

The Effect of Work Discipline, Work Motivation, and Work Ability on the Performance of Employees in the Export Import Division at the Wilmar Group Medan Office Head

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Abstract: This study aims to describe the effect of work discipline, work motivation, and work ability on the performance of employees in the export import division at the Wilmar Group Medan Office Head. This research was conducted at the Head Office of Wilmar Group Medan which lasted for 3 months, starting from May 2019 to July 2019. Respondents of this study were all employees of the export import division at the Wilmar Group Medan Office Head of 60 people. The instrument used was a questionnaire to collect data on variables of work discipline, work motivation, work ability and performance of employees. Data analysis techniques used are linearity test, partial hypothesis test or t test, simultaneous hypothesis test or F test. Descriptive analysis results for work discipline, work motivation, work ability variables and performance of employees variables are in the good category at the Wilmar Group Medan Office Head. Based on partial analysis, work discipline, work motivation, work ability have a positive and significant influence on the performance of the employees of the export and import division at the Wilmar Group Medan Office Head. Simultaneously, work discipline, work motivation and work ability have a positive and significant effect on the performance of the employees of the export and import division at the Wilmar Group Medan Office Head. The contribution of the variables of work discipline, work motivation, and work ability explain the variable of performance of employees by 42.7%. The rest is influenced by other independent variables not examined in this study such as communication, training, organizational culture, loyalty and so on.

Keywords: Work Discipline, Work Motivation, Work Ability, Performance of Employees

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I. INTRODUCTION

Achievement of the company's goals shows the work or work performance of the company as a performance or organizational performance. The company's work is obtained from a series of activities carried out by the organization. These activities can be in the form of managing company resources as well as the work implementation process needed to achieve organizational goals.

Company performance is reflected by performance of employees. Performance is the result of concrete work that can be observed and measured. To achieve success, it takes the role of either the company or the employee itself. Performance of employees plays an important role in an organization because in order to achieve the goals of an organization needed support from employees who are competent in their fields. Maximum better service can be achieved in an organization in accordance with the authority and responsibilities of each employee in realizing the goals of the organization.

The results of research from Partahian Simbolon (2012) show that the variables of work discipline, work motivation and work ability significantly influence performance of employees partially or simultaneously.

Some other research results found that the variables of work discipline, work motivation and work ability do not always affect performance of employees. The results of research from Dea Fanny Sefriady (2018) show that work discipline does not affect performance of employees. The results of research from Ida Ismawati (2017) show that work motivation does not affect performance of employees. The results of research from Annisa Chateliana Puteri (2016) show that work ability has no effect on performance of employees.

The research objectives to be achieved in this study are to determine the relationship between work discipline on the performance of the employees of the import export division at the Wilmar Group Medan Office Head, know the relationship between work motivation on the performance of the import export division employees at the Wilmar Group Medan Office Head, know the relationship between the ability work performance of employees in the export and import division at the Wilmar Group Medan Office Head, knowing

the significant relationship between work discipline, work motivation and work ability on the performance of the import and export division employees at the Wilmar Group Medan Office Head.

II. LITERATURE REVIEW

2.1 Performance

Factors affecting performance of employees include work discipline and work motivation. Work discipline is needed to produce good performance, with discipline, employees will try to do the work as much as possible and the resulting performance is better (Wexley and Yukl, 2013).

Werther Jr. states that discipline is management's effort to ensure that employees comply with standards/regulations in the organization. He considers discipline as an exercise to change and correct knowledge, attitudes and behaviors so that employees will try to work together and improve their performance for the organization (Burhanuddin, 2015).

Employee work motivation can also affect performance of employees. With the motivation from within an employee it will encourage the employee to carry out their work as well as possible. So in conclusion, the higher the level of motivation of an employee, the higher the performance of the employee concerned.

Gie (2015) states that performance is largely determined by the dimensions:

- a) Work motivation
- b) Ability to work
- c) Equipment and facilities
- d) External environment
- e) Leadership
- f) Strategy mission
- g) Company culture
- h) Individual and organizational performance
- i) Management practices
- j) Structure
- k) Work climate

Work motivation and work ability are important dimensions in determining performance. Motivation as an encouragement in employees will determine the resulting performance. Likewise with the work ability of employees, where the ability of employees to carry out their duties will affect the resulting performance. The higher the capabilities of the employees will increasingly determine the resulting performance.

Simamora (2016) states that performance is largely determined by 3 factors namely:

1. Individual factors consisting of:

- a) Ability and expertise
- b) Background
- c) Demographics

2. Psychological factors consisting of:

- a) Perception
- b) Attitude
- c) Personality
- d) Learning
- e) Motivation

3. Organizational Factors consisting of:

- a) Resources
- b) Leadership
- c) Awards
- d) Structure
- e) Job Design

Ability and expertise as individual factors of each employee. The more competent abilities and expertise possessed by each employee, will affect the achievement of performance results. Likewise with motivation, where motivation is a psychological factor that will encourage employees in making decisions to do work. The stronger motivation is inherent in employees, the better the performance produced (Simamora, 2016). At the level of performance of employees will depend on two factors, namely the ability of employees and work motivation. The ability of employees such as: level of education, knowledge, and experience. The level of ability will be able to affect performance of employees results where the higher the level of employee ability will produce higher performance (Robbins, 2017).

Another factor is work motivation which is the encouragement from within the employee to do a job. With high work motivation, employees will be encouraged to do the best possible work that will affect performance results. The higher the motivation, the higher the performance that can be generated.

Based on the theoretical description of the performance theory described above, the conceptual performance in this study is:

- a. Disciplinary work is an attitude and behavior that obeys and complies with regulations made by employees with a high level of awareness so that it is effective in working.
- b. Work motivation is an impulse that arises in a person and/or encouragement from outside that causes a person's thought process to do something.
- c. Work ability is all the potential possessed by each employee to carry out tasks that are charged based on the knowledge, attitude, experience, and education possessed by the employee.
- d. Performance is a measurement of the level of achievement of the goals, vision, and mission of the organization as a function of the interaction between work discipline, work motivation, and work ability of employees.

2.2 Work Discipline

Discipline is a management action to encourage the implementation of organizational standards, this is training that leads to efforts to justify and involve knowledge of employees' attitudes and behavior so that there is a willingness in employees to lead to better cooperation and achievement, discipline itself is defined as willingness of someone who arises with his own awareness to follow the rules that apply in the organization (Davis, 2014).

Sutrisno (2017) states that a good form of discipline will be reflected in the atmosphere, namely:

- a. High awareness of employees towards the achievement of company goals.
- b. High enthusiasm and initiative of employees in doing work.
- c. The magnitude of the employees' sense of responsibility to carry out the task as well as possible.
- d. The development of a sense of belonging and a high sense of solidarity among employees.
- e. Increasing the efficiency and productivity of employees' work.

Some experts state that discipline is:

- a. Discipline is a management activity to carry out organizational standards. In the implementation of discipline, to obtain the results as expected, the leader in his business needs to use certain guidelines as a cornerstone of implementation (Handoko, 2015).
- b. Discipline is every individual and also a group that guarantees obedience to orders and takes the initiative to take an action that is necessary if there is no order. (Heidjrachman and Husnan, 2013).
- c. Discipline is a condition to make corrections or punish employees who violate the provisions or procedures established by the organization. Discipline is a form of control so that the implementation of employee work is always within the corridor of applicable laws and regulations. (Sedarmayanti, 2013).

Handoko (2015) states that employee discipline behavior is something that does not appear by itself, but needs to be formed. Therefore, the formation of work discipline can be done in 2 (two) ways, namely:

1. Preventive discipline

Preventive discipline is an action taken to encourage workers to follow or adhere to norms and rules so that abuses do not occur. The aim is to encourage self-discipline and among employees. In this way employees maintain their self-discipline not solely because of forced management.

2. Corrective discipline

Corrective discipline is an activity taken to deal with violations of the rules and try to avoid further violations. Corrective activity is often a form of punishment and is called the level of discipline.

Based on the opinion of Handoko and Davis above, I say that in this study work discipline is an employee activity related to three dimensions, namely:

- a) Timeliness, consisting of four indicators.
- b) Compliance with regulations, consisting of four indicators.
- c) Awareness at work, consisting of four indicators.

2.3 Work Motivation

Motivation is a desire or desire that arises in the employee that creates enthusiasm or drive to work optimally to achieve goals (Soehartono, 2015).

Motivation comes from the basic words of motives, which have the meaning of a stimulant, desire and driving force of one's willpower. Motivation is the giving of a driving force that creates the excitement of one's work so that employees want to cooperate effectively and integrated with all their efforts to achieve satisfaction. (Hasibuan, 2016).

Motivation is the willingness to spend a high level of effort for organizational goals which is conditioned by the ability of the effort to meet some individual needs. Needs occur when there is no balance between what is owned and what is expected. Encouragement is a mental force that is oriented towards fulfilling

expectations and achieving goals. And goals are goals or things that an individual wants to achieve. (Robbins, 2017).

From the above understanding it can be concluded that what is meant by work motivation is something that can cause enthusiasm or encouragement to work individually or in groups to work to achieve goals. Employee work motivation is a condition that makes employees have the will or need to achieve certain goals through the implementation of a task. Work motivation of employees will supply energy to work or direct activities during work, and cause an employee to know that there are goals that are relevant between the goals of the organization with personal goals.

Toha (2015) states that Abraham Maslow in the Hierarchy of needs theory says that motivation is based on the level of needs arranged according to the priority of strength.

a. Physiological needs, the first and foremost needs that must be met by each individual. This main need is what drives every individual to do any work, because he will get rewards, both in the form of money, or goods that will be used to meet these primary needs

b. Security or protection needs, each individual craves security for himself, including his family.

c. Togetherness or social needs, each individual always needs to associate with others.

d. Needs respect or appreciation, each individual does work or activities that enable him to get respect and appreciation from the community.

e. Self-actualization needs, the highest peak needs, so someone wants to maintain their achievements optimally.

The theory of expectation put forward by Victor H Vroom argues that people or employees will be motivated to work or want to do certain things, if they believe that from that achievement they will expect a large reward. Vroom explained that motivation is the multiplication between valence and expectation. Valence is the strength of one's desire for something, while expectation is the possibility that someone's actions will lead to the desired results (Toha, 2015)

A valence is said to be zero if an employee does not care about achieving certain goals. Negative valence is if an employee prefers not to achieve certain goals as a result there is no work motivation, on the contrary valence is said to be positive if an employee can choose and prefer to achieve certain goals.

Likewise, with expectations, an expectation is said to be zero or negative indicates that there is no possibility that an outcome will be achieved after a certain action, while a positive expectation is the possibility that an outcome will emerge after a certain action is carried out. So simply this Vroom theory assumes that a person's work motivation in an organization depends on his expectations.

From the various opinions of the experts mentioned above, work motivation can be formulated is an encouragement arising from within a person and /or encouragement from outside that causes a person's thought process to do something.

Based on the opinion of Maslow and Victor H Vroom above, then I say that in this study work motivation is employee activity related to two dimensions, namely: 1) Physiological needs, consisting of five indicators 2) Need for Hope, consisting of seven indicators.

2.4 Work Ability

Work ability is a potential condition that is owned by an employee in carrying out the work that is charged to someone in full sincerity, efficient and effective in carrying out his work (Gibson, 2016).

Ability is a condition that shows an element of maturity that is also associated with knowledge and skills that can be obtained from education, training and knowledge (Toha, 2015).

In the organizational structure, a person's ability needs to be identified with the role and position of employees, so that in the process of organizational development and human resource development in the stages of selection, coaching, and career supervision can be achieved with the principle of "placing employees in accordance with capabilities".

Gibson (2016) explains that there are several abilities that must be possessed by employees to achieve effectiveness and work efficiency:

1) The ability to interact which includes indicators:

a) The ability of employees to create and maintain personal relationships.

b) The ability of employees to communicate effectively with colleagues.

c) The ability of employees to handle conflicts with conflicts both with other people and coworkers.

d) The ability to increase or maintain a sense of fairness and equality in a reward system.

2) Conceptual abilities which include indicators:

a) The ability of employees to foster and analyze information both from within and from outside the organizational environment.

b) The ability to reflect the meaning of these changes in the task.

c) The ability to determine decisions related to their area of work.

d) The ability to make changes in his work especially those that are necessary in the organization.

3) Technical capabilities which include indicators:

- a) The ability of employees to develop and follow effective policy plans and procedures.
- b) The ability to process paper documents or paperwork properly, regularly and in a timely manner.
- c) Ability to manage expenses for a budget
- d) The ability to use his knowledge, tools, experience, and technical-technical from various disciplines to solve problems.

Suhartono (2014) concluded that there are three capabilities whose application can be used as follows:

1) Technical Ability

Namely skills related to knowledge and expertise in a variety of work activities that require expertise in using various facilities and techniques that are specific.

2) Skill Ability

Namely capabilities that reflect a variety of skills such as:

- a) Skills in working with others.
- b) The ability to create awareness and a sense of togetherness.
- c) The ability to create a work atmosphere that causes all employees to feel safe, not coerced, not suspected, work atmosphere full of family, work tolerance, and mutual trust.

3) Conceptual Ability

Namely, one's processing ability is not only focused on seeing, identifying, and formulating problems that arise, but also at the same time being able to formulate various alternative solutions to the problem itself.

These three abilities can be possessed by all employees at all levels, albeit to varying degrees. A low-level employee is more effective if he has greater technical ability than other abilities. A top manager must absolutely have conceptual skills and job design in addition to other abilities and for this reason a certain level of education is required and supported by field experience. In relation to organizational development it can be understood that humans are important resources in organizations.

III. RESEARCH METHODS

This research was conducted using a survey method approach, i.e. activities to collect data about facts that are supporting research, with a view to finding out status, symptoms, determining equality of status by comparing with standards that have been selected and or determined.

The location of this study was carried out at the Head Office of Wilmar Group Medand with the aim of the study were 60 export and import employees. Data collection is done by distributing questionnaires (list of questions) given to employees who are willing to provide responses (respondents) according to user requests. The questionnaire used in this study is in the form of closed questions that have been prepared in which the answers to these questions have been prepared, so that the respondent only has to choose an answer that would be in accordance with the current conditions.

There are four (4) types of data collected in the form of scores obtained from work discipline data, work motivation, work ability as the independent variable and performance as the dependent variable. Individual or performance of employees is measured by looking at the quality and quantity of output it produces.

IV. RESULTS AND DISCUSSION

Linearity Test Results

Testing the linearity of work discipline variable data (X_1) with performance of employees variables (Y) in this study can be seen from the following Table 1:

Table 1 Results of Linearity Test Variables X_1 to Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Kinerja Karyawan * Disiplin Kerja	Between Groups	(Combined)	804,300	19	42,332	1,203	,303
		Linearity	169,057	1	169,057	4,804	,034
		Deviation from Linearity	635,243	18	35,291	1,003	,477
	Within Groups		1407,633	40	35,191		
Total			2211,933	59			

Based on the significance value (sig) of the above output, the value of the deviation from linearity sig. is 0.477 greater than 0.05. Then it can be concluded that there is a significant linear relationship between work discipline variables (X_1) and performance of employees variables (Y).

Testing the linearity of the variable Work Motivation (X_2) with the performance of employees variable (Y) in this study can be seen from the following Table 2:

Table 2 Results of Linearity Test of Variable X_2 to Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Kinerja Karyawan * Motivasi Kerja	Between Groups	(Combined)	489,180	12	40,765	1,112	,373
		Linearity	6,418	1	6,418	,175	,678
		Deviation from Linearity	482,762	11	43,887	1,197	,315
	Within Groups		1722,753	47	36,654		
Total			2211,933	59			

Based on the significance value (sig) of the above output, the deviation from linearity sig value is obtained. is 0.315 greater than 0.05. Then it can be concluded that there is a significant linear relationship between work motivation variables (X_2) and performance of employees variables (Y).

Testing the linearity of work ability variable data (X_3) with performance of employees variables (Y) in this study can be seen from the following Table 3:

Table 3 Results of X_3 Variable Linearity Test to Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Kinerja Karyawan * Kemampuan Kerja	Between Groups	(Combined)	880,828	18	48,935	1,507	,137
		Linearity	342,772	1	342,772	10,558	,002
		Deviation from Linearity	538,055	17	31,650	,975	,502
	Within Groups		1331,106	41	32,466		
Total			2211,933	59			

Based on the significance value (sig) of the above output, the deviation from linearity sig value is obtained. is 0.502 greater than 0.05. Then it can be concluded that there is a significant linear relationship between work ability variables (X_3) with performance of employees variables (Y).

Test Results t (Partial)

The statistical test t is used to determine the effect of independent variables (motivation, job satisfaction and work discipline) individually influencing the dependent variable of performance of employees. The value of the table in this study was 2.003.

Hypothesis testing is done by comparing the calculated value with the value of the table with the decision criteria are:

If $t_{count} < t_{table}$ H_0 is accepted or H_1 is rejected

If $t > H_0$ table is rejected or H_1 is accepted

The method in determining the table using the 5% significance level, with $df = n - k - 1$ (in this study $df = 60 - 3 - 1 = 56$), so we get a value of 2.003 table is presented in Table 4 as follows:

Table 4 Partial Hypothesis Testing Results (t test)

Variabel	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std.Error	Beta		
(Constant)	14.262	8.937		4.943	0.014
Work Discipline	0.235	0.167	0.106	3.906	0.015
Work Motivation	0.166	0.156	0.053	2.121	0.005
Work Ability	0.366	0.164	0.364	4.145	0.006

a. Dependent Variable; Performance of Employees

Based on Table 4 can be known as follows:

a. Tcount value for the discipline variable (3.906) is greater than the table (2.003) significance value of 0.015. Based on the results obtained, H_0 is rejected and H_1 is accepted for the discipline variable, thus partially the discipline variable significantly influences performance of employees.

b. The tcount for work motivation variable (2.121) is greater than the table (2.003) significance value of 0.005. Based on the results obtained, H_0 is rejected and H_1 is accepted for the work motivation variable, thus partially the work motivation variable has a significant effect on performance of employees.

c. Test value for work ability variable (4.145) is greater than the table (2.003) significance value of 0.006. Based on the results obtained, H_0 is rejected and H_1 is accepted for the work ability variable, thus partially the work ability variable significantly influences performance of employees.

The statistical results that have been stated above show that partially the variables of work discipline, work motivation and work ability have a significant effect in determining the performance of the employees in the export and import division at the Wilmar Group Medan Office Head.

Test Result F (Simultaneous)

This hypothesis is tested using the statistical test f with the criteria for decision making if the value of fcount is greater than ftable, then H_0 is rejected and H_1 is accepted. Test results can be seen in the following Table 5:

Table 5 Simultaneous Hypothesis Testing Results (Test F)

Model	Sum of squares	Df	Mean Square	F	Sig.
Regression	394.094	3	131.365	4.047	.011
Residual	1817.839	56	32.461		
Total	2211.933	59			

Based on Table 5 it can be seen that $F_{count} = 4.047$ and $F_{table} = 2.77$ in this case the fcount is greater than ftable and the significant value is 0.011 smaller than the alpha value of 0.05, so the decision taken is H_0 rejected and H_1 accepted. Acceptance of alternative hypotheses shows the independent variables: work discipline (X_1), work motivation (X_2), and work ability (X_3), able to explain the diversity of performance dependent variables (Y). In this case the variables of work discipline, work motivation and work ability simultaneously have a significant effect on the performance of the export and import division employees at the Wilmar Group Medan Office Head.

V. CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results of research and discussion that has been described in the previous chapter, the following conclusions can be:

1. The influence of work discipline on the performance of the employees of the import export division at the Wilmar Group Medan Office Head has a significant effect. This can be shown from the results of the t test (partial) where the value of t arithmetic is greater than t table ($3,906 > 2,003$).
2. The effect of work motivation on the performance of the employees of the export-import division at the Wilmar Group Medan Office Head has a significant effect. This can be shown from the results of the t test (partial) where the value of t arithmetic is greater than t table ($2,122 > 2,003$).
3. The effect of work ability on the performance of the employees of the import export division at the Wilmar Group Medan Office Head has a significant effect. This can be shown from the results of the t test (partial) where the value of t arithmetic is greater than t table ($4,145 > 2,003$).
4. The effect of work discipline, work motivation, and work ability on the performance of the employees of the import export division at the Wilmar Group Medan Office Head simultaneously jointly has a significant effect. This can be shown from the results of the simultaneous test (f test) where the calculated f value is greater than f table ($4.047 > f$ table 2.77).

5.2 Suggestion

Based on the conclusions, it is suggested as follows:

From the results of data processing, it is obtained that the variable of work ability (X_3) which is the most influential and dominant variable on performance of employees (Y) can be seen from the average value of respondents' answers to the variable work ability = 3.97 and with a coefficient value of 0.366. To that end, the leadership of the organization must be able to provide encouragement to employees to develop their abilities through both formal and non-formal education and training that can improve human resources. So that will increase knowledge, skills and abilities which will ultimately improve performance of employees.

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