

# An Investigation into How Employee Performance Is Influenced by Work Environment, Work Motivation, and Work Discipline (Case Study at the Mataram 1st Class Agricultural Quarantine Office)

<sup>1</sup>Hardian Reza Dharmayanda

<sup>2</sup>Serli Oktapiani

<sup>3</sup>Oky Armeiriyanto

<sup>1</sup>Universitas Indonesia, Indonesia

<sup>2</sup>Faculty Of Economic And Business, Sumbawa University Of Technology, Indonesia

<sup>3</sup>Master in Innovation Management, Sumbawa University Of Technology, Indonesia y

## ABSTRACT

*This study investigates variables affecting the efficacy of Mataram Class 1 Agricultural Quarantine Office staff: Influence, motivation, work discipline, and environment. This research employed associative and quantitative methods. This study effort surveyed 65 people from the Office of the Agricultural Center Class 1 in Mataram. Multiple linear regression analysis using SPSS 25 is employed. Testing includes validity, reliability, the classical assumption test, the T-test, the F test, and the coefficient of determination test. In this study, all 65 Mataram Class 1 Agricultural Quarantine Center employees were included. Researchers utilized Saturated Sampling, with 65 samples per respondent. According to this study, motivation, work discipline, and work climate all affect employee performance at the Office of the Agricultural Center Class 1 Mataram. Motivation, work discipline, and work atmosphere all affect employee performance, according to a 58.1% correlation coefficient. Other factors impact the remaining 41.9% of employee performance. The Mataram Class 1 Agricultural Center Office must enhance worker enthusiasm and work discipline to create a productive work environment. This will increase employee performance directly or indirectly. Mataram Class 1 Agricultural Center must give high customer satisfaction to fulfill its data services duty.*

**Keyword:** - Motivation, Work Discipline, Work Climate, Employee Performance

## 1. INTRODUCTION

Dealing with efforts to improve employee performance, one of the basic problems is how to increase motivation and work discipline. These two things play a very important role in increasing the effectiveness and efficiency of the organization in carrying out activities and work that have been planned and programmed. Work can be completed more quickly and precisely if it is supported by the participation of employees in carrying out work, as well as the role of leaders in managing the work. In this case, the leadership must always provide direction and motivate employees in completing work to achieve organizational goals (Paputungan, 2018).

Motivation is a desire contained in an individual person that stimulates him to perform actions (Hasibuan, 2019). The definition of motivation proposed by Hasibuan is internal because the supporting factor or driving factor arises from within a person that stimulates him to perform actions. The driving factor can be the needs, desires, and desires that exist in man. Meanwhile, Sondang P. Siagian gave the definition of motivation as "The whole process of giving

motives works to subordinates in such a way, so that they are willing to work with patient for the achievement of goals (Budiar, 2017). The understanding given by Siagian is more external because the impulse that arises in a person is stimulated by external factors, not purely from within. The motivation that comes from within a person and motivation that exists outside of a person have similarities, namely the existence of goals or rewards that a person wants to achieve by doing an activity (Setiawan, 2018).

In addition to motivation, HR in the organization is also linked to discipline. The concept of discipline is an attitude of obedience to a rule or provision that applies in an organization, that is, to merge in that organization on the basis of awareness and conversion, not because of an element of coercion (Bernardin, 2013). Meanwhile, another opinion says that discipline is important for an organization because with discipline it will be able to be obeyed by most employees so the discipline is expected that the work will be carried out effectively. Whenever discipline cannot be established then the possible goals that have been set cannot be achieved effectively and efficiently (Alami, 2015). So it can be affirmed that the establishment of discipline is more emphasis on the element of consciousness and self-adjustment voluntarily, not on the basis of coercion.

According to Mangkuprawira (2017), Discipline itself is defined as the justice of a person who arises with his own consciousness to follow the rules that apply in the organization. In Government Regulation Number 30 of 1980, it has been clearly regulated that the obligations that must be obeyed and the prohibitions that must not be violated by every Civil Servant are a form of discipline that is instilled in every Civil Servant. According to Narmodo (2016) discipline is the observance of the rules and norms of the prevailing life of society, nation, and state, which is carried out consciously and sincerely so that there arises shame of being sanctioned and fear of God Almighty.

From the opinions and descriptions mentioned above, it can be concluded that if an organization wants to strive for improved performance, one of the efforts that must be done is to enforce employee work discipline. In enforcing the discipline of the leader element, it is hoped that it can always create, uphold and maintain good discipline from the members so that the desired product can be realized.

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, 2015). In addition, performance can also be interpreted as a result and effort of a person achieved by the presence of abilities and actions in certain situations. The factors that affect Performance are Effectiveness and efficiency, authority (authority), discipline, and initiative. Performance Measurement is a process of accurately and validly quantifying the level of efficiency and effectiveness of an activity that has been realized and comparing it with the planned level of achievement (Sudarmayanti, 2017). For this reason, a superior needs to have a measure of employee performance so that no problems arise. Information about employee performance is also needed if a boss wants to change the existing system.

In order for employees to work as expected, an employee must be grown the motivation to work to achieve everything desired. If morale becomes high, all work will be completed faster and more precisely. Work that is quickly and precisely completed is a good job performance (Arizona, 2017). The existence of government organizations has an important role, especially in the realization of the optimization of government services to the community. In various dynamics, government organizations are always faced with the demands of rationalization of services professionally according to the scope of their respective tasks. In this context, the role of every employee involved in government services is always required to be able to give more weight, in providing services to the community (Simamora, 2015). In order for this to be realized, it is necessary to have high motivation and discipline from each apparatus so that the concept of service in terms of quantity can be fulfilled and in terms of quality can satisfy the community (Mangkunegara, 2015).

The Mataram Class 1 Agricultural Quarantine Center is one of the domains of government organizations that have a strategic role in the implementation of their duties must not only provide services to the Regent and Deputy Regent as the helm of government organizations in West Lombok Regency but must also be able to provide government services to the people. With various regulations that continue to change along with changes in the dynamics of people's lives that always demand excellent government services, every employee at the Mataram Class 1 Agricultural Quarantine Center is required to have good motivation and work discipline that is actualized through optimizing performance in accordance with their respective fields of duty and responsibility.

With the various dynamics that occur, contextually the expectations described above have not been fully realized so the optimization of employee performance at the Mataram Class 1 Agricultural Quarantine Center still does not show optimal results. I studied in more depth, such a condition is caused by the low motivation and work discipline of employees so that it has an impact on low performance. The low motivation and work discipline of employees in the Mataram Class 1 Agricultural Quarantine Center can be seen, among others, from frequent delays in work, not making good use of free time, not being able to complete tasks given by superiors on time, often being apathetic to

the regulations that have been set, rarely following apples, often wandering around during office hours, and often more prioritizing things that are counterproductive, such as attending family events during office hours..

## 2. LITERATURE REVIEW

Every human being in doing or doing something is basically because it is driven by a certain motivation. The same is the case with an employee in an organization. In this context, the work that has become the responsibility of an employee can be carried out properly, or not. However, in order to realize organizational goals, including government organizations, every employee is required to work optimally so that they can satisfy customers (the community) (Sutrisno, 2016). This is because the essence of the presence of a government is in order to provide services to the community (public service). If the employees are found to be unable to carry out the duties charged to them properly as expected, then one of the causes is likely because they do not have the motivation to work properly. If this condition occurs, then the organization is at a crucial point because performance productivity becomes low which will have an impact on inconsistencies in achieving organizational goals (Wijaya, 2017).

In understanding motivation, the important thing is that motivation must arise consciously in the character and personality of each employee, so that awareness will arise to be able to direct all the potential possessed for the realization of organizational goals (Manullang, 2017). This personal awareness is important in order to avoid the so-called coolie mentality. The importance of motivation as a personal awareness is, in accordance with the opinion of Steers (2015) which defines motivation as a state in the person of a person that encourages him to carry out certain activities in order to achieve goals.

Contextually, the motivation of employees can be realized if the things that are the needs of employees can be met (Martoyo, 2016). If the needs have been met, then work motivation will naturally increase as well. The theory of motivation based on the fulfillment of these needs was clearly proposed by Maslow (in Siagian 2013) who grouped human needs hierarchically, namely:

- 1) Physiological Needs are physiological needs which are the main basic needs such as clothing, food and boards
- 2) Safety Need is the need for a sense of security, both life, family, and work security
- 3) Social Needs are social needs in the form of feelings of being accepted by others where they live and work (sense of belonging), the need for feelings of respect, the need for feelings of wanting to move forward and the need for feelings of participation (sense of participation)
- 4) Esteem Needs, namely the need for achievement, include self-confidence, achievement, knowledge, freedom and recognition of personal existence.
- 5) Self Actualization Needs are the need for self-development to increase work capacity.

Etymologically, discipline comes from the English word disciple which means follower or adherent of teaching, practice, and so on Dayona (2017). Discipline is a certain condition in which people who are members of an organization are subject to existing regulations with pleasure. Meanwhile, work is all human activities carried out to achieve the goals they have set. The definition of work discipline in the opinion of Susilo (2012) discipline is an attitude of behavior and actions that are in accordance with the regulations of the company, both written and unwritten. In Handoko's opinion (in Aziz, 2017) discipline is a management activity to carry out organizational standards.

Siswanto (in Maizar, 2017) posits work discipline as an attitude of respect, respect for obeying and obeying the applicable regulations both written and unwritten and able to carry them out and not evade receiving sanctions if he violates the duties and authorities given to him. Then according to Soegeng Sulistiyani (2014) that discipline is a condition that is created and formed through the process of a series of behaviors that show the values of obedience, obedience, loyalty, tranquility, harmony, and order.

A wide variety of definitions of the work climate can be an understanding that the work climate is closely related to three things: the internal environment of the organization, individuals in the organization, and the distinctive characteristics of one organization to another. Working climate conditions must meet predetermined requirements so that they will support the implementation of tasks properly. if the work climate is not good and not conducive, it will complicate the implementation of the duties charged to employees. As stated by Alan (2015) the working climate should pay attention to several things:

- a. Terms and conditions of employment or physical conditions under which workers are required to work.
- b. Labor placement or centralization of labor relations
- c. Allocation of work or employee duties between workers or a group of workers.

Winardi (2014) states that an organization is always in relation to the environment that provides resources for the organization although sometimes it can cause obstacles for it. Therefore, so that the organization can stay alive and survive continuously, it can adjust to its environment, so that the organization does not experience failure. Each



organization strives to improve its performance in order to continue to carry out its organizational journey. According to Steer (2012) performance improvement carried out by each organization has a different perspective. These efforts are in the form of improving the quality of the resources in it, for example, establishing the competence of each staff, balancing the amount of work with the workload, fulfilling physical facilities, improving the management system, and providing attention to the entire staff as well as creating a work climate conducive to its organization.

In general, performance is limited to a person's success in doing a job. More emphatically, Lawler and Porter (2013), argue that Performance is a person's success in carrying out tasks. Zameer (2014), suggests Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics.

According to Sinambela (2012), Performance is how a person is expected to function and behave according to the tasks that have been imposed on him. Any expectation of how a person should behave in carrying out a task means to indicate a role in the organization. An organization, both a government organization and a private organization in achieving the goals set must be through means in the form of an organization driven by a group of people who play an active role as actors in an effort to achieve the goals of the institution or organization concerned (Wibowo, 2011).

### **3. RESEARCH METHOD**

This research uses a quantitative type of research. The quantitative research approach as proposed by Sugiyono (2018) is defined as research based on the philosophy of positivism, used to examine certain populations or samples, collect data using research instruments, and quantitative/statistical data analysis, with the aim of describing and testing hypotheses that have been determined. Meanwhile, according to Arikunto (2013), quantitative research, as the name implies, is widely required to use numbers, starting from data collection, interpretation of the data, and the appearance of the results. Therefore, this researcher uses a type of quantitative research because in this study there are four variables that want to be studied, namely to determine the influence of variable Motivation (X1), Work Discipline (X2), Work Climate (X3) on variables (Y) Office Employee Performance Agricultural Quarantine Center Class 1 Mataram. The research model used in this study is an associative type of research because associative quantitative research explains the relationship and influence of two or more variables then the research is analyzed according to the statistical method used (Sugiyono, 2018).

The population in this study was all employees or employees of the Mataram Class 1 Agricultural Quarantine Center which amounted to 65 people. researchers used the Saturated Sampling technique, which is a sample determination technique where all members of the population are used as samples (Sugiyono, 2018), while the number of samples used in this study is 65 people/respondents. According to Arikunto (2012), this analysis is used to determine the influence/relationship of independent variables, namely Motivation (X1), Work Discipline (X2), Work Climate (X3) on the dependent variable, namely Employee Performance (Y).

### **4. RESULTS AND DISCUSSION**

The findings of a test of a portion of the hypothesis indicate that there is a connection between the level of motivation experienced by office workers and their level of productivity at the Mataram Class 1 Agricultural Office. The t-count value has been determined to be 2.740, and the significant level of results has been determined to be 0.091, which is a value that is less than 0.05. These findings are based on the outcomes of the calculations that have been carried out. As a result, the results of this test provide conclusive evidence that motivation does, in fact, contribute to improved employee performance. This indicates that the performance of the workers at the Mataram Class 1 Agricultural Office improves in direct proportion to the level of motivation that each individual employee has. Hasibuan's theory (2016), according to which motivation is the provision of a driving force that creates enthusiasm for one's work so that they want to work their best performance, is supported by the findings of this study, and this finding is also in line with research carried out by Mitchell (2019), according to which the findings of this study indicate that employee motivation is influenced by job satisfaction. A high level will bring about a shift in performance across the business and will make workers feel more at ease when it comes to putting their abilities to use on the job.

The findings of the testing of a portion of the hypothesis demonstrate that there is a connection between work discipline and the performance of employees. The t-count value has been determined to be 5.238, and the significant level of result has been determined to be 0.000, which is a value that is less than 0.05. These findings are based on the outcomes of the calculations that have been carried out. Consequently, the results of this test provide conclusive evidence that a disciplined working environment contributes to improved levels of employee performance. This indicates that the workers of the Mataram Class 1 Agricultural Center Office will be able to achieve higher levels of

productivity if they maintain a higher level of discipline inside the office. According to Susilo (2012), discipline is an attitude of behavior and actions that are in accordance with the regulations of the company, both written and unwritten. However, according to Handoko (in Aziz, 2017), discipline is a management activity to implement standards of company organization that has been determined. The findings of this study lend support to Susilo's theory, which states that discipline is an attitude of behavior and actions that are in accordance with the regulations of the company. The findings of this study are consistent with those of research conducted by Amir et al. (2020), which found that the work discipline variable plays an important role in employee performance in the beverage industry in Pakistan. This research was conducted to investigate the performance of an organization. The findings of statistical studies, which indicate that there is a strong effect between work discipline and the performance of workers or employees of a firm, may be used to provide evidence in support of this proposition.

According to the findings of the analysis of the working environment, it has a constructive impact that is materially important on performance. The fact that the value for positive impact is positive suggests that there is a one-way causal connection between work environment and performance. This indicates that a greater level of performance may be expected when the working environment is more favorable to productivity, while a lower level of performance can be expected when the working environment is less favorable to productivity. The findings of this research lend credence to the viewpoint expressed by Winardi (2014), who contends that an organization is always in relation to its environment, which, despite the fact that it may at times present the organization with challenges, also supplies the organization with resources; consequently, in order for the organization to survive and survive continuously, it must be able to adapt to its environment. In order to ensure that it does not fail, every organization strives to improve its performance so that it can compete with other organizations. The results of this research The findings of this study are in agreement with those of Suliman's research (2017), which found that the work environment might have an effect on the performance of employees while they are on the job. The expectations that workers have about the outcomes of certain acts are influenced by climate, which in turn has an effect on this. Because the results of the calculation of the hypothesis test that have been carried out show that  $t \text{ count} = 3.462 > t \text{-table } 2.034$  with a significant level of 0.95 percent, it is possible to draw the conclusion that the work environment has a positive effect on performance. These findings are strengthened further by the fact that the results of the test have been carried out.

## 5. CONCLUSIONS

Based on the results and discussions that have been described by the previous authors, it can be concluded that:

1. The results of hypothesis testing prove that there is an influence between motivation on employee performance. Judging from the results of the calculations that have been carried out, the coefficient value is 2.034 and the t count is 2.740 with a significant level of the result of 0.091 which is smaller than 0.05. Based on these results, it can be concluded that motivation has a positive effect on employee performance at the Mataram Class 1 Agricultural Office.
2. The results of hypothesis testing prove that there is an influence between work discipline on employee performance. Judging from the results of the calculations that have been done, the coefficient value is 2.034 and the t count is 5.238 with a significant level of the result of 0.000 which is smaller than 0.05. Based on these results, it can be concluded that job satisfaction has a positive effect on the performance of the office staff of the Mataram Class 1 Agricultural Office.
3. The results of hypothesis testing prove that there is an influence between work climate on employee performance. Judging from the results of the calculations that have been carried out, the coefficient value is 2.034 and the t count is 3.462 with a significant level of the result of 0.007 which is smaller than 0.05. Based on these results, it can be concluded that the work climate has a positive effect on the performance of the office staff of the Mataram Class 1 Agricultural Office.

## 6. REFERENCES

- [1]. Dayona, Gurawan. 2016. Pengaruh Disiplin Kerja dan Kompensasi terhadap Kinerja Karyawan pada RSUD Prof. Dr. R.D. Kandou, Manado. *Jurnal Berkala Ilmiah Efisiensi* Vol. 16, No. 2 <http://www.pemimpinmasadepan.com/index.php/Dcetak/0604/243322.htm> tanggal 20 Juni 2022.
- [2]. Gibson, Ivancevich, Donnelly. (2014). *Organization*, Diterjemahkan oleh Djoerban Wahid, Organisasi dan Manajemen. Jakarta : Erlangga
- [3]. Handoko, T. Hani. (2014). *Manajemen Sumber Daya Manusia*. Yogyakarta: Liberty.

- [4]. Hasibuan, M.S.P. (2019). Organisasi dan Motivasi : Dasar Peningkatan Produk. Jakarta : Bumi Aksara.
- [5]. Kasenda, Riri vega. 2015. Pengaruh Kompensasi terhadap Kinerja karyawan (studi pada Karyawan PT. Asuransi Jiwasraya Persero Regional Office g). Jurnal Administrasi Bisnis Vol. 25, No. 1
- [6]. Kasmawati. 2014. Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan Pada PT. Sermani Steel Makassar. Fakultas Ekonomi dan Bisnis Islam Uin Alauddin Makasar
- [7]. Latan, H. dan Temalagi, S. (2018). Analisis Multivariate Teknik dan Aplikasi Menggunakan Program IBM SPSS 25.0. Bandung: Alfabeta.
- [8]. Maizar, Jon. 2017. Pengaruh Motivasi, Kompetensi Kerja dan Kompensasi terhadap Kinerja Karyawan PT. Perkebunan Nusantara VI (Persero) Pasaman Barat. Jurnal Ekobistek Fakultas Ekonomi, Vol. 6, No.2
- [9]. Mangkunegara, A.P. (2015). Manajemen Sumber Daya Manusia Perusahaan (cetakan ketiga). Bandung : PT Remaja Rosdakarya Offset.
- [10]. Mangkunegara, Anwar Prabu. (2015). Manajemen Sumber Daya Manusia perusahaan, Bandung: Remaja Rosdakarya.
- [11]. Mangkuprawira, TB Sjafridan Hubeis, Aida Vitalaya. (2017). Manajemen Sumber daya manusia Bogor: Ghalia Indonesia.
- [12]. Manullang. (2017). Manajemen personalia cet. VIII, Jakarta: Ghalia Indonesia.
- [13]. Martoyo, Susilo. 2016. Manajemen Sumber Daya Manusia Edisi Keempat Cet. 1. Yogyakarta: BPF.
- [14]. Muhidin, A. Sambas & Abdurahman, Maman. (2017). Analisis Korelasi, Regresi, dan jalur dalam penelitian. Bandung : CV Pustaka Setia.
- [15]. Narmodo, dkk. (2016). Pengaruh Motivasi dan Disiplin Terhadap Pegawai Badan Kepegawaian Daerah Kabupaten Wonogiri. Jurnal Sumber Daya Manusia, Vol 1, No 2.
- [16]. Nawawi, Hadari. (2014). Manajemen Sumber Daya Manusia untuk bisnis yang Kompetitif. Yogyakarta: Gajah Mada University Press.
- [17]. Papatungan, F.R. (2018). Motivasi, Jenjang Karir dan Disiplin Kerja Pengaruhnya Terhadap Kinerja Karyawan Pada PT. Bank Sulut Cabang Calaca. Jurnal EMBA, Vol 1 no 4 (<https://ejournal.unsrat.ac.id/index.php/emba/article/view/2751>, diakses 5 Maret 2022 )
- [18]. Peraturan Pemerintah Nomor 30. (1980). Kode etik dan disiplin pegawai negeri sipil. Jakarta: Badan Administrasi Kepegawaian Nasional.
- [19]. Purohit, Bhaskar., and Wadhwa, Ashok. (2012). "Organizational Climate from viewpoint of Motivation in District Hospital India", 4(7), pp. 400-406
- [20]. Rivai, Veitz. (2015). Manajemen Sumber Daya manusia Untuk Perusahaan: dari Teori ke Praktik, Jakarta: Raja Grafindo Persada.
- [21]. Santoso, Singgih. (2012). Menguasai Statistik di Era Informasi dengan SPSS 12. Jakarta : PT Elex Media Komputindo.
- [22]. Sari, S. Y. (2017). Pengaruh Disiplin Kerja, Lingkungan Kerja, Dan Motivasi Kerja Terhadap Kinerja Karyawan pada PT Tigaraksa Satria. Tbk cabang padang. Jurnal EKOB/STEF Fakultas Ekonomi, Vol. 6, no.1, (<https://lppm.upiptyk.ac.id/ekobistek/index.php/EKOBISTEK/article/view/64>, diakses 15 maret 2022 ).
- [23]. Sarwoto, (2013). Dasar-Dasar Organisasi dan Manajemen. Jakarta : Ghalia Indonesia.
- [24]. Sedarmayanti. (2017). Manajemen Sumber Daya Manusia, Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil. Bandung : PT Refika Aditama.
- [25]. Setiawan, W dan Saryono, O. (2017). Pengaruh Gaya kepemimpinan, motivasi dan Disiplin Kerja Terhadap Kinerja Pegawai: Studi Pada Badan Keluarga Berencana dan Pemberdayaan Perempuan Kabupaten Garut. Jurnal Of Management/Review, (Online), Vol. 1, No. 1, (<https://jurnal.unigal.ac.id/index.php/managementreview/article/view/512>, diakses 15 Mei 2022 )
- [26]. Siagian, Sondang. P. (2013). Organisasi, Kepemimpinan dan Perilaku Administrasi. Jakarta : Haji Masagung.
- [27]. Siegel, Sidney. (2012). Statistik Non Parametrik, Untuk Ilmu-Ilmu Sosial. Jakarta : PT Gramedia.
- [28]. Simamora, Henry. (2015). Manajemen Sumber Daya Manusia, Edisi Ketiga, Yogyakarta: STIE YKPN.
- [29]. Sinambela, Lijan Poltak. (2012). Kinerja Pegawai Teori Pengukuran dan Implikasi. Yogyakarta: Graha Ilmu
- [30]. Steers, Richard. M. (2015). Efektifitas Organisasi. Jakarta : Erlangga.
- [31]. Sudarmayanti (2017). Pengaruh Motivasi Dan Disiplin Kerja Terhadap Kinerja Pegawai (Studi Kasus Kantor Pelayanan Pajak Badan Usaha Milik Negara). Jurnal Ilmiah, Fakultas Ekonomi Universitas Budi Luhur Vol.7. No. 6. 116-123.
- [32]. Sugiyono. (2018). Metode Penelitian Kombinasi (Mixed Methods). Bandung: CV Alfabeta.

- [33]. Sulistiyani, T. Ambar. (2014). Memahami Good Governance dalam perspektif Sumber Daya Manusia. Jakarta : Gava Media.
- [34]. Susilo, Willy. (2012). Audit Sumber Daya Manusia. Jakarta : Vorgistatama Binamega.
- [35]. Sutrisno, Edy. (2016). Manajemen Sumber Daya Manusia, Cetakan Ketiga, Jakarta: Kencana Prenada Media Group.
- [36]. Wibowo. (2011). Budaya Organisasi: sebuah kebutuhan untuk meningkatkan kinerja jangka panjang. Jakarta: Rajawali Pers.
- [37]. Wijaya, I dan Irwansyah. (2017). Pengaruh Gaya Kepemimpinan dan Disiplin kerja Terhadap Kinerja Pegawai Badan Penanaman Modal dan promosi Provinsi Sumatera Utara. Jurnal Ekonomi dan Bisnis, (Online), Vol. 18, No. 2, (<http://e-jurnal.pnl.ac.id/index.php/ekonis/article/view/400>, diakses 17 Maret 2018).
- [38]. Zameer, Hasim, dkk. (2014). The Impact of The Motivation on The Employee's Performance in Beverage Industry of Pakistan. International Journal of Academic Research in Accounting, Finance and Management Sciences. Vol. 4 No. 1, January 2014, pp. 293 – 298.

