

THE EFFECT OF MOTIVATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT PT. INFOMEDIA NUSANTARA DIGITAL HELPDESK PERURI DIVISION SOUTH JAKARTA

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Abstract: This study aims to analyze the influence of motivation and work environment on employee performance at PT. Infomedia Nusantara Digital Helpdesk Peruri Division, South Jakarta. The research employs a quantitative method with an associative approach, focusing on two independent variables—motivation and work environment—and their impact on employee performance as the dependent variable. Data was collected through a survey of 58 employees using a closed-ended questionnaire. The results show that both motivation and work environment have a significant positive impact on employee performance, both partially and simultaneously. Motivation contributes 51.6% to the improvement of employee performance, while the work environment contributes 33.2%. Simultaneously, the two variables together account for 52.8% of the variation in employee performance, indicating that a combination of high motivation and a supportive work environment can significantly enhance employee performance. The study concludes that improving these factors can result in better organizational outcomes and provides recommendations for enhancing employee motivation and optimizing the work environment to foster productivity.

Keywords: Motivation, Work Environment, Employee Performance

INTRODUCTION

Every company will have a target to be achieved. Company activities to achieve a target need to be allocated from optimal human resource management, then the company can compete optimally, and the human resources (HR) in it can also work optimally.

Quality Human Resources as a priority and necessity for every company. Every company will certainly strive to obtain maximum quality human resources in order to drive its operations to be carried out properly. aware of the importance of human resources to develop a company, so the company must pay special attention to the human resources it has. The company must respond to its human resources as partners and assets to improve its business.

Through the assumption of Sedarmayanti (2015) describes that HR management is a rule and an action to determine the elements of each individual, to filter, recruit, reward, train and evaluate ". Through this description, it is concluded that human resource management (HRM) is the art and science that studies the management of HR functions in a group that includes aspects of arrangement, grouping, and control.

Through the study of management science, there are 4 management roles, namely planning, organizing, actuating, and controlling. Until now, these four roles have been greatly suppressed for external or internal aspects. The pressure is in the form of high standard work coercion, alignment with advances in communication & information technology, a conducive work environment, and changes in the economic or social environment.

In order to create the company's vision and mission optimally, so the main aspect that needs to be observed is the human. Because humans will assemble, implement, and carry out monitoring on all aspects of management that include machines, materials and methods. If the company is able to realize quality HR, so that it can have an effect on maximizing the company's performance, and vice versa.

In an increasingly complex atmosphere, so that companies need to share supervision of all HR conflicts

that create obstacles to hinder company performance. The target is to share a sense of inner comfort for all workers. So that all input completed by each worker can obtain optimal output driven by the philosophy of "the right man on the right place".

Motivation and work environment are some aspects of the many aspects that can affect employee performance. So that companies are asked to often support motivation and share a safe work environment for their workers. It is called that because it is always found when work motivation is a problem, so that it has an effect on reducing employee performance.

Through the assumption (Mangkunegara, 2017:93), "Motivation is a state of encouraging workers to achieve the targets that have been set". Then from the assumption of Sutrisno (2016:109), "Work motivation is a supporting aspect for each individual to carry out an activity". So that motivation is assumed to be a supporting aspect of each individual's actions to carry out an activity.

PT. Infomedia Nusantara Digital Helpdesk Peruri Division South Jakarta is a subsidiary of PT Telkom Indonesia that is rolling on the presentation of alternative Business Process Outsourcing (BPO) from 2 portfolios including Shared Service Operation & Customer Relationship Management. In order to carry out the mission and vision of the association optimally, so that the existence of the environment and work motivation need to be optimal.

Through observations carried out at PT. Infomedia Nusantara Helpdesk Digital Division Peruri South Jakarta, motivation and work environment conditions do not encourage workers to work comfortably, observed through demands for work periods that are beyond limits, apathy of fellow members, minimal collaboration between colleagues and others. A table is presented that illustrates the events that occur in the company in the form of:

Table 1. Company Standard Operational

No	SOUP	Reduced point weight	Target weight
1	The average score per month cannot be less than 90%	-6	100
2	Attendance less than 100% in 3 consecutive months	-6	100
3	If you get a classification value of "Not Good" in the recapitulation of variable allowance assessments	-6	100
4	2 times in a row received a "Needs Improvement" classification in the recapitulation of variable allowance assessments	-6	100
5	Not achieving individual income targets for 3 consecutive months	-6	100
6	Not implementing policies in accordance with management's determination to achieve company targets	-10	100
7	Absent for 5 times in a month	-50	100

Source: PT. Infomedia Nusantara Digital Helpdesk Peruri Division South Jakarta

In table 1 above, it can be seen that the SOP at PT. Infomedia Nusantara Helpdesk Digital Division of Peruri South Jakarta, that violations can reduce the assessment points of a work target where in point 1 Average Score per month must not be less than 90% if less then the point value will be reduced by 6 points, point 2 Attendance is less than 100% in 3 consecutive months then the point value will be reduced by 6 points, point 3 If you get a classification value of "Not Good" in the recapitulation of variable allowances then the point value will be reduced by 6 points, point 4 twice in a row get a classification value of "Needs Improvement" in the recapitulation of variable allowance assessments then the point value will be reduced by 6, point 5 Not achieving individual income targets for 3 consecutive months then the point value will be reduced by 6 points, point 6 Not implementing policies in accordance with management regulations to achieve company targets then the points will be reduced by 50 points, and point 7 absent for 5 times in a month then the point value will be reduced by 50 points from 100 points.

If this happens, it can result in the company incurring losses, because the worker's tasks are not completed on time and are not completed, which means they are replaced by other workers and result in an increased workload, and then the sense of enthusiasm for work decreases, which can minimize the quality of work which does not satisfy the performance produced.

Through the assumption of Hafidzi et al. (2019:52), "it is explained that motivation is the sharing of driving force that creates the work spirit of each individual so that they can collaborate, work in a focused and effective manner to achieve satisfaction.

To illustrate in detail the events experienced. The researcher conducted a pre-survey on 58 respondents regarding work motivation, and obtained information in the table as follows:

Table 2. Pre-Survey Data of Work Motivation

No	Job description	Answer		Amount	Target in %
		Yes	No		
1	I help other workers with their tasks	25	33	58	100
		43%	57%		
2	The company provides incentives to employees who work to achieve targets	34	24	58	100
		59%	41%		
3	Employees always work wholeheartedly for the progress of the company	44	14	58	100
		76%	24%		
4	Employees work hard by making good contributions to the company	38	20	58	100
		66%	34%		
5	Employees arrive at the office on time	39	19	58	100
		67%	33%		

Source: Processed Data (2024)

Through table 1.2, describing the workers' responses to work motivation at PT. Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta, it can be seen that employee work motivation still has various problems, the problem that occurs is in statement 1 "I help other work tasks" 57% of respondents answered "No" while those who answered "Yes" were only 43%. So the existing leaders should motivate their workers more at PT. Infomedia Nusantara Digital Helpdesk Peruri Division South Jakarta so that they can work in line with the company's wishes.

In order to obtain information on the work environment, the reviewer conducted a review at PT. Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta 2024 to observe the condition of the work environment. There are pre-survey findings that the reviewer has carried out:

Table 3. Data Results of Pre-Survey of Work Environment

No	Description	Answer(%)		Amount	Target in %
		Yes	No		
1	The temperature of the room where employees work is comfortable	29	29	58	100
		50%	50%		
2	The decoration in the workplace looks neat and attractive	36	22	58	100
		62%	38%		
3	Employees always maintain cleanliness and throw away trash in its place.	35	23	58	100
		60%	40%		
4	The existing lighting is in line with needs	26	32	58	100
		45%	55%		
5	The relationship between employees and other employees is good	31	26	58	100
		53%	47%		
6	The relationship between superiors and subordinates is good	34	24	58	100
		57%	43%		

Source: Processed Data: 2024

Through table 3, it describes the workers' response to the work environment which is still considered minimal, there is statement 4 "The available lighting is in accordance with the needs" with 55% responding "No" and 45% responding "Yes". Where companies need to pay more attention to the work environment so that workers can work comfortably.

RESEARCH METHODOLOGY

This study aims to analyze the influence of motivation and work environment on employee performance at PT. Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta. This study uses a quantitative method with an associative approach. The quantitative method was chosen because this study is based on the collection of empirical numerical data and processed statistically, as explained by Sugiyono (2017), where this method is used to test previously established hypotheses. The focus of this study is to identify the relationship or influence between two independent variables, namely motivation and work environment, with the dependent variable, namely employee performance.

The location of this research was carried out at PT. Infomedia Nusantara Helpdesk Digital Division of Peruri which is located in South Jakarta, precisely on Jalan Rs. Fatmawati 77-81 Jakarta. The selection of this location was based on the need to obtain relevant data from research objects that are directly related to the topics studied, namely motivation, work environment, and employee performance. This research was conducted for three months, starting from July to September 2023. During this period, various stages of research were carried out, starting from preparing thesis proposals, proposal seminars, to data collection and data analysis to obtain conclusions that can be applied in the company's work environment.

For the research variables, work motivation and work environment were selected as independent variables. Work motivation is defined based on Sinambela (2017) as a series of attitudes and values that influence individuals to achieve specific goals. Meanwhile, the work environment is defined based on Siagian (2014) as the physical and social environment where employees perform their daily tasks. The dependent variable in this study is employee performance, which is defined by Afandi (2018) as the work results achieved by a person in accordance with the responsibilities and goals of the organization. This study will use a Likert scale to measure the level of response to the indicators of each variable.

The population in this study includes all employees of PT. Infomedia Nusantara Peruri Division South Jakarta, totaling 58 people. Due to the relatively small population, this study uses a total sampling technique, where the entire population is used as a research sample. This is in accordance with the opinion of Juliandi et al. (2014) who stated that if the research subjects are less than 100, then all subjects should be included to increase the validity of the research results.

Data collection was carried out using two main techniques, namely questionnaires and documentation. The questionnaire used was a closed questionnaire, where respondents only needed to choose the answer that corresponded to the options provided by the researcher. This questionnaire was compiled based on indicators from the research variables and measured using a five-point Likert scale. In addition, data was also collected through documentation, which included collecting official documents related to employee performance, personnel data, and internal company reports. This study used the SPSS version 26 program to analyze quantitative data accurately with the multiple linear regression method.

RESULTS AND DISCUSSION

Profile

PT Infomedia Nusantara is a subsidiary of PT Telkom Indonesia which is engaged in providing Business Process Outsourcing (BPO) solutions. The company focuses on two main business portfolios, namely Customer Relationship Management (CRM) and Shared Service Operation (SSO). To date, PT Infomedia has served more than 600 companies from various industry segments, with a 53% share of the contact center market in Indonesia. In running its business, PT Infomedia continues to innovate by adopting the latest digital technology to ensure the best experience for customers, as well as supporting efficiency and quality of service.

As a customer-centric company, PT Infomedia helps companies manage the digitalization of business processes comprehensively, both on the front-end and back-end sides. This approach is carried out end-to-end, starting from planning consultation, development, implementation, daily operations, to analysis and feedback for further improvement. At every stage, Infomedia integrates cutting-edge technologies such as cloud computing, automation, robotics, artificial intelligence (AI), and data analysis, to support efficient business processes, easily accessible anytime and anywhere, and guaranteed in terms of quality and security.

In addition to technological innovation, PT Infomedia is also supported by strong infrastructure and synergy with Telkom Group. This allows the company to provide the best service and adapt quickly to the

dynamics of changing digital technology that continues to grow. With high experience and commitment, PT Infomedia aims to become a strategic partner for companies in increasing value and core business through quality and innovative services.

The company's vision is to be the digital BPO partner of choice that advances society, while its mission is to provide integrated CRM and SSO solutions supported by the latest technology. CRM aims to provide the best experience and optimal business value for customers, while SSO is designed to disrupt the management of customer back-office processes through cutting-edge technology that is implemented quickly and efficiently.

The organizational structure of PT Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta is designed to support the achievement of company targets. Each sector has a clear role and responsibility to ensure optimal collaboration. From supervisors to helpdesks, all lines focus on handling technical problems and providing quick solutions to ensure smooth customer operations. With a solid team and organized roles, PT Infomedia continues to strive to achieve its business targets through optimal service.

Respondent Characteristics

This study involved respondents from PT. Infomedia Nusantara Helpdesk Digital Division Peruri South Jakarta, with data collection conducted online through questionnaires distributed via Google Forms. This was done to make it easier for employees to fill out the questionnaire. From the total population, 58 respondents gave their answers. The data collected covered various demographic aspects, such as gender, age, and last level of education.

Based on the data obtained regarding gender, the majority of respondents in this study were male, which was 35 people or 60.3%, while female respondents were 23 people or 39.7%. This shows that male participation in this study was more dominant than female, which reflects the gender composition in the work environment of PT. Infomedia Nusantara Helpdesk Digital Division Peruri South Jakarta.

In terms of age, the respondents who participated were mostly in the 31-40 years age range, which was 31% of the total respondents. This age group was followed by respondents aged 19-30 years and 41-50 years, which each amounted to 27.6%. Respondents over 50 years old contributed 13.8% of the total sample. These data show that the majority of employees involved in this study were in the productive age range, with the 31-40 years age range dominating.

Meanwhile, the respondents' last education level also varied. Most respondents had a bachelor's degree, which was 39.7%, followed by respondents with a master's degree of 24.1%, a diploma of 22.4%, and high school/vocational school of 13.8%. This shows that most employees working at PT. Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta have a higher education background, with the majority being bachelor's degree graduates, which is expected to support performance and productivity in the work environment.

Validity Test

Table 4. Validity of Motivation

Statement	Rcount	R table	Information
Statement 1	0.520	0.258	Valid
Statement 2	0.685	0.258	Valid
Statement 3	0.631	0.258	Valid
Statement 4	0.656	0.258	Valid
Statement 5	0.712	0.258	Valid
Statement 6	0.697	0.258	Valid
Statement 7	0.725	0.258	Valid
Statement 8	0.762	0.258	Valid
Statement 9	0.710	0.258	Valid
Statement 10	0.719	0.258	Valid

Source: Data processed by researchers, 2024.

Table 5. Validity of Work Environment

Statement	Rcount	R table	Information
Statement 1	0.770	0.258	Valid
Statement 2	0.761	0.258	Valid
Statement 3	0.658	0.258	Valid

Statement 4	0.617	0.258	Valid
Statement 5	0.648	0.258	Valid
Statement 6	0.737	0.258	Valid
Statement 7	0.727	0.258	Valid
Statement 8	0.596	0.258	Valid
Statement 9	0.602	0.258	Valid
Statement 10	0.649	0.258	Valid

Source: Data processed by researchers, 2024.

Table 6. Validity of Employee Performance

Statement	Rcount	R table	Information
Statement 1	0.269	0.258	Valid
Statement 2	0.444	0.258	Valid
Statement 3	0.555	0.258	Valid
Statement 4	0.607	0.258	Valid
Statement 5	0.462	0.258	Valid
Statement 6	0.505	0.258	Valid
Statement 7	0.571	0.258	Valid
Statement 8	0.566	0.258	Valid
Statement 9	0.588	0.258	Valid
Statement 10	0.305	0.258	Valid
Statement 11	0.522	0.258	Valid
Statement 12	0.662	0.258	Valid
Statement 13	0.500	0.258	Valid
Statement 14	0.663	0.258	Valid
Statement 15	0.437	0.258	Valid
Statement 15	0.621	0.258	Valid

Source: Data processed by researchers, 2024.

Based on the results of the validity test, it can be seen that the overall value of r count $>$ r table 0.258, thus it can be concluded that all statement items in the employee performance variable indicator are valid. So that no statement items are deleted and all statement items can be used in the entire test model.

Reliability

Table 7. Reliability Test

Variables	Cronbach Alpha	Critical Value	Decision
Motivation	0.872	0.60	Reliable
Work Environment	0.866	0.60	Reliable
Employee Performance	0.821	0.60	Reliable

Source: Data processed by researchers, 2024.

Through the table above, it can be seen that each variable of motivation, work environment and employee performance has a Cronbach Alpha value \geq 0.60. Thus, the results of the reliability test on all variables are reliable. So that all questions are feasible and can be used for further studies.

**Classical Assumption Test
Normality Test**

Table 8. Test for Normality

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		58
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.13562080
Most Extreme Differences	Absolute	.109
	Positive	.056
	Negative	-.109
Test Statistics		.109
Asymp. Sig. (2-tailed)		.081cd
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Data processed by researchers, 2024.

Through table 4.8, it can be observed that the Asymp.Sig. (2-tailed) value is $0.081 > 0.05$, so it can be stated that the data from the population is normally distributed and can be carried out to the next stage of analysis.

Multicollinearity Test

Table 9. Multicollinearity Test

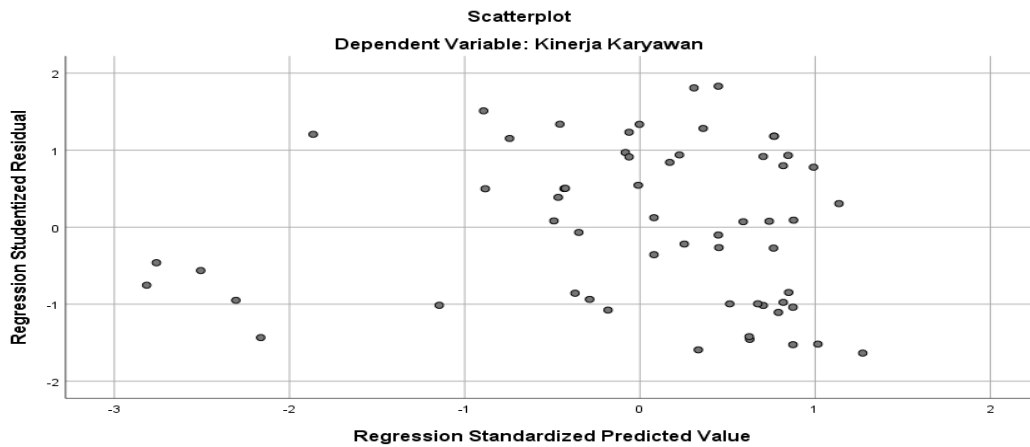
Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	20.132	4.625		4.353	.000		
	Work motivation	.747	.153	.617	4.889	.000	.539	1,856
	Work environment	.182	.154	.148	1.175	.245	.539	1,856
a. Dependent Variable: Employee Performance								

Source: Data processed by researchers, 2024.

Through table 9, the tolerance and VIF values for each research variable can be seen as follows:

- 1) The tolerance value for the motivation variable (X1) is $0.539 > 0.10$, which means there is no correlation between the independent variables with a value of more than 90%, the VIF value is $1.856 < 10$ so that the motivation variable does not show symptoms of multicollinearity.
- 2) The tolerance value for the work environment variable (X2) is $0.539 > 0.10$, which means there is no correlation between the independent variables with values of more than 90%, the VIF value is $1.856 < 10$ so that the work environment variable does not show symptoms of multicollinearity.

Heteroscedasticity



Source:

Data processed by researchers, 2024.

Figure 1. Heteroscedasticity Test

Through this image, it is observed that the points are spread randomly, do not form a clear pattern, and are spread both above and below the number 0 (zero) on the Y axis, the conclusion is that there is no heteroscedasticity.

Autocorrelation Test

Table 10. Autocorrelation Test Results

Model Summaryb					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.726a	.528	.510	6.29989	2.167
a. Predictors: (Constant), Work Environment, Work Motivation					
b. Dependent Variable: Employee Performance					

Source: Data processed by researchers, 2024.

Through table 10, the autocorrelation test using the Durbin Weston test can be seen that the Durbin Weston value of 2.167 is in the interval 1.55 - 2.46 so it can be concluded that the data in this research variable does not contain autocorrelation.

Multiple Regression Analysis

Table 11. Multiple Regression Test Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	32,788	2,790		11,752	.000
	Work motivation	.276	.078	.402	3,559	.001
	Work environment	.317	.085	.422	3,736	.000
a. Dependent Variable: Employee performance						

Source: Data processed by researchers, 2024.

Through table 11, the regression equation $Y = 32.788 + 0.276 X1 + 0.317 X2$ can be obtained. Where the conclusion is:

- The constant value of 32,788 means that if the motivation variables (X1) and work environment (X2) do not exist, then there is an employee performance value (Y) of 32,788 points.
- The motivation value (X1) of 0.276 means that if the constant remains the same and there is no change in the work environment variable (X2), then every 1 unit change in the motivation variable

(X1) will result in a change in employee performance (Y) of 0.276 points. The T count value is 3,559 with a significance level of 0.000. This value is smaller than 0.05 ($0.001 < 0.05$), so the equation obtained is $t \text{ count} > t \text{ table}$ or $7.721 > 1.673$. The conclusion is that H_0 is rejected. In other words, the motivation variable has a significant effect on employee performance.

- c. The work environment value (X2) of 0.317 means that if the constant remains the same and there is no change in the motivation variable (X1), then every 1 unit change in the work environment variable (X2) will result in a change in employee performance (Y) of 0.317 points. Through table 11, the calculated T value is 3,736 with a significance level of 0.000. This value is smaller than 0.05 ($0.000 < 0.05$), so the equation obtained is $t \text{ count} > t \text{ table}$ or $5.159 > 1.673$. The conclusion is that H_0 is rejected, in other words, the work environment variable has a significant effect on employee performance.

Table 12. Results of Simultaneous Analysis

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.726a	.528	.510	6.29989	.528	30,703	2	55	.000
a. Predictors: (Constant), Work Environment, Motivation									
b. Dependent Variable: Employee Performance									

Source: Data processed by researchers, 2024.

Through table 12, the coefficient of determination is 0.528, the conclusion is that the motivation and work environment variables influence the employee performance variable by 52.8%. While the remaining 47.2% is influenced by variables outside the study.

Table 13. Hypothesis Results (F Test)

ANOVA						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1488.492	1	1488.492	26,618	.000b
	Residual	3131.525	56	55,920		
	Total	4620.017	57			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Motivation, Work Environment						

Source: Data processed by researchers, 2024.

Through table 13, the F count value is 26.618 and the significant value is 0.000. So it can be concluded that motivation (X1) and work environment (X2) simultaneously have a significant effect on employee performance (Y), as evidenced by the F count value of $26.618 > F_{table} 3.16$ and the significant value of $0.000 < 0.05$. So the decision can be drawn that H_0 is rejected and H_a is accepted.

CONCLUSION

Based on the results of the study on the influence of motivation and work environment on employee performance at PT. Infomedia Nusantara Helpdesk Digital Peruri Division South Jakarta, it can be concluded that both variables have a significant influence on employee performance. Motivation partially shows a strong influence on employee performance, with a significant level of relationship, where employee motivation is proven to contribute 51.6% to increased performance. This shows that increasing work motivation can have a direct positive impact on employee performance in the work environment. In addition, the work environment also has a significant influence on employee performance, although with a slightly lower influence than motivation. This study shows that the work environment contributes 33.2% to employee performance. This shows that factors in the work environment such as lighting, air circulation, and interaction in the workplace play an important role in supporting employee productivity. Simultaneously, motivation and work environment have a significant influence on employee performance, with a contribution of 52.8%. This finding shows that the combination of high work motivation and a conducive work environment can improve overall employee performance. Therefore, companies need to pay attention to these two factors to create an environment that motivates and supports optimal performance for employees..

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