

# The Influence of Work Motivation, Work Discipline, Work Experience and Capabilities on Employee Performance at the Brastagi Supermarket Rantau Prapat Supermarket

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## Abstract

This study aims to analyze the effect of work motivation, work discipline, work experience and ability on employee performance at the Brastagi Supermarket Rantau Prapat. This type of research is quantitative, and the place of implementation of the research is at the Brastagi Supermarket Rantau Prapat Supermarket. Data collection techniques used in this study were observation, documentation and questionnaires using a Likert scale. The population contained in this study are employees Supermarket Brastagi Supermarket Rantau Prapat which totaled 53 people. Samples were taken using a saturated sampling technique. Therefore, then all populations become the object of research, namely as many as 53 people. The results showed that work motivation, work discipline, work experience and ability simultaneously positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat. The R Square value from the analysis of the coefficient of determination is 0.749, meaning that employee performance can be explained by work motivation variables, work discipline, work experience and ability of 74.9%, while the remaining 25.1% can be explained by other variables not examined in this study.

*Keywords:* Work Motivation, Work Discipline, Work Experience, Capability, Employee Performance

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## 1. Introduction

Employees are the most important factor in determine the progress of a company. To reach the goal The company needs employees who comply with the requirements in company, and must also be able to carry out the tasks that have been made by the company. In facing competition in the global era, companies are required to work more effectively and efficiently. Increasingly fierce competition causes companies to be required to be able to increase competitiveness in order to maintain the survival of the company.

Opinion of Shah and Asad (2018) motivation is an important aspect that can increase work motivation and the desire of employees to remain loyal to the company so that the goals that have been set in a company are created. Motivation in the view of Kalthoro et al., (2017) is an action that can increase the feeling of satisfaction related to the basic psychosomatic needs desired for professional competence and improve the performance produced by employees. According to Maslow (2017), states that indicators of motivation include: (1). Physical needs, (2). The need for security and safety, (3). social needs, (4). the need for self-esteem, (5). The need for self-realization.

Work discipline is very important in a company, because with the existence of good work discipline, reflects the credibility of employees. Based on the results of observations that researchers did on Supermarket Brastagi Supermarket Rantau Prapat that there are still many lack of awareness of discipline because there are still many employees who came late to the office even though he had been given an hour's dispensation length of time, the absence of employees in the office even though it is not time for break time, have come home early even though it's not the actual time to go home, it's been a long time in doing work that is close to the deadline so that this is unnoticed by employees is a decrease in performance experienced by the employees themselves. He also pointed out that many employees lack of enthusiasm, lazy and not nimble at work. This matter due to the absence of

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encouragement from their respective superiors such as motivation, awards, recognition or bonuses because there is no budget in terms of awards or bonuses given specifically to employees as well as performance allowances for employees who are considered not in accordance with that employees should receive. Discipline is essentially the ability to control oneself in the form of not taking inappropriate actions and supporting something that has been created.

Some experts argue that the notion of work discipline is a management action to enforce company standards (Lemon & Palenchar, 2018). An employee will carry out his duties and work effectively and efficiently so that employee productivity can be further increased and will have an impact on achieving company goals. According to Purnama (2016), employee work discipline can affect employee productivity because they have high work discipline. Mangkunegara and Octorend (2015), discipline is an attempt to move employees to obey and follow the rules and responsibilities imposed by the company on the individuals themselves. The discipline indicators in this study, taken according to Peighambari et al., (2016) are (1). Timeliness, (2). Using company equipment properly, (3). High responsibility, (4). Compliance with company rules.

Every company always expects its employees to have experience good work, because having employees who have good work experience will provide an optimal contribution and can improve performance for the company. In other words, the continuity of a company can also be determined by the work experience of having employees who have motivation and good work experience so that in carrying out a job it can also form good work discipline so that a company produces development and progress that continues to increase.

Devischa and Mukzam (2018) "Work experience is a measure of the length of time a person has worked in understanding tasks or work and has carried them out well. Work experience is an ability possessed by the body which is then followed by the spirit possessed by an employee, (Beghetto, 2019). Work experience indicators consist of 1). Feelings of pleasure about work, 2). Inspiration from the implementation of work, 3). Solving work problems, 4). Rotation in work and 5). The role of experience in overcoming task problems, (Auspurg & Hinz, 2014).

Work experience is linked to the abilities and skills of employees in carrying out the work task given by him. Work experience is not only overseeing the skills, expertise, and skills possessed, but work experience can be seen from the experience of someone who has worked or the length of time working in a company. The more experience gained, the more competent he will be in carrying out his work. To be able to measure the level of experience that exists, you can see the level of knowledge possessed and the level of skills that have been mastered by employees. Currently at the Brastagi Supermarket Rantau Prapat Supermarket, which still has employees who still lack work experience. This is obtained from several employees who are still hampered and do not complete work on time, work that is still not in accordance with the wishes of the leadership of the Brastagi Supermarket Rantau Prapat Supermarket due to the lack of work experience possessed by employees. By having sufficient experience, the capability of skills will increase. By having work experience, employee performance can increase.

In addition to work experience, a factor that affects employee performance is work ability. In order for employee performance to develop, employees need to deepen their abilities. The first is technical skills, namely understanding work equipment and conceptual skills, namely understanding company policies and social skills, namely the ability to work together with colleagues without conflict. As is well known that employee performance greatly affects the level of success in a company. Good employee performance will also follow good results in the business development of the company/agency. However, poor employee performance will also have a negative impact on the company's success.

One of the factors that affect employee performance is work ability employees (Dalimunthe, 2018). Work knowledge is needed because employees who have work knowledge will be able to facilitate the process of doing work according to their respective fields. If employees already have knowledge in their field, skills in the field of work will be formed. According to Kaluza et al., (2022) explaining ability is an individual's capacity to carry out various tasks in a particular job. With the knowledge and ability to work possessed by employees, the performance process will minimize the occurrence of errors in the production process. Work ability relates to knowledge, talents, interests and experience in order to be able to complete tasks that are in accordance with the job occupied (Prayudi & Tanjung, 2018). Work ability is a condition that exists in workers who are truly efficient and effective in completing the specified work field (Hersey & Blanchard, 2013). Based on the opinion of Koleangan et al., (2017), indicators of work ability are technical ability, intellectual ability and social ability.

Performance is an important factor for the success of a company with the results of achieving work that makes the company more advanced and developing. Performance is not only about how much results are obtained according to the target but also one's ability to improve the quality of employee work. The more achievements and improvements in work, the better the employee's performance will be. Companies in measuring the level of work can see the level of knowledge possessed and the level of skills that have been mastered by an employee. Performance that meets many targets for the profession held, then the skills entrepreneur will increase and widen. Calsolaro and Edison (2016), adding performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements.

The problems that are one of the main focus of Supermarket Brastagi Supermarket Rantau Prapat is a problem in terms of human resources that refers to permanent and temporary employees, whether there is a misunderstanding between permanent and temporary employees which results in decreased performance or giving each other encouragement and cohesion so that the company can be more advanced and have better performance. Sinambela (2019). Performance is an implementation of the balance theory, which states that if a person will do the best work if he receives the benefits and the influence (willingness) on his work in a fair and reasonable manner. According to Stephen Robbins Timothy Judge (2020) performance indicators are a tool for measuring the extent to which employee performance is achieved. Following are some indicators to measure employee performance: (1) Quality of Work; (2) Quantity; (3) Timeliness; (4) Effectiveness; (5) Independence.

Based on the description above, the researcher is interested in conducting research by title "The Effect of Work Motivation, Work Discipline, Work Experience and Capability on Employee Performance at the Brastagi Supermarket Rantau Prapat.

## 2. Methods

This type of research is quantitative, and the place of implementation of the research is at the Brastagi Supermarket Rantau Prapat Supermarket. Data collection techniques used in this study were observation, documentation and questionnaires using a Likert scale. The population contained in this study are employees Supermarket Brastagi Supermarket Rantau Prapat which totaled 53 people. Samples were taken using a saturated sampling technique. Therefore, then all populations become the object of research, namely as many as 53 people. The analytical method used in this study is the validity and reliability test, the classic assumption test which includes: data normality test, heteroscedasticity test, and multicollinearity test. Multiple linear regression analysis was tested using partial (t), simultaneous (F) testing, and the coefficient of determination.

## 3. Results and Discussion

### 3.1. Results

Ghazali (2018), states validity test is used as a measure of whether a questionnaire is declared valid or not. Valid data is data that does not differ between the data reported by the researcher and the data that actually occurs in the research object. The validity test of the research variable has a significant criterion  $> 0.5$ . The validity test in this study was carried out on 20 samples that were carried out outside the characteristics of the respondents. The results of the validity test of this study can be contained in Table 1.

Sugiyono (2017) stated that a reliability test was carried out to find out the results of consistent measurements when measuring the same measuring instrument is carried out, an indicator in the questionnaire can be accepted if the alpha coefficient has a value of  $> 0.6$ . The results of the reliability test of this study can be contained in Table 2.

Table 1 and Table 2 show that all statement items are valid and reliable, each indicator on the validity test has a value of  $> 0.5$  and each value contained in the variable for the reliability test is  $> 0.6$ . The next test can be analyzed with the normality test. The normality test of this study can be loaded with the p-plot graph in Figure 1.

In the P-Plot graph, the data spreads around the diagonal line and follows the direction of the diagonal line, thus it can be stated that the regression model meets the assumption of normality. The graph shows that the distribution pattern tends to be normal, the data shows the dots spread around the diagonal line and follow the direction of the diagonal line, so the regression model meets the assumption of normality. The next normality test can be seen in Table 3.

**Table 1.** Validity Test Results

Variable	Indicator	Pearson Correlation	Value Measurement	Status
Work motivation (X1)	Physical needs	0.745	0.5	Valid
	The need for security and safety	0.745	0.5	Valid
	Social needs	0.834	0.5	Valid
	The need for self-esteem	0.832	0.5	Valid
	The need for self-realization.	0.844	0.5	Valid
Work Discipline (X2)	Punctuality	0.905	0.5	Valid
	Use company equipment properly	0.832	0.5	Valid
	High responsibility	0.700	0.5	Valid
	Compliance with company rules.	0.776	0.5	Valid
Work experience (X3)	Feelings of pleasure about work	0.923	0.5	Valid
	The inspiration of the implementation of work	0.857	0.5	Valid
	Solving work problems	0.907	0.5	Valid
	Rotation in work	0.923	0.5	Valid
	The role of experience in overcoming task problems	0.955	0.5	Valid
Ability (X4)	Technical ability	0.906	0.5	Valid
	Intellectual abilities	0.863	0.5	Valid
	Social skills	0.915	0.5	Valid
Employee performance (Y)	Work quality	0.840	0.5	Valid
	Quantity	0.914	0.5	Valid
	Punctuality	0.914	0.5	Valid
	effectiveness independence	0.625 0.660	0.5 0.5	Valid Valid

Source: Research Data Processing, 2022.

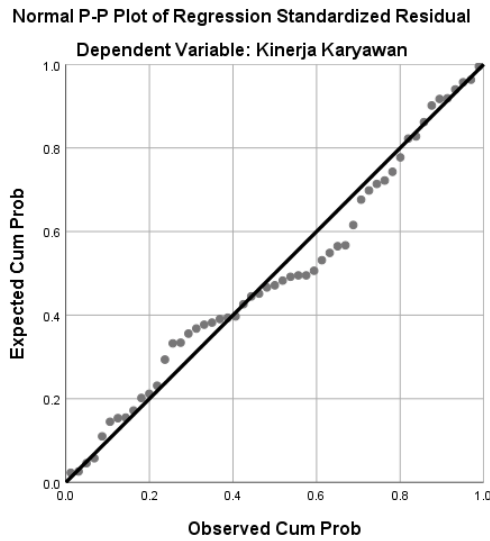
**Table 2.** Reliability Test Results

Variable	Croanbach Alpha (CA)	Status
Work motivation	,806	Reliable
Work Discipline	,808	Reliable
Work experience	,828	Reliable
Ability	,861	Reliable
Employee performance	,803	Reliable

Source: Research Data Processing, 2022.

The normality test in Table 3 uses the Kolmogorov-Smirnov method with a significance value of 0.163 with a significance level of  $> 0.05$ . The results of this test indicate that the normality test in this study is normally distributed. The normality test of this study can be loaded with the histogram loaded in Figure 2.

Based on the histogram graph, the data has shown a perfectly concave normal curve. It can be said to be normal if the line has formed a concave upward like the picture. The results of the multicollinearity test in this study are contained in Table 4.



**Figure 1.** P-plot graph

Source: Research Data Processing, 2022

**Table 3.** One-Sample Kolmogorov-Smirnov Test

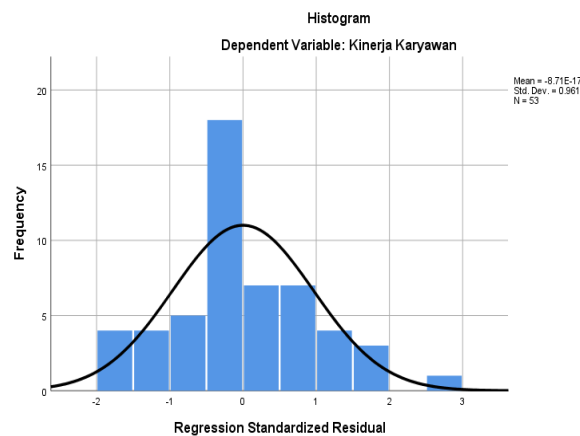
One-Sample Kolmogorov-Smirnov Test		Unstandardized Residuals
N		53
Normal Parameters, b	Means	.0000000
	std. Deviation	1.34150313
Most Extreme Differences	absolute	.109
	Positive	.109
	Negative	-.081
Test Statistics		.109
asymp. Sig. (2-tailed)		.163c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source: Research Data Processing, 2022.



**Figure 2.** Histogram Graph

Source: Research Data Processing, 2022.

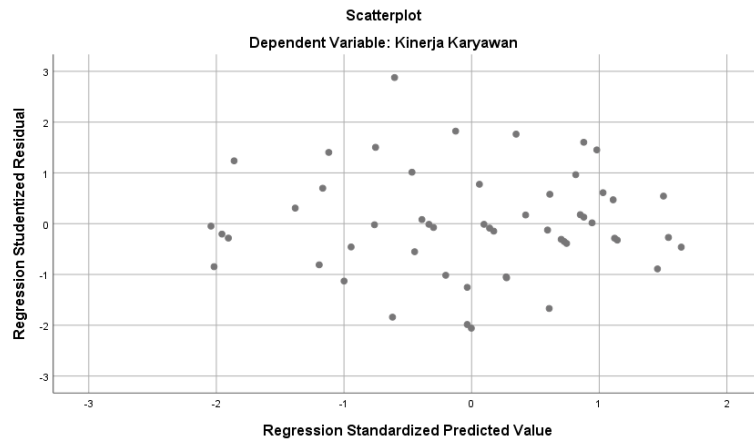
**Table 4.** Test results of Multicollinearity

		Coefficients <sup>a</sup>		Standardized	Collinearity Statistics	
Model		Unstandardized Coefficients	std. Error	Coefficients	tolerance	VIF
		B		Betas		
1	(Constant)	-2,248	2070			
	Work motivation	.222	.091	.207	.732	1,367
	Work Discipline	.286	.139	.177	.706	1,416
	Work experience	.248	.082	.268	.664	1,506
	Ability	.706	.146	.449	.604	1,655

a. Dependent Variable: Employee Performance

Source: Research Data Processing, 2022.

Table 4 shows that the four independent variables have VIF values <10 and valuestolerance> 0.1 which means that the data in this study do not experience multicollinearity. Testing the classical assumptions with the heteroscedasticity test in this study can be contained in Figure 3.



**Figure 3.** Chartscatterplot

Source: Research Data Processing, 2022.

It can be seen that the data spread randomly around the Y axis and do not form a specific pattern, so this regression model is free from heteroscedasticity symptoms. The results of the research analysis by testing multiple linear analysis can be contained in Table 5.

**Table 5.** Results of Multiple Linear Analysis

		Coefficients <sup>a</sup>		Standardized	Collinearity Statistics	
Model		Unstandardized Coefficients	std. Error	Coefficients	tolerance	VIF
		B		Betas		
1	(Constant)	-2,248	2070			
	Work motivation	.222	.091	.207	.732	1,367
	Work Discipline	.286	.139	.177	.706	1,416
	Work experience	.248	.082	.268	.664	1,506
	Ability	.706	.146	.449	.604	1,655

a. Dependent Variable: Employee Performance

Source: Research Data Processing, 2022.

Based on these values, the multiple linear regression equation is obtained as follows:  $Y = -2,248 + 0.222X_1 + 0.286X_2 + 0.248X_3 + 0.706X_4$ . Table 6 explains that the value of B on Work motivation (B1) of 0.222. Score Work Discipline (B2) of 0.286. Score Work experience (B3) of 0.248. Score Ability (B4) of 0.706, and a constant value (a) of -2,248. The description of the multiple linear regression equation shows that the work motivation variable

(X1),work discipline(X2),work experience(X3) andability(X4) has a positive direction of the coefficient on employee performance (Y).

To test the research hypothesis, the t test can be used. This test was carried out to analyze the influence of the independent variables, namely work motivation (X1),work discipline(X2),work experience(X3) andability(X4) partially to the dependent variable, namely employee performance (Y). As for determining the ttable value, the following equation can be used:  $df = nk-1 = 53-4-1 = 48$ . After calculating using this equation, the ttable value is 1.6772. The results of the t test can be contained in Table 6.

**Table 6.** Results of t test (Partial)

		Coefficientsa		Standardized		
Model		Unstandardized Coefficients		Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	-2,248	2070		-1,086	.283
	Work motivation	.222	.091	.207	2,446	.018
	Work Discipline	.286	.139	.177	2,057	.045
	Work experience	.248	.082	.268	3,019	.004
	Ability	.706	.146	.449	4,829	.000

a. Dependent Variable: Employee Performance

Source: Research Data Processing, 2022.

Based on Table 6, it can be seen that the results of the partial test obtained a t count value of 2.446 > t table 1.6772, this means that the variablework motivation(X1) has a positive effect on employee performance variables (Y). Then the significant value is 0.018 <0.05 which means variablework motivation(X1) has a significant effect on employee performance variables (Y). Based on the results of the regression analysis, it was obtained that the t value was 2.057 > t table 1.6772, this means that the variablework discipline(X2) has a positive effect on employee performance variables (Y). Then the significant value is 0.045 <0.05 which means variablework discipline(X2) has a significant effect on employee performance variables (Y). Furthermore, the results of the regression analysis obtained a t count value of 3.019 > t table 1.6772, this means that the work experience variable (X3) has a positive effect on employee performance variable (Y). Then the significant value is 0.004 <0.05, which means that the work experience variable (X3) has a significant effect on employee performance variable (Y). The results of the regression analysis obtained a t value of 4,829 > t table of 1.6772, this means that the ability variable (X4) has a positive effect on employee performance variables (Y). Then the significant value is 0.000 <0.05 which means the ability variable (X4) has a significant effect on employee performance variable (Y).

The F test was carried out to test the independent variables, namely work motivation (X1),work discipline(X2),work experience(X3) andability(X4) simultaneously has a significant relationship or not to the dependent variable, namely employee performance (Y). As for determining the value of Ftable, the following equation can be used:  $df = k; n - k = 4; 53 - 4 = 4; 49$ . After calculating using this equation,  $F_{table} = (4; 49)$  then the value of Ftable is 2.56. The results of the F test in this study can be contained in Table 7:

**Table 7.** F test results

		ANOVAa				
Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	279,136	4	69,784	35,794	.000b
	residual	93,581	48	1950		
	Total	372,717	52			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Ability, Work Motivation, Work Discipline, Work Experience

Source: Research Data Processing, 2022.

Table 7 shows the Fcount value of 35,794 > Ftable 2.56 with a significance value of 0.000 <0.05. From these results, it can be concluded that work motivation (X1),work discipline(X2),work experience(X3) andability(X4) simultaneously has a positive and significant effect on employee performance (Y).

The coefficient of determination is carried out to analyze the contribution of the independent variables, namely work motivation (X1), work discipline(X2), work experience(X3) and ability(X4) on the dependent variable, namely employee performance (Y). The results of the test for the coefficient of determination can be contained in Table 8:

**Table 8.** Determination Coefficient Test Results

Summary modelb				
Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.865a	.749	.728	1,396

a. Predictors: (Constant), Ability, Work Motivation, Work Discipline, Work Experience

b. Dependent Variable: Employee Performance

Source: Research Data Processing, 2022.

The R Square value from the analysis of the coefficient of determination is 0.749, meaning that employee performance (Y) can be explained by the work motivation variable (X1), work discipline(X2), work experience(X3) and ability(X4) of 74.9%, while the remaining 25.1% can be explained by other variables not examined in this study.

### 3.2. Discussion

Sudjatmoko and Rusilowati (2022) explain that motivation has a positive and significant effect on employee performance at PT Bank Mandiri Bintaro Branch, South Tangerang. These results are in accordance with the results of this study which obtained a calculated t value of  $2.446 > t$  table  $1.6772$  this means that the variable work motivation positive effect on employee performance variables. Then the significant value is  $0.018 < 0.05$  which means variable work motivation significant effect on employee performance variables. Other results were also examined by Soejarminto and Hidayat (2023) stating that work motivation has a positive and significant effect on employee performance.

Based on the results of the regression analysis, it was obtained that the t value was  $2.057 > t$  table  $1.6772$ , this means that the variable work discipline positive effect on employee performance variables. Then the significant value is  $0.045 < 0.05$  which means variable work discipline significant effect on employee performance variables. These results are in accordance with Andini (2022) and Primadhianto & Irmawati (2022) which state that work discipline has a positive and significant relationship to performance.

Furthermore, the results of the regression analysis obtained a t count value of  $3.019 > t$  table  $1.6772$ . This means that the work experience variable has a positive effect on employee performance variables. Then the significant value is  $0.004 < 0.05$ , which means that the work experience variable has a significant effect on employee performance variables. Work experience is also able to make employees wiser in dealing with existing problems, so as not to reduce their productivity at work. This is also supported by research (Puspita, 2018) which states that work experience has a significant effect on employee performance. Other results were also examined by Rakhman et al., (2022) stating that work experience has a positive and significant effect on employee performance.

The results of the regression analysis obtained a t value of  $4,829 > t$  table of  $1.6772$ , this means that the ability variable has a positive effect on employee performance variables. Then the significant value is  $0.000 < 0.05$ , which means that the ability variable has a significant effect on employee performance variables. Sugiharta (2019) stated that there was a significant influence from work ability to performance. Furthermore, Dewi (2020) show both simultaneously and partially the ability variables and motivation has a significant effect on employee performance. Similar research also carried out by (Asdar & Syamsuarni, 2021; Asmike et al., 2021; Sembiring et al., 2021), with the results of research on work ability affecting performance employee. Thus it can be stated that there is a positive relationship between ability and performance. The higher the ability of employees, then performance will also be better. Conversely, the lower the ability employees, the resulting performance is also low.

Fcount value of  $35,794 > F$ table  $2.56$  with a significance value of  $0.000 < 0.05$ . From these results, it can be concluded that work motivation (X1), work discipline(X2), work experience(X3) and ability(X4) simultaneously has a positive and significant effect on employee performance (Y).



#### 4. Conclusions

Based on the explanation from previous section and statistical examination, the authors conclude that:

- a) Work motivation has a positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat
- b) Work Discipline positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat
- c) Work experience has a positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat
- d) Ability positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat
- e) Work motivation, work discipline, work experience and ability simultaneously positive and significant effect on employee performance at the Brastagi Supermarket Rantau Prapat

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