

**EMPLOYEE PERFORMANCE IN TERMS OF MOTIVATION, COMPETENCE
AND PROFESSIONALISM
(Case Study On Kjpp Felix Sutandar & Rekan Cabang Jawa Tengah)**

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Abstract: *The purpose of this study was to recognize (1) To determine the effect of motivation on employee performance in the KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. (2) To determine the effect of competence on employee performance in the KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. (3) To determine the effect of professionalism on employee performance in the KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. The study was conducted in the KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. This research method uses a quantitative descriptive research design. The population is all employees of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah, totaling 40 people and the sample used is taken from the entire population. The sampling technique used the census sampling method. Data collection by using a questionnaire. The data analysis technique used was statistical analysis, namely multiple linear regression, F test, t test and the coefficient of determination. The results showed that partially the motivation resources had a significant effect on the performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. Partially, competence has a significant effect on the performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. Partially, professionalism has a significant effect on the performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. The results of the coefficient of determination test obtained the Adjusted R^2 value of 0,341 or 34,1%, indicating that employee performance in the KJPP Felix Sutandar & Rekan Cabang Jawa Tengah is influenced by motivation, competence and professionalism variables, while the remaining 65,9% is explained by other variables*

Keywords: *Employee Performance, Motivation, Competence, Professionalism*

1. Introduction

The most important asset that every company should have and be very concerned about by management is human resources. Human resources become the main role in the company's activities, each company is required to constantly improve the quality of its work. Human resources can be said to be of high quality if they have skills, abilities and knowledge, and a good attitude at work. Human resource management is the main key to the company's success in the present and in the future, to make the company continue to advance with the performance of employees who are professional and competent in their fields.

Employee performance can be seen from the results of work achieved by the individual in carrying out the tasks charged to on the basis of skills, experience, and skills used by individuals in completing a job (Ningsih & Natalia, 2020). The success rate of performance in carrying out tasks and the ability to achieve the goals that have been set can be achieved well, then performance is declared good and successful (Nawegalen, Adi & Hafipah, 2021).

Motivation arises from the existence of a sense of need for oneself and an individual impulse of desire directed towards the goal of obtaining satisfaction. The motivational process begins with the introduction of needs, one of the causes of the complexity of this process is because each employee has different needs so that the work motivation that employees have is also different. The higher the motivation that employees have will affect performance (Harahap & Tirtayasa., 2020). Motivation is a trigger for employees to be able to produce good performance without coercion, on the contrary, employees who are less motivated will greatly affect their performance even though they have good work potential (Ningsih & Natalia, 2020). According to Okfijanti's research, Istiatin & Hadi (2019) motivation has a positive and significant effect on employee performance, which means that the more motivation increases, the employee's performance will increase as well.

Competence is a basic tool for employees in carrying out work activities that are the responsibility of employees to continue to improve their abilities (Lukiyanto, Istiatin & Mursito., 2021). High employee performance competence will greatly affect the overall performance of the company (Erico, Chandra & Hasim., 2020). Research conducted by (Lukiyanto, Istiatin & Mursito., 2021) revealed that competence has a positive and significant effect on employee performance.

Behavior, methods and qualities that reflect a person's attitude towards his profession, a person is said to be professional if his work has the characteristics of technical or ethical standards of a profession (Eclipse, Rezti & Wasis., 2019). Every employee is encouraged to be able to have an attitude of professionalism at work in order to optimize skills, time, energy, science and resources so that it will affect the performance carried out by employees (Okfijanti, Istiatin & Hadi AB, 2019). According to the research research, professionalism has a positive and significant effect on employee performance.

Public Appraisal Services Office (KJPP) Felix Sutandar & Rekan is one of the consultants engaged in public appraisal services or appraisals. The Public Appraisal Service Office (KJPP) has received permission from the Minister of Finance as a forum for Public Appraisers to provide their services as appraisers, have business entities in the form of partnerships and some are individuals. This Public Appraisal Service Office is located at Perum Queen Garden 6 Block K-23, Waru Village, Baki District, Sukoharjo Regency, Central Java. It has a total of 40 human resources.

As a public appraisal consulting company or appraisal that is quite experienced and has a fairly large number of human resources, improving the capabilities of existing human resources in employee performance that can affect the quality of the company. The success or failure of a company is very dominated by the efforts made by the agency to improve service quality. This starts from human efforts in it to efficiently and optimally streamline existing human resources.

By carrying out the vision of becoming a leading and trusted assessment and consulting service company in Indonesia , one of its missions is to have competent and reliable human resources in providing assessment and consulting services. Therefore, it is necessary to

measure employee performance through increasing and utilizing resources as optimally as possible so that they become professional human resources.

Work motivation is still rarely given to be able to complete their work well, the form of rewards and wages given to employees is still inadequate. To be able to improve employee performance, providing motivation by the company to employees is very necessary. Employees who are always motivated will feel valued and the results of their hard work are recognized by the company. Providing motivation through the need for awards such as awards for their achievements, recognition of expertise and so on. This will further improve employee performance and achieve company goals.

Other factors encountered are the lack of competence in the ability of employees to convey the results of asset appraisal reports, the skills to work quickly and responsively are still lacking. Ability to face situations if there are obstacles such as complaints from customers and related banks, with low expertise and lack of confidence in carrying out the duties of the company. Therefore, adequate competence is needed so that employees are able to handle an obstacle that occurs in the tasks given by the company. Increasing knowledge will certainly also improve the skills of employees so that they are able to complete their tasks quickly and efficiently.

The professionalism of employees is still lacking, because there are some employees who lack responsibility in carrying out tasks, lack of carrying out tasks with clear targets and skills in adapting to the environment at the work they are doing. A high professionalism attitude is needed by employees in order to optimize skills, time, energy and knowledge in accordance with their fields. If some of the criteria for a qualified employee are already owned, it will be easy for the company to achieve its goals.

Based on the description above, the author thinks it is worthy of research with the title "Employee Performance In Terms of Motivation, Competence and Professionalism at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah".

Formulation Problems

From the background descriptions background, the author formulated the problems in studies, namely:

1. Does motivation affect employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah?
2. Does competence affect employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah?
3. Does professionalism affect employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah?

Research Objectives

In accordance with the problems that have been formulated, the goals that want achieved include as follows:

1. To find out the influence of motivation on employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.
2. To find out the effect of competence on employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.
3. To find out the influence of professionalism on employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

2. Literature Review

Employee Performance

Employee 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 (Mangkunegara, 2016: 67). Employee performance is the result of work that can be achieved by a person in accordance with their respective authorities and responsibilities in order to achieve company goals (Prawirosentono, 2019: 2). Performance is an overview of the level of achievement of the implementation of a program or policy in order to realize the goals, objectives, vision, and mission within the scope of the company as outlined through the strategic planning of an organization (Hidayah, Kustiyah & Hartono, 2020)

From these definitions, it can be concluded that employee performance is the result of work in quality and quantity in carrying out the tasks charged to an employee to realize the vision, mission and goals of the company.

Motivation

Motivation is a factor that encourages a person to do a certain activity (Sutrisno, 2016: 109). Motivation is the provision of driving force that creates a person's enthusiasm for work to be willing to work together, work effectively, and be integrated with all their efforts to achieve satisfaction (Sutrisno, 2016: 111). Motivation is the impulse that can make a person want to do more work to achieve their goals (Harahap & Tirtayasa, 2020).

From these definitions it can be concluded that motivation is a factor that influences behavior to meet needs and will be an impetus that can cause employees to complete activities until achieving certain goals.

Competence

Competence is an ability possessed by an individual who has a selling point and it is applied from the results of creativity and innovation produced (Irham, 2015: 52-57). Competence is a basic personal characteristic that is a determining factor for a person's success in doing a job or situation (Sudarmanto, 2015: 48). Competence is a fundamental characteristic in each individual that is linked to the criteria referenced to superior or effective performance in a job or situation (Erico, Chandra & Hasim. , 2020).

From these definitions, it can be concluded that competence is a skill or ability that must be possessed by every employee in the company and in accordance with their respective fields of work so that it will produce even better performance.

Professionalism

Professionalism is the performance and expertise in the implementation of tasks that are not carried out with high quality, the right time, meticulous and with procedures that are easy to understand and followed by customers (Aisyah *et al*, 2015: 9). Professionalism is the ability to carry out a job or task based on skills and knowledge and supported by the work attitude required by the job (Wibowo, 2014: 271). Professionalism is reliability in carrying out tasks so that they are carried out with high quality, the right time, meticulous and with procedures that are easy to understand and follow by customers (Atika, Nisa & Mafra, 2021).

From these definitions, it can be concluded that professionalism is an ability possessed by an employee with the needs of the task being met, expertise or ability to reflect the direction and goals that a company wants to achieve.

3. RESEARCH METHODS

Research Design

This uses a quantitative approach. The primary data of this study are in the form of respondents' opinions in questionnaires and interviews. The author chose to use quantitative methods for knowing the magnitude of influences and significance between variables Motivation, Competence and Professionalism at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

Research Variables

Employee performance as a dependent variable and its independent variables are motivation, competence and professionalism.

Population and Sampling

The population of this study was all employees who worked at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah. In studies used saturated (method census) namely by taking the entirety of populations made samples, with a total of 40 respondents.

Data Collection Techniques

The data collection techniques that used in studies were observation, documentation, interviews, questionnaires and surveys.

Data Analysis Techniques

This study based data analysis linear multiple regression test, instrument test, classical assumption test and hypothesis test.

4. Results And Discussion

Test Normality

Table 4. 1
Normality Test Results

<i>Kolmogorov-smirnov Z</i>	<i>Asymp. Sig. (2-tailed)</i>	Border	Information
0,473	0,979	0,05	Normal

Sumber: Primary data processed, 2022

Based on the above results of *the Kolmogorov-Smirnov* test showed that the significance value for regression models is greater than 0.05. This shows that the regression equation for the model in this study has a normal distribution of data.

Multicollinearity Test

Table 4. 2
Multicholnearity Test

<i>Model</i>	<i>Collinearity Statistic</i>		Information
	<i>Tolerance</i>	<i>BRIGH</i> <i>T</i>	
Motivation	0,972	1,029	Multicholnearity-Free
Competence	0,980	1,020	Multicholnearity-Free
Professionalism	0,964	1,037	Multicholnearity-Free

Source : Primary data processed, 2022

From the table above, it can be seen that all free variables have a tolerance value of > 0.1 and a VIF value of < 10 , so there are no symptoms of multicholnearity.

Heteroskedasticity Test

Table 4. 3rd
Heteroskedasticity Test Results

Variable	<i>Itself.</i> (P value)	Conclusion
Motivation	0,298	No heteroskedasticity occurs
Competence	0,695	No heteroskedasticity occurs
Professionalism	0,254	No heteroskedasticity occurs

Source : Primary data processed, 2022

Based on the results shown in the table above, it can be seen that all free variables have a *Sig value.* is greater than 0.05 so it can be implied that all these free variables have no heteroskedasticity problems.

Test Regression Linear Multiple

Table 4. 4th
Multiple Linear Regression Analysis

Variable	<i>Unstandardized Coefficients</i>	
	<i>B</i>	<i>Std. Error</i>
(Constant)	5,766	3,380
Human Resource Development	0,267	0,122
Information Technology	0,292	0,130
Promotion of Office	0,262	0,092

Source : Primary data processed, 2022

Based on the above results, a multiple linear regression model can be formulated in this study is:

$$Y = 5.766 + 0.267 X_1 + 0.292 X_2 + 0.262X_3 + e$$

Where:

- The value of the constant (α) is 5,766 which means that if the variables of motivation, competence and professionalism are 0 (zero), maka the employee performance variable is at 5,766.
- The coefficient of the motivation variable (β_1) of the calculation of linear regression is multiple values of *coefficients* (β) = 0.267. This shows that the motivation variable is positively associated with the performance of KJPP employee Felix Sutandar & Rekan Cabang Jawa Tengah.
- The coefficient of the competency variable (β_2) of the calculation of linear regression is multiple value *coefficients* (β) = 0.292. This shows that competence is positively associated with the performance of KJPP employee Felix Sutandar & Rekan Cabang Jawa Tengah.
- The coefficient of the variable of professionalism (β_3) of the calculation of linear regression is double the value of *coefficients* (β) = 0.262. This shows that professionalism is positively associated with the performance of KJPP employee Felix Sutandar & Rekan Cabang Jawa Tengah.

From the results of the multiple linear regression analysis above, it can be seen that the competency variable has the most dominant influence on employee performance, because the regression coefficient has the largest value among other variables, which is 0.292.

F Test (Simultaneous)

The F test was performed to test the influence of all free variable together on the bound variable Ghazali (2013: 98). This test is used to determine whether the five quality variables service are both have a significant influence on customer satisfaction.

In this test was used a significant level of 5%. This test was performed with the SPSS program. The conclusions drawn are as follows :

If $F_{\text{counts}} > F_{\text{of the table}}$, then H_0 is rejected and H_a is accepted, meaning that the independent variable simultaneously has a significant influence on the dependent variable .

If $F_{\text{counts}} < F_{\text{of the table}}$, then H_0 is accepted and H_a is rejected, meaning that the variable independent on a 6-simultaneous basis has no significant influence on variable dependent.

Table 4.4
Result Test F

Model	F	Significance
1 Regression Residual Total	7,713	0,000 ^b

Source: Primary data processed, 2021.

Based on table 4. 4 shows a value of F_{count} of $7,713 > F_{\text{of the table}}$ which is 2,859 with a significance of 0.000 which means < 0.05 . From these value, it can be concluded that the variables X_1 , X_2 and X_3 , namely motivation, competence, and professionalism simultaneously have a significant effect on variable Y, namely employee performance at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

Test Partial (t)

Table 4. 5
Test Results t

Model	t	t_{table}	<i>Itself.</i>
Motivation	2,191	2,028	0,035
Competence	2,250	2,028	0,031
Professionalism	2,865	2,028	0,007

Source: Primary data processed, 2022

Based on the table above, it can be explained as follows:

- On the motivation variable shows $t_{\text{count}} > t_{\text{table}}$ ($2.191 > 2.028$) and significance value ($0.035 < 0.05$), then H_0 is rejected. It can be concluded that the motivation variable (X_1) partially has a positive and significant effect on employee performance (Y).
- In the competency variable shows $t_{\text{count}} > t_{\text{table}}$ ($2.250 > 2.028$) and significance value ($0.031 < 0.05$), then H_0 is rejected. It can be concluded that the competency variable (X_2) partially has a positive and significant effect on employee performance (Y).
- On the Professionalism variable shows $t_{\text{count}} > t_{\text{table}}$ ($2.865 > 2.028$) and significance values ($0.007 < 0.05$), then H_0 is rejected. It can be concluded that the variable of job promotion (X_3) partially has a positive and significant effect on employee performance (Y).

Coefficient Determination (R^2)

Table 4. 6.
Coefficient of Determination Results

<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>
0,626^a	0,391	0,341

Source : Primary data processed, 2022

Based on regression testing, it can be seen that the coefficient of determination (R^2) obtained is 0.341. This means that 34.1% variation in employee performance variables can be explained by variables of motivation, competence, and professionalism, while the remaining 65.9% is explained by other variables that were not proposed in this study. For example, discipline, incentives, experience, promotion of positions and others.

Discussion

Effect of Motivation (X_1), on Kinerja Employee (Y)

Based on the calculation results of SPSS version 21, it is known that $t_{count} > t_{table}$ $(2.191) > (2.028)$ with a significance value of $(0.035) < (0.05)$ means that H_0 is rejected and H_a is accepted, then partially motivation has a positive and significant effect on the employee performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

So that Hypothesis 1 in this study which states that "It is suspected that motivation affects the employee performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah" is proven to be true. This is in line with research conducted by (Okfijanti, Istiatin & Hadi AB, 2019) which states that motivation has a positive and significant influence on employee performance in the General Section of Local Government Sukoharjo.

KJPP Felix Sutandar & Rekan Cabang Jawa Tengah always provides work motivation in the form of awards for outstanding employees and leave holidays in accordance with applicable regulations. Employees who are always motivated will feel valued and the results of their hard work are recognized by the company, so employees are excited about getting work done.

Effect of Competencies (X_2) on Employee Performance (Y)

Based on the calculation results of SPSS version 21, it is known that $t_{count} > t_{table}$ $(2.191) > (2.028)$ with a significance value of $(0.031) < (0.05)$ means that H_0 is rejected and H_a is accepted, then partially the competence has a positive and significant effect on the employees performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

So that Hypothesis 2 in this study which states that "It is suspected that competence affects the employee performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah" is proven to be true. This is in line with research conducted by (Esthi & Savhira, 2019) which states that competence has a positive and significant influence on employee performance at PT. Transpac Logistics.

KJPP Felix Sutandar & Rekan Cabang Jawa Tengah always provides good and accurate work report results, this can be seen from the competencies possessed by employees consist of the level of education, training obtained and experiences both directly and indirectly supporting in work.

The Effect of Professionalism (X_3) on Employee Performance (Y)

Based on the calculation results of SPSS version 21, it is known that $t_{count} > t_{table}$ $(2.865) > (2.028)$ with a significance value of $(0.007) < (0.05)$ means that H_0 is rejected and H_a is accepted, then partially professionalism has a positive and significant effect on the employees performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah.

So that Hypothesis 3 in this study which states that "It is suspected that professionalism affects the employee performance of KJPP Felix Sutandar & Rekan Cabang Jawa Tengah" is proven to be true. This is in line with research conducted by (Okfijanti, Istiatin & Hadi AB, 2019) which states that professionalism has a positive and significant influence on employee performance in the Section General Government Sukoharjo.

KJPP Felix Sutandar & Rekan Cabang Jawa Tengah always completes work effectively and efficiently, is responsible with the results of each report and is impartial between the bank / user of the report and the customer related. Every employee is encouraged to be able to have an attitude of professionalism at work in order to

optimize skills, time, energy, science and resources so that it will affect to the performance performed by employees

5. Conclusion

Based on results of the research that has been and the analysis obtained, conclusions are drawn including the following:

1. Motivation has a positive and significant effect on the performance of KJPP employee Felix Sutandar & Rekan Cabang Jawa Tengah.
2. Competence has a positive and significant effect on the performance of KJPP employees Felix Sutandar & Rekan Cabang Jawa Tengah.
3. Professionalism has a positive and significant effect on the performance of KJPP employees Felix Sutandar & Rekan Cabang Jawa Tengah.
4. The results of the Coefficient of Determination Analysis (R^2) obtained results of 0.341 or 34.1%. This means that the variables of motivation, competence, and professionalism are able to explain 34.1% of the performance of KJPP employee Felix Sutandar & Rekan Cabang Jawa Tengah. While the remaining 65.9% is explained by other variables that are not included in the regression model, such as discipline, incentives, experience, promotion of positions and others.
5. From the regression equation above, it can be interpreted as follows:
 - a. The constant value (α) is 5,766 which means that if the independent variables, namely motivation, competence and professionalism, the value is 0 (zero), then the employee performance variable is at 5,766.
 - b. The coefficient of the motivation variable (β_1) of the calculation of linear regression is multiple values of *coefficients* (β) = 0.267.
 - c. The coefficient of the competency variable (β_2) of the calculation of linear regression is multiple values of *coefficients* (β) = 0.292.
 - d. The coefficient of the variable professionalism (β_3) of the calculation of linear regression is double the value of *coefficients* (β) = 0.262.
 - e. From the results of the multiple linear regression analysis above the variables of motivation, competence and professionalism positively associated with the performance of KJPP employees Felix Sutandar & Rekan Cabang Jawa Tengah, it can be seen that the competency variable has the most dominant influence on employee performance, because the regression coefficient has the greatest value among other variables, namely 0.292.

Based on the conclusions of research above, that may be useful can be given are as follows :

1. We recommend that KJPP Felix Sutandar & Rekan Cabang Jawa Tengah should evaluate the increase in motivation such as superiors providing guidance, security at work, training, equipment at work and leave rights to employees in order to improve employee performance. Mautomation is very important to be able to support employee performance.
2. We recommend that KJPP Felix Sutandar & Rekan Cabang Jawa Tengah accept employees according to the educational criteria for vacant positions, so that it does

- not have an impact on causing more senior employees to need more time to direct new employees in work. Because old employees have additional jobs to teach new employees, this results in many old employees' jobs not being completed on time.
3. Every employee at KJPP Felix Sutandar & Rekan Cabang Jawa Tengah should be encouraged to be able to have an attitude of professionalism in working in order to optimize skills, time, energy, science and resources so that it will affect the performance carried out by employees.
 4. It is hoped that further researchers will develop this research by using other free variables besides motivation, competence and professionalism that can affect employee performance, considering that there are still influences beyond these research variables such as discipline, incentives, experience, job promotion and others.

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