declared Reliable. This is proven by the Cronbach's Alpha value > 0.60, thus the data is suitable to be continued as research.

**3.3.3 Classic Assumption Test**

**1. Normality Test**

**Table 8. Normality Test Results  
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residuals
N		30
Normal Parameters, b	Mean	.0000000
	Std. Deviation	9.36421615
Most Extreme Differences	Absolute	,185
	Positive	,120
	Negative	-.185
Statistical Tests		,185
Asymp. Sig. (2-tailed)		.010

- a. Test distribution is Normal.
  - b. Calculated from data.
  - c. Lilliefors Significance Correction.
- Source: Data processed SPSS 26 (2024)

The data above regarding the results of the normality test uses the non-parametric Kolmogorav-Smirnov statistic, the Kolmogorav-Smirnov magnitude is significant at 0.10, greater than 0.05. Thus it can be concluded that the data in this study has been distributed normally.

2. Multicollinearity Test

Table 9. Multicollinearity Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
X1	,934	1,071
X2	,934	1,071

In the Coefficients table above, it can be seen that the variance inflation factor (VIF) value is 1.071 < 10. and the tolerance value is 0.934 > 0.10, so it can be concluded that there is no multicollinearity problem or is multicollinearity free.

3.3.3 Quantitative Analysis

Table 11. Multiple Linear Regression Test Results

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	29,273	13,036		2,246	.033		
	X1	,198	,219	,175	,904	,374	,934	1,071
	X2	,151	,241	.121	,627	,536	,934	1,071

a. Dependent Variable: Y

Source: Data processed SPSS 26 (2024)

From calculations using the SPSS version 26 application, the results are:

$$Y = 29.273 + 0.198X1 + 0.151X2$$

Based on the multiple regression equation formed above, it can be concluded that the Motivation and Workload variables have a positive coefficient on the Employee Performance variable. The influence of Work Facilities on employee performance in the table above obtained a t-count value of 0.904 and a significance value of 0.374, so it can be concluded that the influence Work facilities on employee performance are positive and significant, which can be proven by the t value of 0.904 < 2.0518 and the significance value of 0.033 < 0.05, so that Ha is accepted and H0 is rejected, meaning that there is no partial influence on the work facilities variable on the employee performance variable.

The coefficient of influence of work motivation on employee performance, in the table above, the t-count value is 0.627 and the significance value is 0.536, so it can be concluded that the influence of work motivation on employee performance is positive and significant, which can be proven by the t-count value of 0.627 > 2.0518 and the significance value of 0.033 < 0.05. so that Ha is accepted and H0 is rejected, meaning that there is no partial influence on the work motivation variable on employee performance variables

Table 12. Simultaneous Significance Test Results (F Test)

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4105.867	2	2052,934	0.918	.520b
	Residual	861,478	52	16,567		
	Total	4967.345	54			

a. Dependent Variable: Employee performance  
 b. Predictors: (Constant), X1, X2

Source: Data processed SPSS 26 (2024)

The calculated F value in the table above is 0.918 < Ftable 3.35 with Sig. 0.520 < α 0.05. Shows that work facilities and motivation do not have a significant effect on employee performance

#### 4. DISCUSSION

Hypothesis testing indicates that there is no significant influence between Work Facilities on Employee Performance at the CBC Clinic BSD branch. This means that although the work facilities provided by the clinic may influence the work environment and comfort of employees, their influence is not strong enough to directly improve overall employee performance. There are several reasons why work facilities may not have a significant influence on employee performance in this context. First, employees may consider work facilities as something that is standard or basic, the existence of which is expected and is not considered a motivational factor or driver of performance. In other words, work perks may be seen as something that should be there, so that employees do not associate them directly with improving their performance. Second, other factors such as work motivation, support from management, or even the work culture that exists at the CBC Clinic BSD branch may play a more dominant role in determining employee performance. If employees feel motivated and supported emotionally or professionally by management, they may focus more on those aspects than on the quality of the physical facilities available. Third, employees may have different needs or expectations regarding work facilities, so that currently available facilities may not fully meet their expectations or be relevant to improving their performance. For example, if the facilities provided are not directly related to employees' daily tasks or do not support their work efficiency, then their impact on performance may be minimal.

The research results show that there is no partial significant influence between work motivation variables on employee performance at the CBC Clinic BSD branch, indicating that there is complexity in the factors that influence performance. Although work motivation is often considered as one of the main drivers in increasing employee productivity and efficiency, in the context of this research, its influence is not proven to be strong when analyzed separately or partially. This raises important questions about other dynamics that may be more decisive in employee performance at this clinic.

One possible reason why work motivation did not have a partially significant effect is that employees at CBC Clinic may already have high levels of motivation from other sources not measured in this study, such as personal commitment, a strong work ethic, or career aspirations. In other words, work motivation that comes from external factors, such as awards or incentives, may not play as big a role as the internal motivation that employees have. In addition, the work environment at the CBC Clinic BSD branch may create a situation where work motivation becomes a secondary factor in influencing performance. Factors such as work pressure, performance appraisal systems, or even team dynamics may have a greater impact on how employees perform their jobs. If work motivation is not considered a major factor by employees in determining performance, it is not surprising that the research results show an insignificant effect. It is also possible that work motivation at this clinic was already at a relatively uniform level among employees, so that variations in motivation were not large enough to show a significant effect on performance. In situations like these, differences in employee performance may be determined more by other factors, such as individual skills, work experience, or support from management, than by the level of work motivation itself.

Another factor that may influence these results is the way work motivation was measured and defined in this study. If the measurement tools used do not fully capture the various aspects of motivation that are relevant to performance in the clinical environment, then the results may not reflect the true relationship between the two variables. For example, if motivation is measured only from the perspective of material incentives, but does not include aspects such as recognition, autonomy, or career development, then the influence of motivation on performance may not be well represented. In addition, employee performance at the CBC Clinic BSD branch may be more influenced by structural or organizational factors that are not directly related to individual motivation. For example, operational procedures, resource availability, or management effectiveness may have a greater impact on performance than work motivation. If the existing work system already determines how employees must work, motivation may no longer be a critical factor.

These results also indicate that efforts to improve employee performance at the CBC Clinic may need to be focused on a more comprehensive approach, which does not only focus on increasing work motivation. Management may need to re-evaluate the strategies implemented to motivate employees, as well as consider integrating programs that improve other aspects of the job, such as employee engagement, skills development, and improved internal communications. Ultimately,



although work motivation is an important factor in many work contexts, in this case, the partial absence of a significant effect on employee performance suggests that improving performance may require a more holistic and integrated approach. By paying attention to various factors that influence performance, both from an individual and organizational perspective, the CBC Clinic BSD branch can develop more effective strategies to increase the productivity and quality of work of its employees.

## 5. CONCLUSION

The conclusion of this research reveals that there is no significant influence between work facilities on employee performance at the CBC Clinic BSD branch. This shows that although the facilities provided by the clinic are important in creating a comfortable working environment, their influence on increasing employee performance is not that strong. Work facilities may be considered a basic need that should be there, so employees do not see it as a factor that can significantly increase their motivation and performance. Apart from that, the research results also show that work motivation does not have a partially significant influence on employee performance at the CBC Clinic BSD branch. Although motivation is an important factor that should encourage employees to work better, in the context of this clinic, motivation factors may not be managed effectively and therefore do not have a large enough impact on employee performance. This research emphasizes that apart from work facilities and motivation, there are other factors that more dominantly influence employee performance at the CBC Clinic BSD branch. Factors such as effective management, work culture, and interpersonal relationships in the workplace may be more influential in improving employee performance. Therefore, clinic management needs to consider a more holistic approach in efforts to improve employee performance, by not only focusing on facilities and motivation, but also other aspects that influence the overall work environment.

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