

EFFECT OF WORK DISCIPLINE AND PHYSICAL WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT THE MANAGEMENT AGENCY OF WISMA GADING PERMAI APARTMENTS NORTH JAKARTA

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Abstract — The purpose of this study was to determine the effect of work discipline and physical work environment on employee performance at the Wisma Gading Permai Apartement Management Agency in North Jakarta, either partially or simultaneously. The method used is quantitative. The sampling technique used was saturated sampling and the sample in this study was 90 respondents. Data analysis used validity test, reliability test, classical assumption test, regression analysis, correlation coefficient analysis, coefficient of determination analysis and hypothesis testing. The result of this study is that work discipline has a significant negative effect on employee performance. Hypothesis test obtained $t_{count} > t_{table}$. Thus, H_0 is rejected and H_1 is accepted, meaning that there is a significant negative effect of work discipline on employee performance. The physical work environment has a significant effect on employee performance. Hypothesis test obtained $t_{arithmatic} > t_{table}$. Thus, H_0 is rejected and H_2 is accepted, meaning that there is a significant effect of the physical work environment on employee performance. Work discipline and physical work environment simultaneously have a significant effect on employee performance with the regression equation $Y = 24,897 + -0.138X_1 + 0.495X_2$. The value of the coefficient of determination is 52.9% while the remaining 47.1% is influenced by other factors. Hypothesis test obtained value of $t_{arithmatic} > t_{table}$ or $(48,810 > 2,710)$. Thus H_0 is rejected and H_3 is accepted. This means that there is a simultaneous significant influence of work discipline and physical work environment on employee performance.

Keywords : *Work Discipline, Physical Work Environment, Employee Performance.*

I. INTRODUCTION

Within the organization, human resources have a very important role in the survival of an organization or company (Darda et al., 2022). A company can run well if the human resources in the company are able to work effectively and efficiently. Human resources can work effectively and efficiently if the human resource department can utilize its expertise optimally. Human resources are the only resources that have feelings, desires, skills, knowledge, encouragement, power, and work (ratio, taste, intention). All of these potential human resources affect the organization's efforts in achieving its goals. Human resources are an important element in an organization and need to be managed as well as possible to achieve goals. According to Hasibuan & Hasibuan (2016) human resources are the science and art of managing the relationship and the role of the workforce to be effective and efficient in helping to realize the goals of the company, employees, and society.

The progress of an organization is strongly influenced by the performance of human resources. Therefore, human resource management, both private and government agencies, need to seek techniques and strategies to improve employee performance. Human resources must be really trained and educated, because human resources are a big asset and the main capital in a company. Because with the right coaching, human resources can produce optimal work quality .

The placement of human resources must be carried out in accordance with the abilities and skills in accordance with the needs of the company. On the other hand, human resources must also be seen from the work discipline and physical work environment of the employees. If good work discipline will definitely foster a sense of compliance of employees at work, and vice versa if a good physical work environment will foster a sense of comfort for employees at work, so that employee performance will increase.

Performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave in accordance with the tasks assigned to him and the quantity, quality and time spent on the task. So in this case the performance of employees is a very important thing in the company's efforts to achieve its goals.

However, the use of labor often does not achieve satisfactory results, one of the reasons is that the workforce employed is not productive, which means that the performance produced by employees is not in accordance with what is expected by the company. And the quality and quantity targets have not been achieved in work. Such a situation would certainly be detrimental.

Meanwhile, the company expects good employee performance and increases over time. Employee performance is the results of the work function / activities of a person or group in an organization that can be influenced by various factors to achieve organizational goals within a certain period of time. It can be concluded that organizational performance is a function of the results of work/activities in the company that are influenced by internal and external factors of the organization in achieving the goals set for a certain period of time.

The North Jakarta Wisma Gading Permai Apartment Management Agency has not been optimal due to several things, including the low discipline of employees who often violate the company's standard operational procedures.

The following is a picture of 1. Standard Operating Procedure (SOP) at the North Jakarta Wisma Gading Permai Apartment Management Agency.

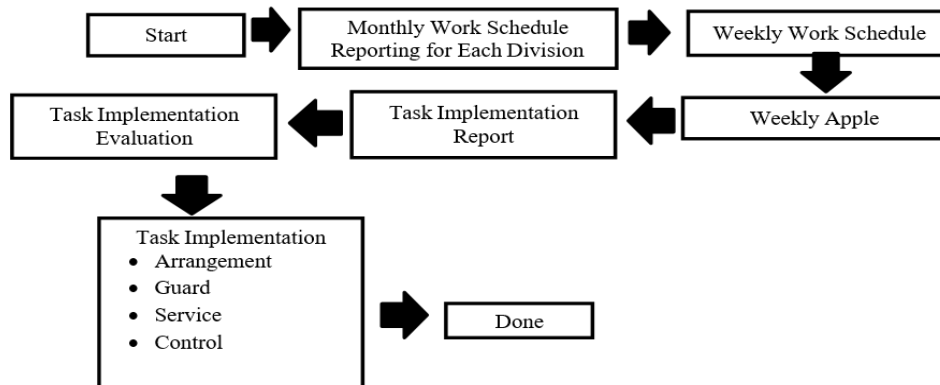


Figure 1.
Standard Operating Procedure(SOP) North Jakarta Wisma Gading Permai Apartment Management Agency

The physical work environment around the workplace must be maintained so as not to interfere with performance, although the physical work environment does not carry out the production process in a company, the physical work environment has a direct influence on employees who carry out their work. According to Sutrisno (2017: 118), states that: "The work environment is the overall work facilities and infrastructure around employees who are doing work that can affect the implementation of the work.the results of achieving work that are on target, employees' inaccuracy at work, there are still employees who ignore the company's decision procedures which of course will have an impact on work results that will hinder work in other parts of employee performance. The table for the physical work environment at the Wisma Gading Permai Apartment Management Agency, North Jakarta.

Table 1.
Physical Working Environment Conditions at the Wisma Gading Permai Apartment Management Agency, North Jakarta for the 2021 Period

No	Physical Work Environment	state		Information
		Well	Not good	
1	Office RoomLighting		✓	There is a lighting that can't be turned on and can't be fixed

No	Physical Work Environment	state		Information
		Well	Not good	
2	Air temperature		✓	AC only works 1 time in 1 room while there are quite a lot of employees
3	Room Color		✓	Not good because the old building so quite a lot of faded colors
4	Work Safety	✓		When entering the building, an inspection is carried out
5	Noise	✓		Located in an office building so far from noise

Source: Wisma Gading Permai Apartment Management Agency (2021)

Based on the report data obtained from table 1. above, it can be concluded that the employees of BPA Wisma Gading Permai have not been able to produce good quality work and have not been able to complete the work on time. This shows that employee performance has not been optimal because it has not met the targets and expectations set. a good physical work environment can support the implementation of work so that employees have morale and improve employee performance. To create high performance, it is necessary to increase optimal work and be able to utilize the potential of Human Resources possessed by employees in order to create organizational goals, so that they will make a positive contribution to the development of the company. The physical work environment is one of the important factors that affect the results of human work. Because the work environment is directly proportional to the level of comfort.

Based on observation, we can conclude that in the Human Resource Department, and Services division, there are still some work targets that have not been completed according to the month, which means that this factor is due to decreased employee performance so that the target exceeds the time limit determined by the company. This condition shows that the Security that enter March the Wisma Gading Indah area quest a valid ID, performance of employees is still not good in carrying out their duties or responsibilities in serving customers.

II. LITERATURE REVIEW

A. Communication Work Dicipline

Work discipline can be interpreted as the implementation of management to strengthen organizational guidelines (A.A. Anwar Prabu Mangkunegara, 2017). According to Hasibuan (2011) "work discipline is a person's awareness and willingness to obey all company regulations and applicable norms". Meanwhile, according to Rivai (2011), "work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as an effort to increase one's awareness and willingness to comply with all company regulations and applicable social norms".

Based on the explanation above, it can be concluded that it can be concluded that discipline is obedience to respect and implement a system that requires a person to submit to the decisions, orders and regulations that have been set. The indicators used to measure work discipline indicators. According to Hasibuan (2011), Comply with all company regulations, Use time effectively, Responsibilities at work and Attendance level.

B. Physical Work Environment

Work Environment is something that is in the workers' environment that can affect themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace, and whether or not work equipment is adequate (Afandi, 2018). According to Handaru et al (2013), the work environment is everything that is around the workers and that can affect him in carrying out the tasks assigned to him. According to Sedarmayanti (2017) "the work environment is the entire tooling and the material faced, the surrounding environment in which a person works, the method of work, and the work arrangements both as individuals and as groups.

C. Employee Performance

Performance is the result achieved by a person in accordance with the applicable size for the job in question (Riani & Sunarya, 2020; Sosrowidigdo et al., 2011). Meanwhile, Mangkunegara (2015) said that employee

performance is work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. On the other hand, Wibowo (2020) performance is the responsibility of each individual towards work, helping to define performance expectations, seeking a framework for supervisors and workers to communicate with each other. Performance at the source is the result of work as a whole in accordance with the responsibilities given to employees.

Based on the explanation above, it can be concluded that performance is the result of work done by someone in a certain period in carrying out the tasks and responsibilities given to achieve a goal. From what has been conveyed, the indicators used to measure the performance according to Priansa & Suwatno (2016) are Quality of Work, Quantity of Work, Work Knowledge, Implementation of Duties, Responsibilities

E. Framework

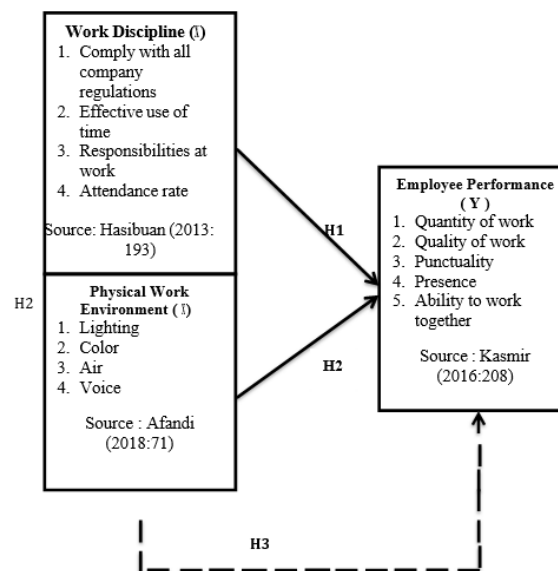


Figure 2. Thinking Framework

F. Hypothesis

When viewed from existing research models, a research hypothesis is formed where Sugiyono (2016), the hypothesis is "a proposition or conjecture that explains a phenomenon that has not been proven true so that it needs to be tested empirically to prove its truth". Hypothesis can be interpreted as a temporary conclusion to the research problem until it is proven through the collected data. The hypothesis of this research is suspected that there is a relationship between employee performance

H1 : There is an effect of work discipline on employee performance at BPA Wisma Gading play

H2 : There is an influence of the Physical Work Environment on the Performance of BPA Wisma Gading play

H3 : There is an effect of Physical Work Environment and Work Stress on Employee Performance At BPA Wisma Gading Permai

III. RESEARCH METHOD

A. Types of research

The research that will be carried out using quantitative research, because this study wants to find the effect of independent variables on the dependent variable by using data calculations in the form of numbers which are then analyzed by statistical data. Quantitative research is research conducted by collecting data in the form of numbers (Ghozali, 2011; Suherman & Yusuf, 2021). The data in the form of numbers are then processed and analyzed to obtain scientific information behind these numbers, while the total population in this study is employees who work as many as 90 employees while the sample used in this study uses a saturated sample.

B. Method of collecting data

The data collection method used to obtain the data needed in this research is by distributing questionnaires directly to the employees of BPA Wisma Gading Permai, North Jakarta. The distribution of questionnaires aims

to determine employee placement, career development, organizational commitment and work performance. In this study, data were collected using a survey method. Questionnaire is a data collection technique by giving a set of questions or written statements to respondents to answer (Sugiyono, 2015). The questionnaire model used is the Likert scale, which is a measurement scale used to measure a person's attitude, by placing the position of his attitude on a continuum of feelings that ranges from very positive to very negative (Somantri, 2014).

C. Data Analysis Techniques

The data analysis conducted by the researcher is the instrument test which consists of validity, reliability, classical assumption test, determination test, and hypothesis testing. Meanwhile, to determine the magnitude of the influence of each variable, researchers used path analysis with the help of the SPSS program.

IV. RESULT AND DISCUSSION

A. Instrument Test Results

The instrument tests carried out in this study are validity tests, reliability tests and classical assumptions which are listed below:

Table 2. Validity Test Results

No	Work Discipline	PhysicalWork Environment	Performance	R table	Decision
1	0.568	0.402	0.536	0.207	Valid
2	0.756	0.369	0.618	0.207	Valid
3	0.657	0.330	0.294	0.207	Valid
4	0.816	0.472	0.409	0.207	Valid
5	0.794	0.709	0.379	0.207	Valid
6	0.766	0.499	0.453	0.207	Valid
7	0.504	0.704	0.725	0.207	Valid
8	0.854	0.719	0.593	0.207	Valid
9	0.691	0.708	0.603	0.207	Valid
10	0.631	0.528	0.494	0.207	Valid

Source: Results of data processing, by the author (2021)

Validity test to determine the validity or suitability of the questionnaire used in the research process. The criterion of the validity test briefly (rule of thumb) is if the correlation is greater than r table, the questions made are categorized as valid (valid). When viewed from the results of testing the instrument using the validity test where the average calculated r value is above 0.369, it can be said that all questions X1, X2, Y are valid.

Table 3. Reliability Test

No	Variable	Chronbach Alpha
1	Work Discipline (X1)	0.886
2	Physical WorkEnvironment (X2)	0.736
3	Employee Performance(Y)	0.682

Source: Results of data processing, By the author (2021)

From the results of data processing, it can be seen that the Cronbach alpha value is > 0.60 , this is in line with the theory expressed by Sugiyono (2018:121) which states that a reliable instrument is an instrument which, when used several times to measure the same object, will produce the same data. with a limit value of 0.6.

B. Classic Assumption Test

1. Normality test

Table 4. Normality Test

	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistics	df	Sig.	Statistics	df	Sig
Employee Performance (Y)	.092	90	.057	.964	90	.014

*. This is a lower bound of the true significance.

a. Lilliefors Significance Correction

Based on the test results in the table above, a significance value of $0.057 > 0.050$ was obtained. Thus, the assumption of the distribution of equations in this test is normal.

2. Multicollinearity Test

This test can be done by looking at the Tolerance Value and Variance Inflation Factor (VIF).

Table 5. Multicollinearity Test Results With Collinearity Statistics

Model	Equation 1	
	Tolerance	VIF
Work Discipline	0.965	1.037
Physical WorkEnvironment	0.965	1.037

Source: Results of data processing, By the author (2021)

Based on the results of the multicollinearity test in the table above, the tolerance value for the work discipline variable is 0.965 and the physical environment is 0.965, where both values are less than 1, and the Variance Inflation Factor (VIF) value for the physical environment variable is 1.023 and the work stress variable is 1.023 where the value is less than 10. Thus, this regression model is stated to have no multicollinearity disorder.

C. Descriptive Analysis

1. Descriptive Analysis of Respondents Characteristics

Based on the data in the table above, 54 male respondents or 60.0%, while female respondents as many as 36 people or 40.0%. Meanwhile, when viewed from the age of employees, the majority in this study were aged not enough of 25 years as many as 16 people or 17.8%, aged between 26-35 years as many as 25 people or 27.8%, aged between 36- 45 years as many as 17 people or 18.9%, aged between 46-50 years as many as 27 people or 30.0% and those aged more than 50 years as many as 5 people or 5.6%. And from the level of education in this company is Respondents with high school education or equivalent are 29 people or 32.2%, 12 people have Diploma education or 13.3%, 37 people have Bachelor degree (S1) or 41.1% and 12 people have Master degree (S2) or 13.3%.

2. Descriptive Analysis of Work Discipline Variables

Based on the data in the table above, the respondents' responses to the Work Discipline variable statement (X1) obtained an average score of 3.49 including in the scale range 3.40- 4.19 with agreed criteria, meaning that the majority of respondents gave agreed answers. Respondents who answered strongly agree and agree by 53.8% (SS + S) and respondents who answered less agree and disagree reached 46.2%. (KS+TS+STS).

3. Descriptive Analysis of Physical Work Environment Variables

Based on the data in the table above, the respondents' responses to the Physical Work Environment variable obtained an average score of 3.73 including in the range of 3.40-4.19 scale with agreed criteria, meaning that the majority of respondents gave agreed answers. Respondents who answered strongly agree and agree were 59.9% (SS+S) and respondents who answered less agree and disagree reached 40.1% (KS+TS+STS).

4. Descriptive Analysis of Performance Variables

Based on the data in the table above, the respondent's response to the employee performance variable obtained an average score of 3.85 including in the range of 3.40-4.19 scale with agreed criteria, meaning that the

majority of respondents gave agreed answers. Respondents who answered strongly agree and agree were 68.1% (SS+S) and respondents who answered less agree and disagree reached 31.9% (KS+TS+STS).

D. Multiple Regression Testing

Table 6. Multiple Regression Testing

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
	B	Std. Error			
1 (Constant)	24,897	2,795		8.907	.000
Work Discipline(X1)	-, 138	.030	-.346	-4.622	.000
Physical Work Environment (X2)	.495	.064	.578	7.708	.000

Dependent Variable: Employee Performance (Y)
Source: Data processed 2021

Based on the results of the calculation analysis regression in the table above, it can be obtained the regression equation $Y = 24,897 - 0.138X1 + 0.495X2$. From the above equation, it can be concluded as follows:

- The constant value is 24,897 interpreted that if the Work Discipline Variable (X1) and Physical Work Environment (X2) are not considered, the employee's performance (Y) will only be worth 24,897 points.
- Work Discipline Value (X1) -0.138 means that if the constant is fixed and there is no change in the Physical Work Environment Variable (X2), then every 1 unit change in the Work Discipline Variable (X1) will result in a change in employee performance (Y) of - 0.138 points.
- The value of the Physical Work Environment (X2) 0.495 means that if the constant is fixed and there is no change in the Work Discipline Variable (X1), then every 1 unit change in the Physical Work Environment Variable (X2) will result in a change in employee performance (Y) of 0.495 points .

Based on the test results in the table above, the value of value $< \text{Sig}.0.05$ or $(0.000 < 0.05)$ is obtained and $t \text{ count} > t \text{ table}$ or $(- 4.622 > 1.987)$. Thus, H_0 is rejected and H_1 is accepted, this shows that there is a significant influence between the physical environment on employee performance. Based on the test results in the table above, the value $< \text{Sig}.0.05$ or $(0.000 < 0.05)$ and the $t \text{ count} > t \text{ table}$ $(7.708 > 1.987)$. Thus, H_0 is rejected and H_2 is accepted, this shows that there is a significant influence between work stress on employee performance. Because the $t \text{ count}$ obtained lies in the area of negative influence, it can be concluded that there is a negative effect of work stress (X2) on employee performance (Y).

Table 7. Simultaneous Hypothesis Testing (F Test)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	563,832	2	281,916	48,810	.000b
Residual	502.490	87	5.776		
Total	1066,322	89			

Based on the results of the study, it showed that Work Discipline (X1) and Physical Work Environment (X2) had a significant effect on employee performance with the regression equation $Y = 24,897 - 0.138X1 + 0.495X2$. The value of the correlation coefficient or the level of relationship between the independent variable and the dependent variable was obtained at 0.727, which means that it has a strong relationship. The value of the coefficient of determination or the contribution of the influence is simultaneously 52.9% while the remaining 47.1% is influenced by other factors. Hypothesis testing obtained F arithmetic value $> F \text{ table}$ or $(48.810 > 2.710)$. Thus H_0 is rejected and H_3 is accepted. This means that there is a simultaneous significant effect of Work Discipline (X1) and Physical Work Environment (X2) on employee performance (Y).

E. Determination Analysis

The coefficient of determination analysis is intended to determine the percentage of the strength of the influence between the independent variables on the dependent variable either partially or simultaneously, in this study the variables of the physical environment (X1) and work stress (X2) on employee performance (Y). The

following are the results of the determination calculation processed with the SPSS Version 26 program, as follows:

Table 7.
Determination Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.727a	.529	.518	2.403

Dependent Variable: Employee Performance (Y)
Source: Data processed 2021

Based on resultsthe test in the table above, obtained the coefficient of determination of 0.529, it can be concluded that the variable Work Discipline (X1) and the Physical Work Environment affect the employee performance variable by 52.9% while the rest of $(100-52.9\%) = 47, 1\%$ is influenced by other factors that are not researched.

V. CONCLUSION

Based on the results of the research that has been described in the previous chapter, it can be concluded as follows:

1. Work discipline has a significant negative effect on employee performance with the regression equation $Y = 44.859 - 0.181X_1$, the correlation value of -0.455 means that the two variables have a moderately negative level of relationship. The value of the coefficient of determination by 20.7% . Test the hypothesis is obtained $t_{count} > t_{table}$ or $(-4.791 > -1.987)$. Thus, H_0 is rejected and H_1 is accepted, meaning that there is a significant negative effect on work discipline on employee performance, constant constant and there is no change in the work environment variable (X_2), then every 1 unit increase in the work discipline variable (X_1) will result in a decrease in employee performance (Y) by -0.181 points.
2. Physical work environment has a significant effect on employee performance with the regression equation $Y = 18.011 + 0.551 X_2$ correlation value of 0.643 means that the two variables have a strong relationship level. The value of the coefficient of determination by 41.3% . Test the hypothesis is obtained $t_{count} > t_{table}$ or $(7.870 > 1.987)$. Thus, H_0 is rejected and H_2 is accepted, meaning that there is a significant influence on the work environment on employee performance.
3. Work discipline and Simultaneous physical work environment significant effect on employee performance with regression equation $Y = 24,897 + -0.138X_1 + 0.495X_2$.
4. The correlation value of 0.727 means that the independent variable and the dependent variable have a strong level of relationship.
5. The value of the coefficient of determination is 52.9% while the remaining 47.1% is influenced by other factors. Test The hypothesis is obtained that the value of $F_{count} > F_{table}$ or $(48.810 > 2.710)$. Thus H_0 is rejected and H_3 is accepted. This means that there is a simultaneous significant effect of work discipline and work environment on employee performance.

VI. RESEARCH LIMITATIONS

The research conducted at this time still has many shortcomings and limitations, including the following:

1. Factors that affect employee performance in At the North Jakarta Wisma Gading Permai Apartment Management Agency in this study only consisted of independent variables, namely work discipline and work environment, while of course there were many other factors that contributed.
2. Research only focuses on employee performance in at the North Jakarta Wisma Gading Permai Apartment Management Agency.
3. The sample used is only 90 respondents and sometimes the answers given by respondents may still not show the real situation. For this reason, further research will be more comprehensive if other methods are added, such as interviews so that they are more accurate or add other variables.

VII. SUGESSTION

Based on the results of the conclusions above as a result of research, the authors provide the following suggestions:

1. The weakest statement of work discipline is number 2, namely Employees who violate the rules will receive a warning letter/sanction with a score of 3.22. So the author recommends the company to discuss with employees related to their problems and complaints, as well as evaluate the rules applied by the company that might make employees undisciplined.
2. Physical work environment the weakest statement is number 2, namely Lighting that is too bright will cause a feeling of heat and make employees nervous with a score of 3.39. So the authors suggest companies should pay attention to the quality of work facilities within the company so that employee productivity can increase.
3. Employee performance the weakest statement is number 1 that is Employees are able to do work in accordance with the standards made by the company with a score of 3.37. So the authors suggest companies to provide education related to the role and position of each employee so that existing human resources are in accordance with their respective competencies, by knowing the roles and positions of each employee can understand what are their duties and responsibilities.

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