

## The Influence of The Work Environment and Work Discipline on The Performance of Employees of The Wara Health Center in Palopo City

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### Abstract

Puskesmas as one of the leading health service units has an important role in improving the degree of public health. Employee performance is one of the determining factors in realizing optimal health services. This study aims to determine the influence of the work environment and work discipline on the performance of employees of the Wara Palopo City Health Center. The method used is a quantitative method. The sample in this study amounted to 42 employees of the Wara Palopo City Health Center. Sampling technique using incidental sampling technique. There are three data collection methods used in this study, namely interviews, observations and questionnaires. Data analysis using multiple linear regression using SPSS application. To test the hypothesis using the t test and F test, while to measure how far the regression model is capable using the R<sup>2</sup> Coefficient of Determination Test. The results showed that simultaneously the work environment and work discipline had a significant and positive effect on the performance of employees of the Wara Palopo City Health Center. Partially, the work environment has a significant and negative effect on employee performance. While work discipline has a significant and positive effect on employee performance.

*Kata Kunci: Work Discipline; Employee Performance; Work Environment*

### 1. Introduction

The importance of maintaining health for the community so that there are no diseases that can attack the human body itself, in this case, the community, needs to be maintained. But it is undeniable that illness or weak immune system can occur to anyone. So they try when they experience illness to seek treatment not only to the hospital but also to seek treatment at the nearest health center. Community Health Center (PUSKESMAS) as one of the health facilities that provides health services to the community has a very strategic role in accelerating the improvement of public health status. Therefore, Puskesmas is required to provide satisfactory quality services for its patients in accordance with the established standards and can reach all levels of society.

With these demands and public expectations, the government must be required to have strong commitment and loyalty in fulfilling all aspects of public services. By changing attitudes and behaviors, as well as structuring an effective and efficient service system, so that the government apparatus quickly provides optimal public services to the community. Many things can be a motivating factor for a worker in carrying out his duties well, with the implementation of good tasks, organizational goals will be achieved effectively efficiently. The quality of these workers can be caused by the existing environment because if the environment is good, then the government apparatus will improve its work discipline in accordance with mutually agreed standards. Government agencies want their workers to carry out their responsibilities on time,

therefore the government must be able to meet the workers' environment optimally, both the internal environment and the external environment.

Aspects of the daily work environment contribute significantly to the organization's operations because conditions and circumstances have the potential to ensure employee attitudes that depend long-term on employee performance. The condition of the work environment is identical to the conditions that support the process of running work, because a good and conducive work environment is closely related to employee performance, namely the effective implementation of organizational operations.

The work environment is the environment in which people and groups of people work, their way of working and routines as individuals or groups of people [1]. One of the most important factors that affect a person's performance is the work environment because if the work environment is good then it can encourage employees to be more enthusiastic at work and vice versa if the work environment is not good it can reduce employee performance so that it makes them lazy to work because they are not comfortable with the work environment they occupy. A comfortable work environment not only races in every room that makes comfortable or job prospects that guarantee but also an atmosphere that is happy to share ideas that will encourage increased productivity.

To create employee achievements to run effectively, it is not only driven by the work environment but also by high work discipline, according to [2] discipline is a person's readiness to obey all existing organizational rules and social norms. In addition, work discipline can be said to be important in an organization, because the success of an organization can be measured by how much discipline its employees have. Employees must also obey and comply with the norms that apply to the organization because the better the discipline of employees, the higher the work performance they can achieve. The discipline in question is not only taught in the internal environment, but is taught in operational settings as well as external arrangements of the organization. The implementation of work discipline itself must be managed properly by employees because with the lack of discipline the employees will work less well, less optimally which results in the performance of the agency to decrease.

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him [3]. Performance in an organization is carried out by all existing human resources, both leaders and workers. The success of performance in an agency can be seen from the performance that has been achieved by its employees, therefore the Puskesmas demands that its employees be able to provide optimal performance because the good and bad performance achieved by employees will affect the performance and success of the Puskesmas as a whole.

Puskesmas is a government agency engaged in health services. Puskesmas was established to serve the community in the health sector. Therefore, in order to achieve success in serving the community, a strong foundation is needed, namely an organization that is able to strengthen and maximize the performance of its employees. One of the important things in an organization in this case Puskesmas is the human resource aspect. This is because humans are the most important factor playing a role in an agency. One of the factors that can affect employee performance is the work environment and work discipline. Several studies conducted by [4][5][6][7][8] found that the work environment has a significant effect on employee

performance. This means that the better the work environment in an organization or company, it can improve the performance of its employees. So the organization must pay attention to the work environment. In addition, research conducted by [9][10][11][12] found that work discipline has a significant effect on employee performance. However, there are also studies that find that work discipline does not have a significant effect on employee performance in an organization [13].

Based on the background above, the author is interested in conducting research on the work environment, work discipline, and employee performance in an organization. So the purpose of this study is to analyze the influence of the work environment and work discipline on the performance of employees at the Wara Palopo City Health Center.

## 2. Research Methods

This research was conducted at the Wara Palopo City Health Center, located in JL. Muin Sandewang, Wara District. The types of data used in this study are quantitative data and qualitative data related to the problem under study. While the data sources used are primary data and secondary data. The data collection methods used in this study are 1) Observation, which is a process of taking data by observing, understanding patterns, norms, and meaning of behavior of a particular object. 2) Questionnaire is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. Questionnaires in this study can facilitate the collection of data related to the problem under study. 3) Interview, which is a method of data collection carried out by means of an oral question and answer process between two or more people directly. With the aim of getting information where the interviewer asks questions to be answered by the interviewee so that the data obtained is also in accordance with what the interviewer wants.

The population in this study is 52 civil servants (PNS), and 21 honorary people so that the total population is 73 people. Population is an area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions are drawn [14]. The sample used was 42 people drawn from the total population using the slovin formula. The sampling technique used is incidental sampling.

To answer the problems in this study, the data analysis techniques used are:

### 1. Test Validity and Reliability

#### a. Validity Test

Represents the health level of the measuring instrument used. An instrument is said to be valid if it can show that the measuring instrument used to obtain data is valid or can be used to measure what is measured [14]. The validity test is used to obtain statements on the questionnaire that can be replaced because they are considered inappropriate. Data is considered valid if the data is greater than 0.3 or can also be compared to r table [14].

b. Reliability Test is the degree of consistency and stability of data or findings. In the quantitative view, a data is considered reliable if two or more researchers in the same object and produce the same data at different times produce the same data, or a group of data when broken into two shows data that is not different. And the questionnaire was declared reliable if the cronbach alpha value was greater than 0.60 [14].

## 2. Multiple Linear Regression Test

This regression test is to predict changes in the value of the dependent variable due to the influence of the independent variable. This multiple linear regression analysis method is used to determine the independent variables of the influence of the work environment and work discipline on the performance of employees of the Wara City Palopo Health Center.

### a. Test F

This f test is used to find out the independent variable against the dependent variable. To determine significantly or not the influence of the independent variable together on the dependent variable, a probability of 5% is used.

### b. T Test

The T test is used to determine whether in the regression model the independent variable has a significant effect, on the dependent variable (Priyanto 2008). It aims to test independent variables against bound variables separately or partially. The t-test is sought with a significance level of 5%.

### c. Test coefficient of determination (R<sup>2</sup>)

The Coefficient of Determination (R<sup>2</sup>) is intended to determine the level of determination that is best at conducting regression analysis, which is indicated by the magnitude of the coefficient of termination (R<sup>2</sup>) between 0 (zero) and 1 (one). The coefficient of determination (R<sup>2</sup>) of zero of the independent variable has no effect on the independent variable at all. If the coefficient of determination is close to one, then it can be said that the independent variable is dependent on the dependent variable.

## 3. Results of Research and Discussion

### 3.1. Result

#### 1. Test Validity and Reliability

Based on the results of the analysis of *validity* and *reliability* of research variables using the SPSS ( *Statistical package for social sciences* ) version 20 program shows that testing the validity and reliability of the research instrument used is accurate and reliable, and reliable if used as a tool in data collection.

#### a. Validity Test

The validity test can be used to see the characteristics of the size of a test kit (questionnaire) validity in this study carried out with the help of the SPSS program version 20. The validity test criterion is that if  $r$  counts  $>$   $r$  table then the measurement is valid, but if  $r$  counts  $<$   $r$  table then the measurement is invalid. The results of validity in this study can be seen in the following table:

**Table 1. Variable Validity Test X1**

Variable	Items	R count	R table	Information
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<b>Work Environment (X1)</b>	X1.1	0,086	0,361	Invalid
	X1.2	0,405	0,361	Valid
	X1.3	0,669	0,361	Valid
	X1.4	0,499	0,361	Valid
	X1.5	0,683	0,361	Valid
	X1.6	0,837	0,361	Valid
	X1.7	0,405	0,361	Valid
	X1.8	0,669	0,361	Valid
	X1.9	0,499	0,361	Valid
	X1.10	0,683	0,361	Valid
	X1.11	0,837	0,361	Valid
	X1.12	0,623	0,361	Valid

Based on the table above, from the SPSS test results testing the work environment variable (X1) shows that 12 statement items regarding the work environment (X1) it can be concluded that only 1 statement is invalid and 11 statement is valid where 1 statement item is declared invalid because pearson correlation  $r$  calculate  $< r$  table or in other words pearson correlation is below 0.361.

**Table 2. Variable Validity Test X2**

<b>Variable</b>	<b>Items</b>	<b>R count</b>	<b>R table</b>	<b>Information</b>
<b>Work Discipline (X2)</b>	X2.1	0,715	0,361	Valid
	X2.2	0,651	0,361	Valid
	X2.3	0,635	0,361	Valid
	X2.4	0,608	0,361	Valid
	X2.5	0,717	0,361	Valid
	X2.6	0,736	0,361	Valid
	X2.7	0,788	0,361	Valid
	X2.8	0,752	0,361	Valid
	X2.9	0,484	0,361	Valid
	X2.10	0,476	0,361	Valid
	X2.11	0,520	0,361	Valid
	X2.12	0,522	0,361	Valid
	X2.13	0,789	0,361	Valid
	X2.14	0,793	0,361	Valid
	X2.15	0,463	0,361	Valid
	X2.16	0,476	0,361	Valid
	X2.17	0,520	0,361	Valid
	X2.18	0,522	0,361	Valid
	X2.19	0,789	0,361	Valid

	X2.20	0,890	0,361	Valid
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While 11 statement items are declared valid because *pearson correlation*  $r$  calculate  $> r$  table or in other words *pearson correlation* is above 0.361. Then for the variable Work discipline (X2) shows that 20 items of work discipline (X2) can be concluded where all statement items are valid because *pearson correlation*  $r$  calculate  $> r$  table or in other words *pearson correlation* is above 0.361.

**Table 3. Variable Y Validity Test**

Variable	Items	R count	R table	Information
Employee Performance (Y)	Y.1	0,735	0,361	Valid
	Y.2	0,680	0,361	Valid
	Y.3	0,709	0,361	Valid
	Y.4	0,629	0,361	Valid
	Y.5	0,667	0,361	Valid
	Y.6	0,780	0,361	Valid
	Y.7	0,774	0,361	Valid
	Y.8	0,779	0,361	Valid
	Y.9	0,736	0,361	Valid
	Y.10	0,779	0,361	Valid
	Y.11	0,993	0,361	Valid
	Y.12	0,680	0,361	Valid
	Y.13	0,709	0,361	Valid
	Y.14	0,629	0,361	Valid
	Y.15	0,667	0,361	Valid
	Y.16	0,780	0,361	Valid

And for employee performance variables (Y) there are 16 items of statements regarding employee performance (Y) where all items are declared valid because *pearson correlation*  $r$  calculate  $> r$  table or in other words *pearson correlation* is above 0.361.

b. Reliability Test

The reliability test results of the variables of work environment (X1), work discipline (X2), and employee performance (Y) can be seen in the following table:

**Table 4. Reliability Test**

Variable	Cronbach Alpha	Information
Work Environment (X1)	0,976	Reliable
Dsiplin Work (X2)	0,917	Reliable
Employee Performance	0,946	Reliable

Source : processed data (2024)

Based on the table above, it can be seen that all variables have a Cronbach Alpha value of  $> 0.6$ . The results of reliability testing obtained Alpha coefficient values for work

environment variables (X1) of 0.976, work discipline (X2) of 0.917, employee performance (Y) of 0.946, so it can be said that all measurement concepts of each variable from the questionnaire are reliable which means that the questionnaire used in this study is a reliable questionnaire.

### 1. Multiple Linear Regression Analysis

Multiple linear regression analysis is a method used to determine the accuracy of predictions of the influence that occurs between independent variables or variables of the work environment and work discipline on dependent or employee performance (Y). The statistical calculation in multiple linear regression analysis used in this study was with the help of the SPSS Version 20 computer program.

#### a. Simultaneous Test (Test F)

The F test is used to test whether or not there is an influence of independent variables on the dependent variable simultaneously (together). By the criterion if the probability  $< 0.05$  and if  $F_{\text{calculate}} > F_{\text{table}}$  then the hypothesis is accepted. And vice versa if the probability  $> 0.05$  and if  $F_{\text{count}} < F_{\text{table}}$  then the hypothesis is rejected.

**Table 5. F Test Results**

ANOVA<sup>a</sup>

Type	Sum of Squares	Df	Mean Square	F	Sig.
Regression	1400.496	2	700.248	180.456	.000b
Residuals	151.337	9	3.880		
Total	1551.833	4			

a. Dependent Variable: TOTALLY

b. Predictors: (Constant), Work Discipline (X2), Work Environment (X1)

Source : *processed data (2024)*

Based on table 5 F test test results obtained from processing and computerization using the SPSS version 20 program, a calculated F value of 180,456 with a significance of 0.000 was obtained. Because  $F_{\text{counts}} > F_{\text{tables}}$  ( $180,456 > 3,240$ ) it is concluded that the work environment and work discipline simultaneously have a significant effect on employee performance at the Wara Palopo City Health Center.

#### b. Partial Test (Test t)

The t-test aims to show the significant influence of individual independent variables in the model on the dependent variable. It is intended to find out how far the influence of one independent variable explains the variation of the dependent variable. If the significant value is less than 0.05 ( $\text{sig} < 0.05$ ), it can be concluded that the independent variable partially has a significant effect on the dependent variable.

**Table 6. Test Results t test**

Coefficients<sup>a</sup>

Type	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std. Error	Beta		
(Constant)	6.874	2.902		2.369	.023
ALX1 TOT	-.883	.191	-.649	-4.629	.000
ALX2 TOT	1.226	.112	1.528	10.897	.000

a. Dependent Variable: Employee Performance (Y)

Source : *processed data (2024)*

### 1. Work Environment Variables

Based on the results of this research data the work environment variable obtained a calculated T value of -4,629 smaller than the table T which is 2,022 (-4,629 < 2,022) and a significant value of 0.000 smaller than 0.05 (0.000 < 0.05), it was concluded that the work environment variable had a negative and significant effect on employee performance at the Wara Palopo City Health Center.

### 2. Work Discipline Variables

Based on the results of this research data processing work discipline variables obtained a calculated T value of 10,897 greater than the T table, namely 2,022 (10,897 > 2,022) and a significant value of 0.000 smaller than 0.05 (0.000 < 0.05), it can be concluded that the work discipline variable has a positive and significant effect on employee performance variables at the Wara Health Center.

Based on the results of multiple linear regression analysis can be written in the form of a regression equation in the form of *Standardized Coefficients* obtained equations:

$$Y = 6.874 - 0.883X_1 + 0.226X_2$$

The regression equation can be explained as follows:

- The value of the equation constant above of 6.874 shows that if the independent variable is constant or equal to zero, then the performance of Wara Puskesmas employees is 6.874.
- B1 = - 0.883 means that every change in the work environment increases, employee performance will decrease by 0.883
- B2 = 1.226 means that every change in work discipline increases, employee performance will increase by 1.226

### c. Test Coefficient of Determination (R)

The coefficient of determination ( $R^2$ ) is used to measure how far the regression model is able to explain the variation of the dependent variable. The value of the coefficient of determination is between 0 and 1 ( $0 \leq R^2 \leq 1$ ). The value of the coefficient of determination is determined by the value of *R square* which can be seen in the following table:

**Table 7. Test Results of Coefficient of Determination ( $R^2$ )**

Model Summary

pe	Ty	R	R Square	Adjusted R Square	Std. Error of the Estimate
1		.950a	.902	.897	1.96988

a. Predictors: (Constant), Work Discipline (X2), Work Environment (X1)

Source : processed data (2024)

From the results of the analysis of the influence of the work environment and work discipline on employee performance. From the table above, showing that the value of the coefficient of determination (R Square) of 0.902 it can be concluded that the independent variable (work environment, work discipline) has a contribution or influence on the dependent variable (employee performance) by 90.2% while the remaining 9.8% is influenced by other variables that are not studied in this study.

### 3.2. Discussion

#### 1. The Influence of the Work Environment on Employee Performance at the Wara Palopo City Health Center

Based on the results of the study, it was found that the work environment had a significant effect on employee performance at the Wara Palopo City Health Center. This means that the work environment consisting of a working atmosphere, relationships with colleagues, and the availability of work facilities have an impact on employee performance. Employees consider that complete facilities can increase maximum work results and support the smooth work process. In addition, harmonious relationships between colleagues also have an impact on employee performance. The existence of mutual respect, familiarity and good cooperation between employees has an impact on work results. The results of this study are in line with research conducted by [4][5][6][7][8] which in its research shows that the work environment affects performance.

The work environment is everything that is around the workers / employees / employees that can affect employee job satisfaction in carrying out their work so that maximum work results will be obtained, where in the work environment there are work facilities that support employees / employees in completing tasks that are imposed on employees to improve the work of employees / employees in a company or institution [15].

A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect employee emotions. If the employee likes the work environment where he works, then the employee will feel at home in his workplace to carry out activities so that work time is used effectively and optimistic that employee work performance is also high. The work environment includes working relationships formed between fellow employees and working relationships between subordinates and superiors as well as the physical environment where employees work [16].

#### 2. The Effect of Work Discipline on Employee Performance at the Wara Palopo City Health Center

Based on the results of the study, it shows that work discipline has a significant effect on employee performance at the Wara Palopo City Health Center. This means that the better the application of work discipline, the performance of employees at the Wara Palopo City Health Center will also increase. And vice versa if the application of work discipline is not good, it will have an impact on decreasing employee performance. Work discipline consisting of discipline against time, discipline against targets, discipline against quality, discipline against work priorities, and discipline against procedures according to employees the application is good. Employees rarely violate the regulations made by the puskesmas and even if they commit violations, employees will get sanctions according to the mistakes committed. This research is supported by the results of research that has been conducted previously by [9][10][11][12] which found that work discipline has a significant effect on employee performance. However, another study conducted by [13] found that work discipline did not have a significant effect on employee performance. The difference in the results of this study is natural due to different workplace conditions.

Performance as a manifestation of the work behavior of an employee / employee who is displayed as work performance in accordance with his role in a company within a certain period of time. This is due to employee performance as a determinant of the success and survival of the institution or agency. In every organization, people are a very important component in bringing the organization to life. This must be supported by good performance because if without good performance, the organization will not achieve its goals.

One of the factors that affect employee performance is work discipline. Work discipline is an attitude and behavior of employees towards organizational rules. Intention can be interpreted as the desire to do or the willingness to conform to rules. Attitudes and behaviors in labor discipline are characterized by various initiatives, willingness and willingness to obey the rules. That is, a person who is said to have high discipline is not only obedient and obeys the rules rigidly and dies, but also has the will (intention) to conform to the rules of the organization [17].

To improve employee performance in companies or agencies, it is necessary to pay attention to work discipline issues and work environment. Because in the life of the organization or agency there will be very many obediences and rules and regulations set on the company. In other words, companies / institutions really need work discipline, because with work discipline what is desired and the goals of the organization or agency will be achieved. However, on the contrary, if work discipline is not enforced or not carried out by all employees, the company's demands will be difficult to obtain. In addition, in an organization, an adequate work environment is taken seriously, this is because the work environment is one of the factors that affect one's performance, a good work environment will provide a sense of security and comfort to employees, so that there will be morale and enthusiasm for employees to carry out their work [18]

#### **4. Conclusion**

Based on test F, the independent variable, namely the work environment and work discipline, together have a positive and significant effect on the dependent variable, namely

employee performance at the Wara City Palopo Health Center. Based on the T test, the work environment variable has a significant effect on employee performance at the Wara Health Center in Palopo City. Work discipline variables have a significant effect on employee performance at the Wara Palopo City Health Center.

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