

Factors affecting the performance of security units (security guard) in Balikpapan city

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Abstract

The research method used is descriptive quantitative research. The object of this study is a security guard who works in several companies in Balikpapan City with a total of 138 respondents. The analytical technique used is multiple linear regression analysis by using the F test and t test. The variable used in this study is the dependent variable, namely, Employee Performance (Y), and the independent variables consists of : Training (X1), Discipline (X2), and Work Environment (X3). The results of this study show that, either simultaneously or partially, the variables of Training, Discipline and Work Environment had a significant influence on Employee Performance, where the Training variable had a dominant influence on Employee Performance.

Key words: Training; discipline; work environment

INTRODUCTION

Competition between companies in the era of globalization is getting sharper, so that, human resources (HR) are required to continuously be able to develop themselves proactively. Human Resources must become learning humans, namely, individuals who are willing to learn and work hard by enthusiasm, so that their human potential can be optimally.

The greatest real threat to economic stability is a workforce unprepared to face the challenges and changes that occur around him. To answer challenges, a reliable workforce must be prepared in various fields respectively. Basically, labor is a human resource that required by an organization. Because, human resources are sources that play an active role in the running of an organization and the decision-making process. Every employee or workforce who works in an organization certainly has a very important role for an organization, including security guards.

Security guard is unit or group of officers formed by agency/business entity to carry out physical security in the implementation of security of an initiative in the work environment. In general, the implementation is to secure assets, regional areas, an agency or company and can provide a sense of comfort for the agency, in carrying out activities and carrying out activities according to their functions. Along with the times, the workforce for the security guard profession has been used as outsourcing now, or which is also known as outsourcing. In accordance with the law no. 13 of 2003.

Wahyunigtyas & Suharnomo (2013) Every company always expects its employees to have achievements, because having employees who excel will make an optimal contribution to the company. In addition, by having employees who excel the company can improve the company's performance. In other words, the continuity of a company is determined by the performance of its employees.

Efnita (2018) The problem of performance is a problem that will always be faced by the company's management, therefore management needs to know the factors that affect employee performance. Factors that can affect the performance of employees will make the company's management can take the necessary policies, so as to improve the performance of its employees to match the company's expectations. To improve employee performance is influenced by training.

Wulandari & Alamanda (2012) Training is a solution to build human resource capabilities which are expected to help face the challenges of corporate competition. Training activities are expected to be able to improve employee skills, which ultimately affect the work results and work performance of employees. Therefore, many companies always try to improve employee performance by providing opportunities for training.

In addition to training in improving employee performance, there is good discipline behavior from employees. Azahraty (2018) good discipline reflects a person's sense of responsibility towards the tasks assigned to him. Employee discipline in HRM departs from the view that no human being is perfect, free from mistakes. So, employee discipline is a form of employee training that seeks to improve and shape employee knowledge, attitudes and behavior so that employee behavior voluntarily tries to work cooperatively with other employees and improve work performance.

Likewise, the work environment is one of the factors that can affect employee job satisfaction to achieve company goals. Sitinjak, Lulu (2018) The work environment has a very important influence on employees in a company. A good work environment really helps employees in completing their tasks. Employees really need a good, clean work environment, and can also support their personal comfort and safety.

Literature Review

Training

Training is the process of learning about the job description that a person needs, so that someone can be trained and can easily carry out their duties and responsibilities according to standards.

Kasmir (2016:126) states that training is a process to form and equip employees by increasing their skills, abilities, knowledge and behavior. The following training indicators:

Training Participants, is the main factor in the success or failure of an employee training. This means that the company must really select the prospective employees to be trained.

Instructor/Coach, meaning those who will provide training materials and shape employee behavior. If the teacher lacks of knowledge and skills, the knowledge transferred to the training

participants will also decrease. Likewise, if the teacher has good knowledge and skills but is unable to teach, it will make the trainees find it difficult to understand what they teach.

Training Materials, which means the materials or teaching materials that will be given to the trainees. The depth of the material provided will certainly increase the knowledge of the participants for the better, and otherwise.

Training Location, this means a place to provide training, whether outside the company or inside the company. If it is done within the company, especially for old employees, it will certainly make them bored. And if the location is outside the company, it will provide freshness to the trainees, especially old employees.

Training Environment, this means that the influence of the environment such as, the comfort of the training place supported by adequate facilities and infrastructure will certainly give positive results. Besides the comfort factor, in this case the environmental factor is also influenced by the security around the training location.

Training Time, this means the start and end time of a training. The longer of the training, the employee's level of saturation will increase and in the end will affect the results of the training he/she is participating in.

Work Discipline

Discipline is a very important thing for an organization or company in maintaining or carrying on its life. Without good discipline, it is difficult for companies to achieve optimal results. Discipline is the main factor needed as a warning tool for employees who do not want to change their nature and behavior.

Rivai (2014:825), argues that work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as an effort to increase one's awareness and willingness to comply with all company regulations and applicable social norms. Work discipline has the following indicators:

Attendance, this is the underlying indicator to measure discipline, and usually employees who always have low work discipline are accustomed to being late for work.

Obedience to work regulations, employees who obey work regulations will not neglect work procedures and will always follow the work guidelines set by the company.

Compliance with work standards, this can be seen through the magnitude of the employee's responsibility for the tasks assigned to him.

High level of alertness, employees who have high vigilance will always be careful, full of calculations and accuracy in their work, and always use things effectively and efficiently.

Work ethically, some employees may act impolitely and engage in inappropriate behavior. This is a form of disciplinary action, so that ethical work is a manifestation of employee work discipline.

Work environment

The work environment is a place where employees carry out daily activities. A conducive work environment provides a sense of security and allows employees to work optimally. If the employee likes the work environment in which he works, then the employee will feel at home in his workplace, carrying out his activities so that work time is used effectively and his work becomes conducive.

Sedarmayanti (2014:2) Non-physical work environment is all conditions that occur related to work relations, both relationships with superiors and relationships with fellow co-workers, or relationships with subordinates aim to shape employee attitudes. A good work environment and satisfying employees will certainly improve the performance of the employees themselves. Important elements in the formation and change of attitudes and behavior, which are, as follows:

Supervision, which is carried out continuously using a strict monitoring system; and

Work atmosphere, which can provide encouragement and high morale.

Treatment, properly, humanely, is not equated with robots or machines, the opportunity to develop a career as much as possible accordance with the limits of each member's ability.

A sense of security from members both inside and outside the service;

A harmonious relationship, more informal, full of kinship; and

Fair and objective treatment.

Performance

Performance is the result of work produced by the ability of individuals or groups carried out based on skills, experience, sincerity and time to the maximum. Pasolong (2011:175) says that performance is the quality of behavior that is task and work oriented. This means that the performance of employees in an organization is determined by the attitudes and behavior of employees towards their work and the orientation of employees in carrying out their work. Performance indicators that can be used include:

Quality of work, namely the quality of the work produced can be satisfactory for users or not, so this is used as a work standard;

Communication (Communication), namely the ability of employees to communicate well with consumers;

Speed (Promptness), namely the speed of work as measured by the level of time, so that employees are required to work fast in achieving job satisfaction and improvement;

Capability, namely the ability to do the job as much as possible; and

Initiative, that is, each employee is able to solve his own work problems so that infertility does not occur at work.

Research Hypothesis

That training, discipline, and work environment together affect the performance of the security unit in Balikpapan City;

That training, discipline, and work environment partially affect the performance of the security units in Balikpapan City; and

That the work environment variable has a dominant influence on employee performance in the city of Balikpapan.

METHOD

Population

Sugiyono (2018:80) explains that population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are determined by researchers to be studied and then drawn conclusions. In this study, the population used was security guards at several companies in the city of Balikpapan, who had attended the Gada Pratama Basic Training, amounting to 138 people.

Sample

Sugiyono (2018:82) The sample is part of the number and characteristics possessed by the population. The sample used in this study was a saturated sample using the census method, so that the sample in this study was a security unit of 138 people.

Data collection

Data collection techniques that really support the implementation of research by using methods of data collection, namely, questionnaires, observation, documentation.

RESULTS AND DISCUSSION

This study will examine the factors that affect the performance of security unit employees (security guards) in the city of Balikpapan. The variables used by researchers to determine what factors affect the performance of these employees are training, discipline and work environment. To determine whether the independent variable has an effect on the dependent variable, the researcher uses the regression equation, T test and F test by using the SPSS program version 25. Before conducting the regression test, the researcher performs prerequisite tests, namely: to test the validity of the questionnaire using validity and reliability tests. While the regression prerequisite test using the classical assumption tests includes are: the heteroscedasticity test, multicollinearity, and autocorrelation test.

Validity Test

This test aims to test the feasibility of the questions used in the questionnaire by comparing the Pearson Correlation (product moment correlation) value with testing using 30 samples and testing is carried out on each question item on each variable with an r table value using a 95% confidence level, = 5% value of r table is 0.361. and the results obtained for validity testing are in the table of validity test results.

Based on the results of the validity test contained in table 1. It shows that the magnitude of the correlation coefficient (Pearson correlations) is calculated from each question for each of the Training variables (X1), Discipline (X2), Workenvironment (X3) and Job satisfaction (Y) variables) is greater than rtable which is 0.361. Thus the questions that exist in the research instrument can be declared worthy as an instrument to become research data.

Reliability Test

This test is a tool to measure the degree of accuracy, precision or accuracy shown by the measurement instrument. Testing can be done by using test-rest (stability). Reliability measurement was carried out by means of a oneshot with the SPSS statistical test tool Cronbach Alpha (α). A variable is said to be reliable if it gives a Cronbach Alpha value > 0.60 . The results of the reliability test can be seen in the following table: All questions for each variable in this study can be declared reliable because they have a Cronbach's Alpha value > 0.60 so it can be concluded that the questions on the Training variable (X1), Discipline (X2), Work environment (X3) and Performance variable (Y) the supervisory unit (security guard) is a reliable and reliable question, it can be interpreted that the overall questionnaire used in this study.

Respondents' Responses to Training Variable (X1)

Training is said to be a learning process regarding the job description needed by someone with the aim of increasing someone's knowledge so that they can easily carry out their duties and responsibilities according to standards. Based on the respondents' responses to the questions asked according to the variable indicators and the results of the responses, they are described in the following table:

Based on the results of responses to the Training variable (X1) on the first indicator, namely the trainees who gave the most responses to the answers strongly agree as many as 56 people, the second indicator is the instructors/trainers who gave the most responses to the answers quite agree as many as 55 people, in the third indicator is the training material that gives the greatest response to the agreed answer as many as 38 people, the fourth indicator is the location of the training that gives the most responses to the moderately agree answer as many as 49 people and the fifth indicator is the training environment which gives the most responses to the moderate answer agreed as many as 50 people then on the sixth indicator, namely training time which gave the most responses to the agreed answer as many as 48 people.

Respondents' Responses to Discipline Variables (X2)

Work discipline can be interpreted as a person's awareness and willingness to comply with company regulations and applicable social norms. The importance of discipline for an organization or company in maintaining or perpetuating its life. The results of the respondents' responses showed that those who answered the most attendance indicators in strongly agreeing answers were 52 people, the indicators of obedience to work regulations were the most respondents' responses to strongly agree answers as many as 49 people, who gave the most responses to the indicators of obedience to work standards, which was quite agreed as many as 55 people, who gave the most responses on the indicator of high alertness level, namely agreed as many as 50 people, and those who gave the most answers on the indicators of working ethically were quite agreeing as many as 50 people.

Respondents' Responses to Work Environment Variables (X3)

The work environment is everything that is around the workers that can influence themselves in carrying out the tasks for which they are responsible. A pleasant work environment is the key driving force for employees to produce optimal performance. The results of the respondents' responses showed that the control indicators that gave the most responses to the strongly agree answers were 54 people, the work atmosphere indicators that gave the most responses to the agreed answers were 49 people, the treatment indicators that gave the most responses to the strongly agreed answers were 49 people, the security indicator that gave the most responses to the agreed answer was 49 people, and the fair and objective treatment indicator that gave the most responses to the agreed answer was 48 people.

Multicollinearity Test

This test is used to see whether in the regression model there is a relationship or correlation between the independent variables. A good regression model is that there is no relationship between variables. To find the presence or absence of multicollinearity in the regression model, it can be seen

from the tolerance value and the value of the variance inflation factor (VIF). The cutoff value that is often used to indicate the presence of multicollinearity is the Tolerance value < 0.10 or the same as the VIF value > 10 Heteroscedasticity Test.

Based on table 6 it can be seen that the VIF value of the training variable (X1) is $1.936 < 10$, discipline (X2) is $1.754 < 10$, the work environment (X3) is $1.760 < 10$. Inflation Factor) are all smaller than 10. So, with the results that there is no Multicolinearity, it means that there is no linear relationship between the independent variables which include training, discipline and work environment, the variables are feasible to use and the linear regression model can be used as an analytical tool for this research.

Heteroscedasticity Test

This test is used to test whether there is inequality of variance in the regression model. A good regression model is a model that does not occur heteroscedasticity. The method used to determine whether there is heteroscedasticity in this study is the Glejser test by looking at the significant probability value of the independent variable above the 5% confidence level, so it can be concluded that the regression model does not contain heteroscedasticity. Based on the results of heteroscedasticity testing, it shows that training (X1) has a coefficient of (Beta) of $0.493 > 0.05$, discipline variable (X2) (Beta) of $0.263 > 0.05$, work environment (X3) value (Beta) of $0.273 > 0.05$ where all values indicate that there is no heteroscedasticity because the value of (Beta) v for all independent variables is greater than the value of r table at level = 0.05, so, it can be said that there is no heteroscedasticity. With the result that there is no heteroscedasticity, it means that the multiple Linear Regression model used can be said to be good.

Autokorelasi Tes

This test is intended to see whether there is a correlation between the confounding error in a certain period and the previous period in the regression model. A good regression model is one that is free from autocorrelation. The measuring instrument used to detect the presence of autocorrelation in this study use the Durbin-Watson (DW) test, with the following result criteria (Ghozali, 2016):

If the DW value is between d_u and $(4-d_u)$ it means that there is no autocorrelation;

If $DW < d_l$, it means that there is a positive autocorrelation;

If $DW > (d-d_l)$ it means that there is a negative autocorrelation; and

If the DW is between $(4-d_u)$ and $(4-d_l)$ it means that it cannot be concluded. In table 8 the results of the autocorrelation analysis show that the Durbin Watson value count is 1.873, this shows that the DW value is in the Dubin Watson table interval value between DW -2 to +2. Work environment (X3).

Multiple Linear Regression

Multiple linear regression in this study is used to see whether training, discipline and work environment affect performance. The following are the resultsof data processing using SPSS assistance:

Table 9.

Regression Test Results, t Count, F Count, Correlation Coefficient, Coefficient of Determination

Variable	B	t	Sig
Constanta	0.526	0.172	0.877
Training (X1)	0.475	3.537	0.001
Discipline (X2)	0.351	2.207	0.032
Work environment (X3)	0.385	2.658	0.035
Correlation Coefficient (R)	: 0.825		
Coefficient of Determination (R Square)	: 0.637		
F Count	:34.643		
Sig F count	:0.000		

Based on table 9, the following regression equation can be made:

$$Y = 0.526 + 0.475X_1 + 0.351X_2 + 0.385X_3$$

Based on the regression equation above, it can be interpreted: the constant value is 0.526, meaning that if the training, discipline and work environment are fixed or constant, the employee performance is 0.526. The coefficient of 0.475 shows that if the training increases by one unit and the discipline variable and the work environment remain, it will increase employee performance by 0.475. The coefficient

value of 0.351 means that if discipline increases by one unit and other variables (training, work environment) remain, it can increase employee performance by 0.351. The coefficient of 0.385 means that if the work environment increases by one unit and other variables (training, discipline) remain, it can increase employee performance by 0.385.

Hypothesis test

T test (Partial Test)

This t-test was used to determine the effect of the independent variable (training, discipline, work environment) on the dependent variable (performance). To see whether the independent variable influences the dependent variable, then compare the results of t count with t table. If t count > t table then the independent variable has an effect on the dependent variable and vice versa if t count < t table then the independent variable has no effect on the dependent variable.

Table 9 shows that the calculated t value for the work environment variable is 2.658, for an error of 5% for the 2-sided test and $dk = n-2$ ($138-2 = 136$) the t-table value is 1.977. In this study, it shows that the value of t count (2.658) > t table (1.977), this means that the work environment affects the performance of the security unit (security guard) in the city of Balikpapan. sig value $0.035 < 0.05$ so it can be concluded that the work environment affects the performance of the supervisory unit (security guard) in the city of Balikpapan.

Table 9 shows that the t-count value for the discipline variable is 2.207, for an error of 5% for the 2-sided test and $dk = n-2$ ($138-2 = 136$) the t-table value is 1.977. In this study, it shows that the value of t arithmetic (2.207) > t table (1.977), this means that discipline affects the performance of security units (security guards) in the city of Balikpapan. Next, look at the probability value of the disciplinary variable of 0.032 with a significant level of 0.05, then the sig value $0.032 < 0.05$ so it can be concluded that discipline affects the performance of the supervisory unit (security guard) in the city of Balikpapan.

Based on table 9, the calculated t value for the training variable is 3,537, for an error of 5% for the 2-sided test and $dk = n-2$ ($138-2 = 136$), the t table value is 1,977. In this study, it shows that the value of t count (3,537) > t table (1,977), this means that training has an effect on the performance of the security unit (security guard) in the city of Balikpapan. $0.035 < 0.05$ so that it can be concluded that training influences the performance of the supervisory unit (security guard) in the city of Balikpapan.

By looking at the coefficient values in the regression table, it shows that the training variable has the greatest influence on the performance of the supervisory unit (security guard) in the city of Balikpapan compared to the discipline and work environment variables.

F Test (Simultaneous Test)

The F test in this study was used to determine the simultaneous effect of the independent variables (training, discipline, and work environment) on the dependent variable (performance). To determine the simultaneous effect of the independent variables (training, discipline, and work environment) on the dependent variable (performance) it is necessary to compare the value of F arithmetic with F table, if F count > F table then the independent variables (training, discipline and work environment) have a significant effect. simultaneously on the dependent variable (performance) on the other hand if F count < F table, the independent variables (training, discipline and environment) have no simultaneous effect on the dependent variable (work performance).

In this study, looking at table 9 shows that the calculated F value is 34,643 for a 5% error in the 2-party test and $dk = n - k - 1$ ($138-3-1=134$) in F table 2.67. In this study, the calculated F value was $34,643 >$ from the F table, which is 2.67, this means that training, discipline and work environment affect the performance of the security unit (security guard) in the city of Balikpapan.

Furthermore, it can be seen in table 9 that the sig value is 0.000 with a significant level of 0.05, then the sig value is $0.000 < 0.05$ so it can be concluded that training, discipline and work environment affect the performance of the security unit in the city of Balikpapan.

Coefficient of Determination (R Square)

The coefficient of determination is used to determine the extent of the contribution or the percentage of the influence of the independent variables (training, discipline and work environment) on the dependent variable (performance). Table 9 shows that the R value of 0.825 or 82.5% means that there is a close relationship between the independent variables (training, discipline and work environment) and the dependent variable (performance). The R-Square value in this research is 0.637, which means that 63.7% of the variation in employee performance is explained by the independent

variables, namely training, discipline and work environment. While the remaining 36.3% is explained by other variables not examined in this study.

Discussion

Based on the theory and research results, the discussion in this study can be described as follows:

The Effect of Training on the Performance of Security Units (Satpam) in Balikpapan City

Based on the results of the analysis in this study, it shows that training has an effect on the performance of the supervisory unit (security guard) in the city of Balikpapan. This research is in accordance with the theory put forward by Kasmir (2016:126) which suggests that training is a process to form and equip employees by increasing their skills, abilities, knowledge and behavior. With sufficient skills, the performance produced by employees will be better so that it will have a positive impact on development and progress.

This research is in line with research conducted by (Yulianti, 2015) which states that training affects employee performance, that training has a very important role in improving employee performance, because by this training employees can work better and be responsible.

The Effect of Discipline on the Performance of the Security Unit (Security Guard) in Balikpapan City

The calculation results also explain and provide an illustration that work discipline has an influence on the performance of the security unit (security guard) in the city of Balikpapan. The value of the regression coefficient for the work discipline variable is significant, this means that the work discipline variable has a positive influence on employee performance. This means that if the work discipline variable is getting better, it will improve performance.

This research is in accordance with Sutrisno (2015) which states that: "The better the work discipline of an employee/employee, the better the work results (performance) that will be achieved". Without the support of good employee discipline, it is difficult for an institution or agency to realize its goal, namely the achievement of optimal employee performance. So, discipline is the key to the success of a company in achieving its goals. This research is also in line with research conducted by Syafrina (2017) which suggests that work discipline affects performance, with increasing work discipline resulting in increased employee performance.

The Effect of the Work Environment on the Performance of the Security Unit (Security Guard) in Balikpapan City

The work environment in this study has an influence on the performance of the supervisory unit (security guard) in the city of Balikpapan. The work environment at the security unit (security guard) in the city of Balikpapan is considered to be good and it is marked by the response options on strongly agree and agree, meaning that the employee feels that the work environment on the indicators of the variable Supervision, Work Atmosphere, Treatment, Sense of Security, Harmonious Relationship, Treatment fairly and objectively where the elements of the indicator are considered to have been met.

The results of this study are in line with research conducted by (Yulianti, 2015) which states that the work environment affects employee performance. In addition, this research is also supported by Ngalimun (2019), that the work environment has an influence on employee performance because with an exciting work area and by increasing harmonious bonds with superiors, co-workers, or subordinates, and supported by adequate facilities and infrastructure in the workplace, has a positive influence on employees, so that employee performance can increase.

CONCLUSION

Based on the results of the research and discussion that have been stated above, it can be concluded by looking at the t-test training, work discipline, and work environment affect the performance of security units (security guards) in Balikpapan City. The work environment is the variable that has the greatest influence on the performance of the supervisory unit (security guard) in the city of Balikpapan compared to the training and discipline variables. Meanwhile, by looking at the F test shows that training, work discipline and work environment simultaneously affect the performance of the supervisory unit (security guard) in the city of Balikpapan.

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