

The Influence Of Individual Characteristics, Workload And Work Environment On The Performance Of Employees Within The Scope Of The Population And Civil Registration Office Of Luwu Regency

Andi Nadirah. M^{1*} Indrawan^{2*} Fitriani Ahmad Reong^{3*}

¹Magister Management, University Of Muhammadiyah Palopo, 91922, Indonesia

²Magister Management, University Of Muhammadiyah Palopo, 91922, Indonesia

³Magister Management, University Of Muhammadiyah Palopo, 91922, Indonesia

Corresponding Author Email: andinadirahmachmud@gmail.com

Abstrak

The role of human resources will greatly determine the success or failure in achieving the vision and mission set by the organization. The better the quality of human resources owned by the organization, the better the performance of the organization itself. This study aims to determine and analyze the influence of individual characteristics, workload and work environment on employee performance at the Luwu Regency Population and Civil Registration Office. The method used is the sampling technique. The sample in this study was as many as 80 respondents, the data analysis method used was multiple liner regression. The results showed that individual characteristics had a positive and significant influence on employee performance as evidenced by output where the t-value was calculated $> t$ table ($2,641 > 1,991$). Workload has a positive and significant effect on employee performance as evidenced by the output of t-values calculated $> t$ tables ($9.275 > 1.991$). Individual Characteristics, Workload and Work Environment together have a positive and significant effect on employee performance, this result is evidenced by the F count result of 146.015 with a significance level of 0.000. Because the resulting calculated F value is greater than the table F (3.11) and the resulting significance value is smaller than 0.05.

Keywords: Individual Characteristics; Workload, Work Environment; Employee Performance

1. Introduction

In an organization, a key guideline for regional officials in achieving the goals set is the response of human resources. The statement requires a workforce capable of managing the activities of the regional apparatus. The performance of employees in a regional apparatus will have a great influence on the company. Each workforce will have their own expertise when carrying out mandatory activities in the daily activities of regional apparatus. Regional devices must be able to allocate labor according to their expertise, if the regional apparatus incorrectly places the position of the workforce, it will result in negative things. Human resources are resources that exist in a regional apparatus with its task is to manage labor.

Individual characteristics are basically the overall behavior and abilities that exist in individuals as a result of the nature of their environment. Individual characteristics can be measured by attitudes, interests, and needs. The individual carries inherent values in themselves that are formed by the environment in which he lives, these values are later carried in the work situation. Therefore, the values of each different individual must be known by the company in order to be used to assess potential employees and determine whether their values are in line with the dominant values of the organization.

Robbins [1] states that variables at the individual level include biographical characteristics, personality abilities and learning. Biographical characteristics include the

employee's age, gender, marital status, number of dependents, and length of service with an organization. While what includes abilities are physical and mental abilities. However, in general, the study is based on the assumption that individual characteristics, workload, and work environment can affect employee performance within the scope of the Luwu Regency Population and Civil Registration Office.

Some individual characteristic factors that may affect employee performance in this scope are education, work experience, age, gender, and work motivation. While workload factors that can affect employee performance include the amount of work, tight deadlines, and demands for high work quality. Meanwhile, work environment factors that can affect employee performance include factors such as management support, availability of adequate resources, and physical and psychological conditions of the work environment

Individual characteristics have a significant influence on employee performance. Factors such as education level, work experience, intrinsic and extrinsic motivation, personality and technical ability are important aspects that affect the quality of performance. In this context, the Luwu County Population and Civil Registration Office needs to pay close attention to individual characteristics.

To evaluate their level of education, previous work experience (if any), as well as identify intrinsic as well as extrinsic motivational factors that encourage them to make the maximum contribution in work. The importance of paying attention to the individual characteristics of employees in order to support the improvement of performance quality. Realizing that each individual has his own uniqueness in terms of potential and behavioral tendencies that can affect the results of his work.

Excessive workload can have a negative impact on employee performance. When employees feel overloaded and unable to cope with the pressures of work, they tend to experience decreased productivity, physical and mental exhaustion, and increased error rates. The Luwu County Population and Civil Registration Office needs to pay attention to the workload given

A conducive work environment can have a positive influence on employee performance. Factors such as good communication, effective leadership, social support from colleagues and superiors, and career development opportunities are important elements in creating a motivating work environment. The Luwu County Population and Civil Registration Office needs to pay attention to the work environment presented to its employees. Building good communication between superiors and subordinates, providing career development opportunities, and increasing social support between colleagues can create a positive work environment. A conducive work environment can affect overall employee motivation and performance. The importance of creating a work atmosphere that supports collaboration, personal growth, and mutual support in an effort to achieve common goals.

2. Methodology

This research is a research with a quantitative approach, namely through correlational research or looking for influences between independent variables (independent variables) and dependent variables (dependent variables). Quantitative approach is an approach method to examine the object of research by trying to explain the relationship between research variables using statistical calculations.

The sample that will be used for the research for the author is 80 employees of the Population and Registration Office of Population and Registration of Luwu Regency, then subjects who have certain quantities and characteristics are determined by researchers to be studied and then conclusions are drawn [2].

Operational definition to explain the specific way used by researchers in measuring a variable to be used, there are 4 variables used in the analysis of this study [3]. The operational definition of the variables in this study is as follows:

Tabel 1 Research variables

Variable	Operational Definition	Indicators	Scale
Individual characteristic (X1)	Individual characteristics of an employee can be seen from age, gender, marital status, number of dependents, length of service.	are *Best results *Career *Awards *Morale	Likert
Workload (X2)	Workload can be defined as a difference between the capacity or ability of workers and the demands of the work that must be faced	*Time Load *Mental Load *Psocological Load	Likert
Work Environment (X3)	The work environment can be interpreted as conditions, influences, and stimuli from outside which include physical, social, and intellectual influences that affect employees.	*Noise *Lighting *Air Circulation in Workspace	Likert
Employee Performance (Y)	Performance is the result of work both in quantity and quality achieved by someone in carrying out tasks according to the responsibilities given	1. Quality of work 2. Quantity of Work 3. Consistent Work 4. Work attitude	Likert

The data used are primary data and secondary data, primary data are collected through observations, interviews and distribution of questionnaires to respondents. While secondary data is collected through literature studies and documentation related to the research conducted.

Analysis Techniques Some of the data processing techniques carried out include:

a. Validity Test

Validity is a measure that indicates the degree of validity or validity of an instrument. The validity test in this study is explained as a degree of accuracy of research measuring instruments about the actual content of what is measured. The technique used for this validity test is the correlation of product moment from Pearson with a confidence level of 95% ($\alpha = 0.05$) done by correlating the score of each item with its total score. Interpretation of validity test results is carried out by looking at the correlation value between the item score and the total score. If the correlation value of

an item > 0.4 , it can be concluded that the item is valid. Conversely, if the correlation value of an item < 0.4 , it is concluded that the item is invalid (declared void). The formula that can be used to measure the validity of an instrument is the product moment correlation [2]

b. Reliability Test

Reliability Test is an index that shows the extent to which a measurement tool can be trusted or relied upon to test validity, meaning that reliability shows the consistency of a measuring instrument in measuring the same symptoms. This measurement uses the product moment correlation technique from Karl person. If the alpha value of a questionnaire instrument is > 0.6 , it can be concluded that the questionnaire instrument is reliable. Conversely, if the alpha value of an item < 0.6 , it is concluded that the questionnaire instrument is not reliable.

c. Multiple Linear Regression Analysis

To find out if there is a clear and reliable influence between the independent variable (Individual Characteristics, Workload and Work Environment) on the dependent variable (Performance). A statistical method is used, namely multiple linear regression. This statistical method is used to determine the effect of Individual Characteristics (X1), Workload (X2), and Work Environment (X3) on employee performance (Y). The steps used in answering the problem are as follows:

The method used is with the following formula:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

Description :

Y : Employee Performance

X1 : Individual characteristics

X2 : Workload X3 : Work environment

bi : Regression coefficient

e : Disturbance variable

a : Constant

The Hypothesis Test in this study is:

1.) Partial Test (T Test)

The partial test is used to test the meaning of the partial coefficient. If T counts $\geq T$ of the table then H_0 is rejected so that the independent variable can describe the dependent variable. Conversely, if $T_{\text{calculate}} \leq T_{\text{table}}$, H_0 is accepted so that it can be said that the independent variable (Individual Characteristics, Workload, and Work Environment) cannot explain the dependent variable (employee performance). In other words, there is no influence between the two variables

2.) Simultaneous Test (Test F)

Simultaneous tests are carried out to determine whether all independent variables have the same influence on the dependent variable to prove the correctness of the hypothesis used F Test by comparing the $F_{\text{calculate}}$ value with F table. If $F_{\text{calculate}} \geq F_{\text{table}}$ then H_0 is rejected and accepts H_a . This means that the

independent variables (Individual Characteristics, Work Customs and Work Environment) together affect the dependent variable (Employee Performance).

3.) Test Coefficient of Determination (R²)

The R² test is intended to measure the ability of how large the percentage of variation of independent variables in multiple linear regression models in explaining variations in related variables (dependent) (Priyatno, 2018). In other words, testing the model using R², can show that the independent variables used in multiple linear regression models are independent variables that are able to represent the entirety of other independent variables in influencing the dependent variable, then the magnitude of influence is usually shown in the form of percentages. The value of the Coefficient of determination is 0 (zero) and one (one). A small R² value of 0 (zero) means that the ability of independent variables of Individual Characteristics, Workload and Work Environment to explain variations in dependent variables (Employee Performance) is very limited. Vice versa, a value (R²) that is close to 1 (one) means that the independent variables provide almost all the information needed to predict the variation of the dependent variable [5].

In answering whether there is an influence of individual characteristics, Workload and Work Environment on employee performance, it is about the influence of independent variables (X₁, X₂ and X₃) to the bound variable (Y) used the multiple linear regression formula method [2].

3. Result and Discussion

3.1. Result

A. Object of Research

In terms of the interests of the population, population administration provides the fulfillment of administrative rights, such as public services and protection related to population documents, and discriminatory treatment. The implementation of the Population Administration aims to:

1. Provide identity validity and legal certainty over resident documents for every population event and important events experienced by residents.
2. Provides protection of the civil rights status of the population.
Provide national population data and information on population registration and civil registration at various levels in an accurate, complete, up-to-date and easily accessible manner so as to become a reference for policy formulation and development in general. Realizing orderly population administration in an integrated manner.
3. Realizing orderly population administration in an integrated manner.
4. Provide population data that becomes a basic reference for related sectors in carrying out every government, development and community activity

B. Descriptive Analysis

Descriptive analysis will describe the characteristics of respondents, description of research data. In obtaining the data, researchers made questionnaires that were distributed and filled out by employees at the Luwu Regency Population and Civil Registration Office. This questionnaire contains

a number of statements / questions about the influence of individual characteristics, workload and work environment on employee performance.

This study took respondents as many as 80 employees within the scope of the Population and Civil Registration Office. This respondent descriptive data provides some simple information about the state of the respondent who is the object of research. Respondents in this study were described through gender, age, and education. The characteristics of respondents can be seen in the table below:

Table 1. Characteristics Respondents

Variable		Frequency	Percent
Gender	Male	25	31,25
	Female	55	68,75
	Total	80	100
Age	≤ 20 Year	0	0
	21 - 30 Year	28	35
	31 - 40 Year	27	33.75
	41 – 50 Year	20	25
	≥ 50 Year		6.25
	Total	80	100
Education	Senior High School	18	22.5
	D3	12	15
	S1	49	61.25
	S2	1	1.25
	Total	80	100

Source: Data processed 2022

The data that has been collected is analyzed so that a description of research variables is obtained, the variables used in this study which include individual characteristics, workload, work environment and performance at the Luwu Regency Population and Civil Registration Office. will be tested statistically descriptively as seen in Table 2

Table 2 Descriptive Statistical Test Results

Variable	N	Minimum	maximum	Mean	Std Deviatoin
Characteristic Individual	80	16	24	20.05	2.031
Workload	80	13	20	16.60	1,893
Work Environment	80	19	28	23.24	2.668
Employee Performance	80	19	28	23.15	2.398
Valid N (listwise)	80				

Table 2 explains that in the individual characteristic variables, the respondent's minimum answer of 16 and maximum is 24 with an average total answer of 20.05 and a standard deviaton of 2.031. In the workload variable, the minimum answer is 13 and maximum 20 with an average total answer of 16.60 and a standard deviation of 1.893. The

minimum answer work environment variable is 19 and maximum 28 with an average total answer of 23.24 and a standard deviation of 2.668. Employee performance variables have minimum answers of 19 and maximum of 28 with a total average of 23.15 answers and a standard deviation of 2.398.

C. Test analysis Research Instrument

1. Validity Test

In this study, data collection used questionnaires so that validity testing was necessary. This test is carried out to measure the validity or absence of an instrument. This test was conducted with the help of Software Statistical Product and Service Solution (Spss) 25 For Wondows, and this validity test was used involving 80 respondents. Testing construct validity using the help of SPSS person correlation. To test whether the question item is valid or not, a test is carried out

In this study, data collection used questionnaires so it was necessary to test validity. This test is carried out to measure the validity or absence of an instrument. This test was conducted with the help of Software Statistical Product and Service Solution (Spss) 25 For Wondows, and this validity test was used involving 80 respondents. Testing construct validity using the help of SPSS person correlation. To test whether the question item is valid or not, a validity test is carried out on the sample of respondents. If the question item has r count $>$ from r table then the question item is said to be valid with a significance level of 0.05.

Table 3 Validity Test Results

Quaaction	Correlation Value	r-tabel	Information
Individual Characterisic Variables			
Item 1	0,646	0,2213	Valid
Item 2	0,522	0,2213	Valid
Item 3	0,479	0,2213	Valid
Item 4	0,656	0,2213	Valid
Item 5	0,546	0,2213	Valid
Item 6	0,710	0,2213	Valid
Workload Variables			
Item 1	0.810	0,2213	Valid
Item 2	0.672	0,2213	Valid
Item 3	0.626	0,2213	Valid
Item 4	0.597	0,2213	Valid
Item 5	0.646	0,2213	Valid
Invironment Work Variables			
Item 1	0.809	0,2213	Valid
Item 2	0.546	0,2213	Valid
Item 3	0.737	0,2213	Valid
Item 4	0.624	0,2213	Valid
Item 5	0.656	0,2213	Valid
Item 6	0.580	0,2213	Valid
Item 7	0.809	0,2213	Valid

Performance Variables			
Item 1	0.818	0,2213	Valid
Item 2	0.672	0,2213	Valid
Item 3	0.390	0,2213	Valid
Item 4	0.510	0,2213	Valid
Item 5	0.470	0,2213	Valid
Item 6	0.662	0,2213	Valid
Item 7	0.818	0,2213	Valid

Source: Data processed 2022

In the table above, the r value of the table is determined by looking at the r table at $df = N-2$ and the probability of 0.05 then determined the r value of the table is 0.2213. From the results above, it can be seen that each statement has a calculated r value > than r table 0.2213 so that based on the results above, all statements in the questionnaire are declared valid.

2. Reliability Test

Reliability is a tool for measuring a questionnaire which is an indicator of a variable or construct where the measurement can be said to be reliable if accurate and consistent. In this study to test the reliability of measuring instruments is to find out the value of Cronbach's alpha which is > 0.60 then it is said to be reliable.

Table 3 Hasil Uji Reliabilitas

Variable	Number Of Question	Statistical Reliability	Ket
Charakteristic Individual	6	0.758	Reliabel
Workload	5	0.816	Reliabel
Work Environment	7	0.882	Reliabel
Employee Performance	7	0.824	Reliabel

Source: Data processed 2022

The table above shows that all variables are declared reliable and the highest level of α is in the work environment variable with a value of 0.882 and the lowest value in the individual characteristic variable with a value of 0.758.

3. Analisis Data Penelitian

1. Uji Koefisien Determinasi (R²)

Table 4 Determination Test Results

Model	R	R Square	Adjusted R Square	Std. Error Of The Estimate
1	.923	.852	.846	.940

Predictors: (constant), work environment, workload, individual characteristics

Source: Data processed 2022

Based on the table above, it can be concluded that the value of the coefficient of determination (R^2) is 0.852 or 85.2%, which means, the amount of contribution of the influence of variables Individual Characteristics, Workload and Work Environment on Employee Performance is 85.2%, while the difference or the rest of 14.8% is influenced or explained by other variables that are not included in this study.

3. F Test (Simultaneous)

Specifying the F table, the F distribution table is searched at a confidence level of 95%, df 1 (number of variables – 1 or $4-1 = 3$) and df 2 ($n-k$). then the result obtained for Ftable $80 - 1 = 79$ is 3.11.

Table 5 F Test Results (Simultaneous)

ANOVA ^A					
Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	387.048	3	129.016	146.015	.000 ^b
Residual	67.152	76	.884	0.816	
Total	454.200	79			

a. Dependent variabel : employee Performance
 b. Oredictors: (constant), work environment, workload, individual characteristics

Source: Data processed 2022

Based on the table above, from statistical calculations using SPSS listed above, a Fcalculate value of 146.015 is obtained with a significance level of 0.000. Because the resulting Fcalculate value is greater than Ftable (3.11) and the resulting significance value is smaller than 0.05. So it can be concluded that H4 or the fourth hypothesis is accepted, meaning Individual Characteristics, Workload and Work Environment together have a significant effect on Performance variables

4. Test T (Partial)

Determining the table t value with $n-k-1$ or df residual, $80-3-1 = 76$ then seen in the distribution of t values of the statistical table then the table t value is 1.991. Determining the table t value with $n-k-1$ or df residual, $80-3-1 = 76$ then seen in the distribution of t values of the statistical table then the table t value is 1.991.

Table 6 Test T Result (Partial)

Coefficients ^a					
Model	B	Std Error	Beta	t	Sig.
(Constant)	2.161	1.064		2.032	.046
Characteristic individual	.288	.109	.244	2.641	.010
workload	.878	.095	.693	9.275	.000
work environment	.028	.080	.031	.348	.729

a. Dependent variabel : employee Performance

Based on the table above, it can be explained

- The test value of t calculate the Individual Characteristic variable (X_1) of 2.641, the value of the beta coefficient of 0.244 with a significant value of 0.010, when compared with t table of 1.991, then t calculate $>$ t table ($2.641 > 1.991$). So it can be concluded

that H1 or the first hypothesis is accepted, meaning that there is an influence of individual characteristics (X2) on Performance (Y).

- b. The test value t calculate the Workload variable (X2) of 9.275 beta coefficient value of 0.693 with a significant value of 0.000, when compared with t table of 1.991 then t calculate $> t$ table ($9.275 > 1.991$). So it can be concluded that H2 or the second hypothesis is accepted, meaning that there is an effect of workload (X2) on Performance (Y).
- c. The value of the t test calculate the Work Environment variable (X3) of 0.348 beta coefficient value of 0.031 with a significant value of 0.729, when compared with t table of 1.991 then t calculate $< t$ table ($0.348 < 1.991$). So it can be concluded that H3 or the second hypothesis is rejected, meaning that there is an effect but not significant work environment (X3) on Performance (Y).

5. Multiple Linear Regression

The analysis used in this study is multiple linear regression, which is an analysis used to determine the influence between the independent variable (X) and the dependent variable (Y), namely Individual Characteristics (X1), Workload (X2), Work Environment (X3) and Performance (Y) on Luwu Regency Population and Civil Registration Office Employees. Multiple linear regression analysis is performed with the help of the Statistical Product and Service Solution (SPSS) 20 for windows program. The equation of the multiple linear regression model obtained from the calculation results is as follows:

$$Y = 2,161 + 0,288 X1 + 0,878 X2 + 0,028 X3$$

The regression equation above can be explained.

- a. The constant is 2.161 which means that if the independent variables Individual Characteristics, Workload and Work Environment are 0, then the value of the dependent variable performance is 2.161.
- b. The regression coefficient of Individual Characteristics (X1), is 0.288, this means that if another independent variable has a fixed value and the Individual Characteristics variable (X1) increases by one unit, then the performance variable (Y) increases by 0.288.
- c. The Workload regression coefficient (X2), valued at 0.878, means that if the other independent variables are fixed and the Workload variable (X2) increases by one unit, then performance will increase by 0.878.
- d. The Work Environment regression coefficient (X3), valued at 0.028, means that if another independent variable is fixed and the Work Environment variable (X2) increases by one unit, then performance will increase by 0.028

3.2. Discussion

The Influence of Individual Characteristics on Employee Performance

The results of the tests conducted in this study show that individual characteristics have a positive and significant effect on performance. This indicates that the better the individual characteristics, the better the performance of employees at work. The test results are measured using the best results, career, appreciation and morale indicators from 4 indicators, namely the best results, career, appreciation and morale, it is said that the best

individual characteristic indicators are morale. It is proven that the characteristics of each employee through their enthusiasm are good and will greatly impact on improving the performance of each employee.

This means that if individual characteristics are measured by the best results, career, appreciation and high morale owned by employees, it will improve performance. [6] argues that individual characteristics are interests, attitudes, abilities, knowledge directly or indirectly the characteristics of employees in working in companies or organizations can realize profit or loss results for companies or organizations depending on the character of each employee. So it can be concluded that Individual Characteristics have a positive and significant effect on the performance of employees at the Luwu Regency Population and Civil Registration Office. The results of this study are in accordance with the hypothesis built by the author and in line with that conducted by [7] with the title "The Influence of Individual Characteristics on Performance where the results of the study state that Individual Characteristics have a positive and significant effect on performance.

The Effect of Workload on Employee Performance

The results of the tests conducted in this study show that there is a positive and significant influence between Workload and Performance. This indicates that the high workload of employees can improve employee performance. The test results were measured using indicators of time load, mental load and psychological load. The results of the study of 3 indicators, namely time load, mental load and psychological load, can be said that respondents answered working hard every day to get good performance. It is proven that even though the workload of employees is very high, employees still complete work on time, because employee performance is based on time schedule so no matter how much their work they still complete on time. This means that the volume and time of employee work have been determined effectively and efficiently.

The Influence of the Work Environment on Employee Performance

Based on the results of the study, it shows that the work environment has a positive but not significant effect on the performance of employees at the Luwu Regency Population and Civil Registration Office. This means that there is an influence but not significant between physical and non-physical Work Environment variables on employee performance. Improving employee performance in an organization needs to create a comfortable working atmosphere, of course, supported by adequate working environment conditions, both physical work environments which include work spaces, work equipment, workplace cleanliness and also non-physical work environments which include relationships between leaders and subordinates and relationships between fellow employees. This supports research conducted by [8], where the work environment and work stress together or simultaneously have a significant effect on employee performance. Based on the results of the study, it was found that work stress has a significant effect

section, authors must answer "what the obtained results mean and are recognized as research findings." This section may seem easy to write but is the most challenging part to get right, and it is the most important part of an article. Most manuscripts receive serious attention

from editors and reviewers because their discussion is weak, and many are even returned for resubmission or rejected.

In this discussion section, authors need to create a "discussion" that fits with the presented research findings but does not repeat them. Authors need to compare the study's results with previous research findings (some of which are mentioned in the introduction). Perhaps the research results clarify, enhance, or even contradict previous research findings. Whatever the results, authors must engage in a "dialogue" with the findings of other researchers based on existing major theories. If the findings turn out to be different from those of others, this may be extraordinary, and in turn, authors must address it and convince readers that these findings are correct or better than before. Although this truth sometimes does not last long, as it will be refined with new truths reported by other researchers. That's how science works.

4. Conclusion

Based on data analysis and discussion of the Influence of Individual Characteristics, Workload and Work Environment on Employee Performance at the Luwu Regency Population and Civil Registration Office, it can be concluded as follows: Individual characteristics have a positive and significant effect on employee performance at the Luwu Regency Population and Civil Registration Office, which means that the better the characteristics of each employee, the better the performance produced by employees for the company, the hypothesis is accepted. Workload has a positive and significant effect on Employee Performance at the Luwu Regency Population and Civil Registration Office, which means that no matter how much workload is given by employees, they still try to solve it well and will improve employee performance, the hypothesis is accepted. Work Environment Has a positive but not significant influence on Employee Performance. The results of this study show that the work environment has a positive but not significant effect on the performance of employees at the Luwu Regency Population and Civil Registration Office. Hypothesis Rejected.

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