



(RESEARCH ARTICLE)



## Analysis of ability, work motivation, and job satisfaction on employee performance Meuligoe Kupi Atjeh Binjai

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### Abstract

The purpose of this study is to find out how Meuligoe Kupi Atjeh Binjai employees can analyze their abilities, work motivation, and job satisfaction. The population and saturated sample from this study are all employees of Meuligoe Kupi Atjeh Binjai. For the purpose of this study, the population of Kupi Atjeh Binjai consists of 37 people. This study utilizes multiple linear regression and an association-quantitative approach. Data was collected through a questionnaire method using a Likert scale, and SPSS 25.0 was used for data processing. The results of the study showed that ability (X1), work motivation (X2), and job satisfaction (X3) had a positive and significant effect on the performance of Meuligoe Kupi Atjeh Binjai employees partially and simultaneously. The variable that most affects employee performance is their ability. The relationship between ability (X1), work motivation (X2), and job satisfaction (X3) to employee performance (Y) is strong, because the resulting R value is located between 0.60 and 0.799, which is 0.637.

**Keywords:** Ability; Work Motivation; Job Satisfaction; Employee Performance; Employees Meuligoe Kupi Atjeh Binjai

### 1 Introduction

In an organization or company, there are common goals that want to be achieved and achieved for a joint success in an organization or company. This goal will be achieved if each employee has a good performance in completing each given task and can be responsible for the work.

[1] states that employee performance is the results and behaviors shown by workers over a certain period of time to complete the tasks and responsibilities given. Skills and abilities, work motivation, work discipline, leadership style, knowledge, work design, personality, organizational culture, job satisfaction, loyalty, work environment, and commitment are some of the factors that affect employee performance [1]. Skills and abilities, work motivation, work discipline, leadership style, knowledge, work design, personality, organizational culture, job satisfaction, loyalty, work environment, and commitment.

Cafe Meuligoe Kupi Atjeh Binjai is located in Binjai, North Sumatra Province. Acehnese specialties and coffee are served at this café. This café was established in 2018 and is open 24 hours a day, with 37 employees. To achieve the goals of organizational success, human resources must have high ability, work motivation, and job satisfaction. In Meuligoe Kupi Atjeh Binjai, organizational performance is said to be optimal if you consider ability, work motivation, and job satisfaction.

Based on the results of the author's observations and interviews with the founder and employees of Meuligoe Kupi Atjeh Binjai, there is a phenomenon of problems related to the decline in employee performance by 31.67% of the pre-survey data obtained so that there are main problems, namely the lack of quality and quantity as well as the period of work results that are not comparable to performance standards and leaders where employee work results are often revised

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to be improved. Meanwhile, in terms of ability, employees do not have work experience in the same field before so employees do not have good abilities at the moment so that they lack skills, knowledge and experience when completing work. This is evidenced by the results of pre-survey data of 30%.

In addition, in terms of work motivation, there is also a problem, namely that employees do not have a strong encouragement from the leadership and have not always been given solutions or corrective actions if there are mistakes, besides that there is also little appreciation given to the students through awards such as bonuses and others. This is evidenced by the acquisition of data from the pre-survey results of 40% and in terms of job satisfaction, there is also a problem, namely employees are not satisfied with the work facilities and infrastructure provided by Meuligoe Kupa Atjeh Binjai. They also have not felt satisfied with the salary given so far. This is evidenced by the data of pre-survey results of 43.33%. From the description of the digas, of course, it is a big problem for Meuligoe Kupa Atjeh Binjai in improving employee performance even better in the future.

### **1.1 Employee Performance**

Employee performance is the result of work and attitude shown by employees in completing the responsibilities and tasks that have been given within a certain period of time [1]. Some of the factors that affect employee performance include skills and abilities, work discipline, work design, job satisfaction, work environment, leadership, leadership style, organizational culture, personality, work motivation, loyalty, and knowledge [1].

A study conducted by [2] found that ability, work motivation, and job satisfaction simultaneously have a positive and significant effect on employee performance.

### **1.2 Abilities**

Employee ability as a condition that indicates a maturity component that includes knowledge and skills that can be acquired through learning, practice, and knowledge [3]. A person's ability is their ability to complete various tasks at work. There are three indicators of ability, according to [3] knowledge, training, and experience.

The results of research from [4] show that ability has a positive and significant effect on employee performance.

### **1.3 Work Motivation**

Work motivation is the desire that exists in an employee to complete their tasks or work well according to the needs of the company [5]. There are indicators in work motivation, namely; incentives, motives, and expectations that encourage an employee to complete the tasks or work that the company needs [5].

The results of research from [6] show that work motivation has a positive and significant effect on employee performance.

### **1.4 Job Satisfaction**

Job satisfaction is a comprehensive attitude towards a person's work and shows the difference received between the amount of compensation employees receive and the amount of rewards they believe they should get [7]. Indicators that show job satisfaction include a work environment that provides support, appropriate compensation or salary, and supportive colleagues [7]. The results of research from [8] show that job satisfaction has a positive and significant effect on employee performance.

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## **2 Material and methods**

The method used in this study is a quantitative method. This method is based on the philosophy of positivism and is used as a sample. The population used is also quantitative, so that hypotheses that have been made previously can be tested [9].

Population is a generalization area consisting of subjects determined by the researcher so that it can be studied and concluded, [10]. This study used 37 staff members of Meuligoe Kupa Atjeh Binjai. Meanwhile, the sample consists of the number of population and its characteristics [9]. According to [9], all employees of Meuligoe Kupa Atjeh Binjai were used as saturated samples in this study. In total, 37 members of the population were saturated samples in this study.

The analysis methods used in this study are data quality test, classical assumption test, multiple linear regression analysis and hypothesis test.

### 3 Results and discussion

#### 3.1 Data Quality Test

##### 3.1.1 Validity Test

The results of the validity test of Ability (X1), Job Motivation (X2), Job Satisfaction (X3), and Employee Performance (Y) conducted on 37 employee samples can be calculated with df (degrees of freedom) =  $n - 2$  then the value of the table can be calculated with **r product moment Pearson**, so that  $df = 37 - 2 = 35$ , and  $r_{table} = 0.3246$ . If the value of the count  $>$  the  $r_{table}$ , which is decided by *the Corrected Item Total Correlation*, then the statement is declared **valid**. The results of the validity test in table 1 are as follows:

**Table 1** Validity Test Results of Each Variable

| Variable             | Item/code | calculate | table  | Information |
|----------------------|-----------|-----------|--------|-------------|
| Ability              | X1.1      | 0.618     | 0.3246 | VALID       |
|                      | X1.2      | 0.575     | 0.3246 | VALID       |
|                      | X1.3      | 0.666     | 0.3246 | VALID       |
|                      | X1.4      | 0.642     | 0.3246 | VALID       |
|                      | X1.5      | 0.646     | 0.3246 | VALID       |
|                      | X1.6      | 0.651     | 0.3246 | VALID       |
| Work motivation      | X2.1      | 0.521     | 0.3246 | VALID       |
|                      | X2.2      | 0.592     | 0.3246 | VALID       |
|                      | X2.3      | 0.565     | 0.3246 | VALID       |
|                      | X2.4      | 0.526     | 0.3246 | VALID       |
|                      | X2.5      | 0.622     | 0.3246 | VALID       |
|                      | X2.6      | 0.614     | 0.3246 | VALID       |
| Job satisfaction     | X3.1      | 0.766     | 0.3246 | VALID       |
|                      | X3.2      | 0.549     | 0.3246 | VALID       |
|                      | X3.3      | 0.643     | 0.3246 | VALID       |
|                      | X3.4      | 0.580     | 0.3246 | VALID       |
|                      | X3.5      | 0.652     | 0.3246 | VALID       |
|                      | X3.6      | 0.549     | 0.3246 | VALID       |
| Employee performance | Y1.1      | 0.424     | 0.3246 | VALID       |
|                      | Y1.2      | 0.491     | 0.3246 | VALID       |
|                      | Y1.3      | 0.398     | 0.3246 | VALID       |
|                      | Y1.4      | 0.745     | 0.3246 | VALID       |
|                      | Y1.5      | 0.583     | 0.3246 | VALID       |
|                      | Y1.6      | 0.667     | 0.3246 | VALID       |
|                      | Y1.7      | 0.434     | 0.3246 | VALID       |
|                      | Y1.8      | 0.569     | 0.3246 | VALID       |

(Source: Processing of SPSS 25.0, 2024 data)

Based on the data in table 1. the results of the validity test show that Ability (X1), Job Motivation (X2), Job Satisfaction (X3), and Employee Performance (Y) are tested against six statement indicators for variables X1, X2, and X3 and eight statement indicators for variable Y. Because, the value of the calculation  $>$  the table (*Corrected Item - Total Correlation*  $>$  0.3246) for all items, each of the variable measurement indicators is all valid.

### 3.1.2 Reliability Test

The reliability test of the variables of Ability (X1), Job motivation (X2), Job satisfaction (X3), and Employee performance (Y) with *Cronbach's alpha* method greater than ( $>$ ) 0.60" (Sugiyono, 2018). The following is a table of reliability test results:

**Table 2** Variable Reliability Test Results of Each Variable

| Variable                 | Cronbach's Alpha | N of Items | Cronbach's Alpha Minimal | Information |
|--------------------------|------------------|------------|--------------------------|-------------|
| Ability (x1)             | 0.849            | 6          | 0.60                     | Reliable    |
| Work motivation (X2)     | 0.811            | 6          | 0.60                     | Reliable    |
| Job satisfaction (X3)    | 0.843            | 6          | 0.60                     | Reliable    |
| Employee performance (Y) | 0.817            | 8          | 0.60                     | Reliable    |

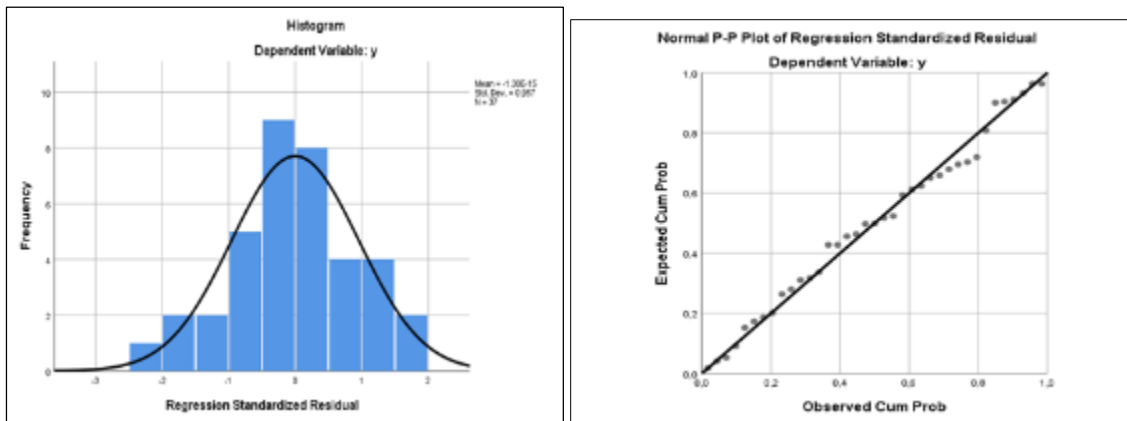
(Source: Processing of SPSS 25.0, 2024 data)

All statement indicators for each of the research variables are considered **reliable** from the data results in table 2 of the reliability test, because the reliability test results *of the Cronbach alpha* value are greater than 0.60.

## 3.2 Classical Assumption Test

### 3.2.1 Normality Test

This study used three data normality tests: histogram graph, P-P plot graph, and Kolmogorov-Smirnov.



(Source: Processing of SPSS 25.0, 2024 data)

**Figure 2** Histogram Curve and P-P Graph Plot Normality

The histogram curve is not tilted to the left or right and is convex in the middle [15]. In a P-P plot, 37 data points are scattered around a diagonal line and stay in the direction. Many data points also touch the diagonal line. The regression model based on the P-P plot meets the assumption of normality because the data from the respondents' answers has been distributed normally through point distribution [11].

**Table 3** Data Normality with the Kolmogorov-Smirnov Test

| One-Sample Kolmogorov-Smirnov Test     |                |                         |
|--|----------------|-------------------------|
|  |                | Unstandardized Residual |
| N                                      |                | 0.37                    |
| Normal Parameters <sup>a,b</sup>       | Mean           | 0.000000                |
|  | Std. Deviation | 1.75811036              |
| Most Extreme Differences               | Absolute       | 0.083                   |
|  | Positive       | 0.083                   |
|  | Negative       | -0.073                  |
| Test Statistic                         |                | 0.083                   |
| Asymp. Sig. (2-tailed)                 |                | 0.200 <sup>c,d</sup>    |
| a. Test distribution is Normal.        |                |                         |
| b. Calculated from data.               |                |                         |
| c. Lilliefors Significance Correction. |                |                         |

(Source: Processing of SPSS 25.0, 2024 data)

According to the data shown in table 3, the Kolmogorov-Smirnov test produced a significant value of 0.200 which was more significant than 0.05, in this study it was statistically normally distributed. Thus, it can be stated that the data in this study are in accordance with the requirements for the classical assumption test [15].

### 3.2.2 Multicollinearity Test

The purpose of the multicollinearity test is to find out whether the independent variables in the regression model have a relationship [12]. The magnitude of the difference between inflation factors (VIF) and tolerance indicates a degree of multicollinearity. The tolerance value of  $> 0.10$  and the VIF value of  $< 10$  are the thresholds for deciding on the multicollinearity test. The results of the multiple collinearity test of this study are:

**Table 4** Multicollinearity Test Results

| Coefficients a                                   |                       |                         |                   |       |             |                              |
|--|-----------------------|-------------------------|-------------------|-------|-------------|------------------------------|
|  | Type                  | Collinearity Statistics |                   |       |             | Conclusion                   |
|  |                       | Tolerance               | Minimum tolerance | VIF   | Maximum VIF |                              |
| 1  | (Constant)            |                         |                   |       |             |                              |
|  | Ability (x1)          | 0.632                   | 0.10              | 1.582 | 10          | No Multicollinearity Problem |
|  | Work motivation (X2)  | 0.696                   | 0.10              | 1.436 | 10          |                              |
|  | Job satisfaction (X3) | 0.890                   | 0.10              | 1.123 | 10          |                              |
| a. Dependent Variable : Employee performance (Y) |                       |                         |                   |       |             |                              |

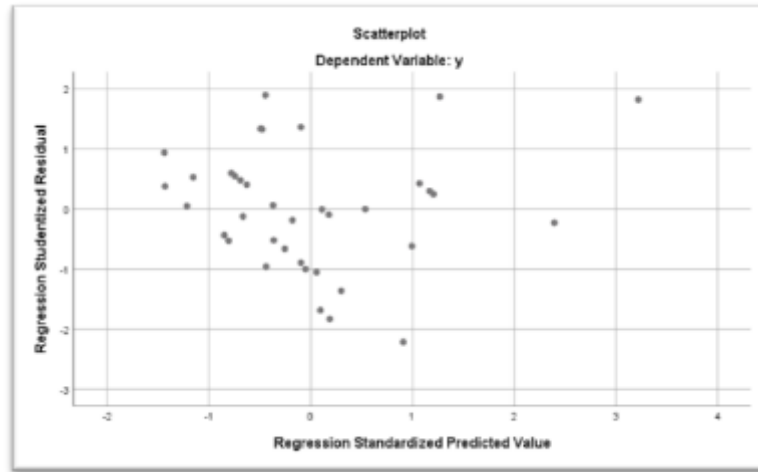
(Source: Processing of SPSS 25.0, 2024 data)

Based on the data in table 4. It can be seen that Ability (X1), Work Motivation (X2) and Job Satisfaction (X3) have a Tolerance value of  $> 0.10$  and VIF (*Variance Inflation Factor*)  $< 10$ . This satisfies the classical assumption test because it does not show multicollinearity in each variable [13].

### 3.2.3 Heteroscedasticity Test

The purpose of the heteroscedasticity test is to assess whether there is an unevenness of residual variance between observations in the regression model [12]. By utilizing SPSS software, we can visually identify heteroscedasticity

through specific plot graphs. If a different pattern appears, such as a wave, widening, or narrowing, or if the dots are scattered below 0 on the Y axis with no visible pattern, then there is no heteroscedasticity. The results of the heteroscedasticity test conducted in this study are described as follows:



(Source: Processing of SPSS 25.0, 2024 data)

**Figure 2** Heteroscedasticity Test Results

After analyzing the data presented in Figure 2, it can be seen that the scatterplot displays a random distribution of points with no visible patterns. Therefore, the conclusion can be made that the regression model shows the absence of heteroscedasticity.

### 3.3 Multiple Linear Regression Test

To find out the extent of the influence of independent variables and dependent variables, we can use multiple linear regression analysis. The results of the multiple linear regression examination attempted using SPSS 25.0 are presented in the following display:

**Table 5** Multiple Linear Regression Test Results

| Coefficients <sup>a</sup> |                       |                             |            |                           |                        |                      |
|---------------------------|-----------------------|-----------------------------|------------|---------------------------|------------------------|----------------------|
|                           | Type                  | UnStandardized Coefficients |            | Standardized Coefficients | Direction of Influence | Percentage Influence |
|                           |                       | B                           | Std. Error | Beta                      |                        |                      |
| 1                         | (Constant)            | 6.517                       | 2.843      |                           |                        |                      |
|                           | Ability (x1)          | 0.480                       | 0.138      | 0.458                     | Positive               | 48.0%                |
|                           | Work motivation (X2)  | 0.319                       | 0.118      | 0.431                     | Positive               | 31.9%                |
|                           | Job satisfaction (X3) | 0.196                       | 0.092      | 0.235                     | Positive               | 19.6%                |

a. Dependent Variable : Employee performance (Y)

(Source: Processing of SPSS 25.0, 2024 data)

The results of the multiple linear regression test can be used to produce multiple linear regression equations, as follows:

$$Y = a + bx_1 + bx_2 + bx_3 + e$$

$$Y = 6.517 + 0.480X_1 + 0.319X_2 + 0.196X_3 + e$$

The interpretation of the multiple linear regression equations mentioned earlier can be found as follows:

If each variable of Ability (X1), Job motivation (X2), and Job Satisfaction (X3) is zero, then Job Satisfaction (Y) is equal to 6.517. Which equates to an employee performance level of 6.517 without ability, work motivation, and job satisfaction.

If, Ability (X1) increases by one unit, Employee performance (Y) increases by 0.480 units. So, ability has a positive directional influence on employee performance, this shows that improving ability will obtain better employee performance results.

If, work motivation (X2) increases by one unit, Employee performance (Y) increases by 0.319 units. That is, work motivation has a positive directional effect on employee performance, which means that increased work motivation will have an impact on increasing employee performance in the future.

If, Job Satisfaction (X3) increases by one unit, Employee Performance (Y) with an increase of 0.196 units. So, job satisfaction has a positive directional effect on employee performance. Therefore, an increase in job satisfaction makes an increase in employee performance.

### 3.4 Hypothesis Testing

The research hypothesis was tested with two tests to identify partial and concomitant effects, as follows:

#### 3.4.1 Partial Effect Test (t)

Sugiyono (2017) stated that the partial test (t) was used to calculate the impact of each independent variable partially on the dependent variable. The results of the t-test are shown as follows:

**Table 6** Partial Test Result (t)

| Coefficients <sup>a</sup> |                       |             |         |       |             |             |
|---------------------------|-----------------------|-------------|---------|-------|-------------|-------------|
|                           | Type                  | Calculation | ttable  | Sig.  | Syarat Sig. | Conclusion  |
| 1                         | (Constant)            | 6.517       |         | 0.028 |             |             |
|                           | Ability (x1)          | 3.472       | 2.03452 | 0.001 | < 0.05      | Significant |
|                           | Work motivation (X2)  | 2.713       | 2.03452 | 0.011 | < 0.05      | Significant |
|                           | Job satisfaction (X3) | 2.120       | 2.03452 | 0.042 | < 0.05      | Significant |

a. Dependent Variable : Employee performance (Y)

(Source: Processing of SPSS 25.0, 2024 data)

According to the data in table 6. The t-test shows that Ability (X1), work motivation (X2), and job satisfaction (X3) partially have a significant influence on employee performance (Y), with a significant value (sig) < 0.05. Not only that, the data shows that each variable also has a ttable > calculation value.

In this study, ttable 2.03452 obtained from the value  $df = n$  (number of data) -  $k$  (number of variables) = 37 - 4 = 33. This value can be seen in the list of table t. This shows that Ability (X1), Job Motivation (X2), and Job Satisfaction (X3) partially affect the performance of employees (Y), or accept  $H_a$  and reject  $H_o$ . The t-test for partial influence shows that Ability (X1) is the most influential factor is Employee performance (Y) with a tcal value of 3.472

#### 3.4.2 Simultaneous Influence Test (F)

The simultaneous test (F) is used in determining whether each independent variable has a significant influence on the bound variable (Y) as a whole [14]. The results are as follows:

**Table 7** Test Result F (Simultaneous)

| ANOVAa                                |                |         |             |        |        |      |        |            |             |
|---------------------------------------|----------------|---------|-------------|--------|--------|------|--------|------------|-------------|
| Type                                  | Sum of Squares | Df      | Mean Square | Fcal   | Ftabel | Sig. | Sig.   | Conclusion |             |
| 1                                     | Regression     | 195.537 | 3           | 65.179 | 19.330 | 2.89 | 0.000B | 0.05       | Significant |
|                                       | Residual       | 111.274 | 33          | 3.372  |        |      |        |            | Significant |
|                                       | Total          | 306.811 | 36          |        |        |      |        |            | Significant |
| a. Dependent Variable: y              |                |         |             |        |        |      |        |            |             |
| b. Predictors: (Constant), x3, x2, x1 |                |         |             |        |        |      |        |            |             |

(Source: Processing of SPSS 25.0, 2024 data)

In table 7. The data obtained from the F test results showed a significant value = 0.000 and a significant value far < 0.05, the conclusion was that accepting  $H_a$  and rejecting  $H_o$  or Ability (X1), work motivation (X2), and job satisfaction (X3) simultaneously had a significant influence on employee performance (Y). This choice is also in line with the Fcal value of 19.330. With a value of  $F_{cal} > F_{tabel}$  or  $19.330 > 2.89$ . Therefore, the Ftable is generated from the value  $df_1 = k - 1 = 4 - 1 = 3$  and the value  $df_2 = n - k = 37 - 4 = 33$  as shown in table F above.

### 3.4.3 Determination Coefficient Analysis (R2)

The determination coefficient, also referred to as the R-square (R2), is used to determine how well the model is able to explain the variation of the dependent variable and how the variation in the value of the bound variable is affected by the variation in the value of the independent variable. The value of the determination coefficient ranges between zero and one. The results can be seen as follows:

**Table 8** Coefficient Determination Result (R2)

| Model Summaryb                        |        |          |                   |                            |
|---------------------------------------|--------|----------|-------------------|----------------------------|
| Type                                  | R      | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                                     | 0.798a | 0.637    | 0.604             | 1.836                      |
| a. Predictors: (Constant), x3, x2, x1 |        |          |                   |                            |
| b. Dependent Variable: y              |        |          |                   |                            |

(Source: Processing of SPSS 25.0, 2024 data)

The data on the results of the determination coefficient (R2) in table 8 was obtained, that Ability (X1), work motivation (X2), and job satisfaction (X3) contributed 60.4% to employee performance (*Adjusted R Square* = 0.604), and the last 39.6% was influenced by error values or other factors outside this study. The relationship between Ability (X1), Work Motivation (X2), and Job Satisfaction (X3) to employee performance results (Y) is strong because the R value obtained is located in the range of values 0.60 – 0.799, which is 0.637.

## 4 Conclusion

The leader of Meuligoe Kupa Atjeh Binjai is advised to increase the knowledge and skills of employees about the work areas under their responsibility. Improving employee performance can also be helped by previous work experience. Specific training on each job area is the best way to ensure that each employee has the skills and knowledge to get the job done. Training can also provide education about attitudes and behaviors at work.

It is suggested for the leadership of Meuligoe Kupa Atjeh Binjai, through the ability factor that there is still a lack of employees who have not had work experience in the same field before and employees do not have good abilities at the moment so that they lack skills, knowledge and experience when completing work. The solution that can be given to the leadership of Meuligoe Kupa Atjeh Binjai, is by providing special training on the area of each job so that employees succeed in having adequate skills and knowledge in completing the work given and providing education on attitudes and behaviors when doing work. In addition, at the time of *open recruitment*, criteria for the working period for the specified position can be made, for example, a barista with a minimum of work experience in the same field, namely the



last 1 year so that employees at Meuligoe Kupa Atjeh Binjai have good abilities in the same field and can improve employee performance even better.

It is suggested for the leadership of Meuligoe Kupa Atjeh Binjai, through the work motivation factor, that Meuligoe Kupa Atjeh Binjai café should provide encouragement, coaching and training as well as compensation for employees so that they can be more motivated in producing optimal results for their work so that they can provide improvements for employee performance.

It is recommended for the leadership of Meuligoe Kupa Atjeh Binjai, through the job satisfaction factor, employees and leaders are expected to be able to provide complete facilities and infrastructure as well as their satisfaction with a comfortable workplace so that employees can work harder, be enthusiastic and can help other fellow workers.

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## Compliance with ethical standards

### *Disclosure of conflict of interest*

No conflict of interest to be disclosed.

### *Statement of informed consent*

Informed consent was obtained from all individual participants included in the study.

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