

## THE INFLUENCE OF THE NON-PHYSICAL WORK ENVIRONMENT AND WORK SATISFACTION ON THE WORK ENTHUSIASM OF CIVIL SERVANTS OF THE POPULATION AND CIVIL REGISTRATION OFFICE OF PONTIANAK



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### Abstract

The effectiveness of civil servants in achieving organizational goals is greatly influenced by various factors, including work environment and job satisfaction. This study aims to determine the effect of non-physical work environment and job satisfaction on the work spirit of civil servants at the Pontianak City Population and Civil Registration Office. This study uses a quantitative approach with an associative method, using primary data collected through questionnaires and interviews. Secondary data were employee performance appraisals and records of violations. The sample consisted of 49 respondents selected using the saturated sampling technique. Data analysis was performed using IBM SPSS 26, which included validity and reliability tests, classical assumption tests, and hypothesis tests through multiple linear regression analysis. The results showed that the non-physical work environment had a significant positive effect on work enthusiasm, while job satisfaction did not show a significant effect. The coefficient of determination ( $R^2$ ) is 0.239, which indicates that 23.9% of the variation in work enthusiasm is explained by the non-physical work environment and job satisfaction, while the remaining 76.1% is caused by other variables. This study concludes that improving the non-physical work environment can positively influence work enthusiasm, which in turn can improve employee performance.

**Keywords:** Non-Physical Work Environment, Job Satisfaction, Work Enthusiasm

## INTRODUCTION

Human Resource Management (HRM) is a discipline that combines the science and art of managing labor relations and roles. The goal is to create effective and efficient synergy in supporting the achievement of organizational goals, employee development, and making a positive contribution to society. According to Sinambela (2016), HRM is the science and art of managing labor relations and roles to effectively and efficiently help realize the goals of organizations, employees, and society. Human resources are the most important asset in an organization; without good management, the potential that exists in humans will not develop optimally. According to Busro, (2018) states that human resources (HR) are the determining factor for the success or failure of an organization in achieving its goals, human resources are a strategic factor in all institutional/organizational activities, to achieve an organizational goal requires competent, quality, credible, and highly motivated human resources.

The Pontianak City Population and Civil Registration Office is located at Jalan Letjen Sutoyo, No. 71, Pontianak 78121, Pontianak City, West Kalimantan. Following Pontianak Mayor Regulation Number 134 of 2021 concerning the Position, Organizational Structure, Main Duties, Functions, Job Descriptions and Work Procedures of the Pontianak City Population and Civil Registration Office, the Pontianak City Population and Civil Registration Office has the main task of assisting the Mayor in carrying out government affairs that are within regional authority and assisting tasks in the field of population administration and civil registration. Most civil servants in the Pontianak City Population and Civil Registration Office are mostly found in the Population Administration at 30%, and the highest number of non-civil servants is in the Front office at 42.31%. Attendance at the Pontianak City Population and Civil Registration Office is recorded using an application, which is done every Monday to Friday twice a day, when employees arrive at work at 07:15 WIB and leave at 15:45 WIB. The attendance rate of civil servants at the Pontianak City Population and Civil Registration Office fluctuates. In 2022 to 2023, it decreased by 110%, and in 2023 to 2024, it increased by 6.8%. According to Huzna (2018) states that job satisfaction has a negative and significant effect on absenteeism. The Work Achievement Score at the Pontianak City Population and Civil Registry Office in 2022-2024 shows that employees have a Good work achievement score.

Based on the researcher's interview with Mrs. Fanny Fonnyanita, S.H. as the Head of the General and Personnel Sub-Division of the Pontianak City Population and Civil

Registration Office, she said that in 2022 there was one recorded violation committed by an employee of the Pontianak City Population and Civil Registration Office which resulted in a demotion. The type of offense committed was proven to violate working hours from January to December 2021. The act violated Article 4, letter f of Government Regulation No. 94 of 2021 concerning the discipline of civil servants. Research conducted by Kusuma & Kustini (2021) shows that the non-physical work environment has a positive effect on discipline, and research conducted by Abdullah et al. (2018) shows that work spirit affects work discipline.

The work environment greatly affects the condition of employees in a company. Paying attention to the work environment is expected to increase enthusiasm at work. According to Sedarmayanti in Soelistya et al. (2021), Non-Physical Work Environment is all circumstances that occur relating to work relationships, both with superiors and with fellow coworkers, or relationships with subordinates. Research conducted by Sari (2023) shows that the work environment has a significant effect on employee performance.

Job satisfaction is one of the important aspects in human resource management that determines the overall success of an organization. Job satisfaction not only affects productivity and work quality but also the welfare of individuals in the organization. Job satisfaction is something that has many sides, where on the one hand it is satisfying and on the other hand it is less satisfying (Lazuardi & Harahap, 2024). Research conducted by Setiani & Febrian (2023) shows that job satisfaction has a positive and significant partial effect on employee performance.

Work enthusiasm is one of the crucial factors in achieving success in the workplace. Employees who have high work enthusiasm tend to be more committed, enthusiastic, and able to provide optimal results in every task undertaken. Work enthusiasm is a psychological or inner condition of an individual or group that is patterned in a mental-emotional reaction that is full of sincerity, discipline, fighting spirit, courage, and determination not only in a normal atmosphere but also in an abnormal atmosphere in completing a task to achieve a goal (Kusuma et al., 2021). Research conducted by Winarno & Andjarwati (2019) shows that work enthusiasm has a significant effect on employee performance.

## **REVIEW OF LITERATURE**

### **Non-Physical Work Environment**

The non-physical work environment refers to situations that occur in work relationships, whether with superiors, colleagues, or subordinates (Cintia & Gilang, 2016). This environment creates bonds between employees that can facilitate positive communication, collaboration, and trust. According to Mulyadi (2019), a good non-physical work environment has a significant influence on employee performance by shaping the overall work atmosphere. A conducive work environment allows employees to focus more on their tasks and become more productive, while a poor environment can lead to dissatisfaction and decreased performance (Indrawan, 2018). Research by Victoria & Edalmen (2024) shows that employees who work in a supportive environment are more likely to feel satisfied with their jobs, which in turn improves their work performance.

### **Job Satisfaction**

Job satisfaction is an employee's emotional response to their work, involving factors such as working conditions, relationships with coworkers, rewards received, and personal well-being (Hasibuan in Setiono & Sustiyatik, 2020). Job satisfaction can be defined as a supportive or unsupportive feeling in employees related to work and their condition (Nurhandayani, 2022). Job satisfaction is an emotional response to work that includes many factors, such as the work situation, cooperation between employees, rewards received, and other physical and psychological aspects (Pratama & Saputro, 2024).

### **Work enthusiasm**

Work enthusiasm, as defined by Siswanto in Busro (2018), is a mental and emotional condition that drives individuals and groups to work vigorously and consistently to achieve organizational goals. This enthusiasm is manifested through a strong work ethic, teamwork, and responsibility (Syuhada & Amelia, 2021). Enthusiastic employees demonstrate a willingness to contribute positively in the workplace, showing discipline and readiness to achieve organizational goals (Assagaf & Dotulong, 2015). Research has shown that the higher the work enthusiasm, the better the performance and engagement of employees, which contributes to a more productive organizational culture (Setiono & Sustiyatik, 2020).

## RESEARCH METHOD

This study uses a quantitative approach with an associative method. According to Sugiyono (2019), the associative method is a formulation of research problems that focuses on the relationship between two or more variables. This study aims to determine the relationship between the non-physical work environment, job satisfaction, and work enthusiasm.

The data collection technique used in this study is primary data obtained through questionnaires. The questionnaire contains a series of written questions or statements given to respondents to answer. In addition to questionnaires, this study also uses interviews as a data collection technique. Sugiyono (2019) states that interviews are used for preliminary studies to find problems that need to be studied further, as well as to obtain more in-depth information from respondents. The interviews were conducted directly with Mrs. Fanny Fonnyanita, S.H., Head of the General and Personnel Subdivision at the Population and Civil Registration Office of Pontianak City.

The sample in this study consisted of 49 respondents taken from the Pontianak City Population and Civil Registration Office using the saturated sampling technique. Saturated sampling is a technique in which all members of the population are used as samples (Hardani et al., 2020).

This study involved three main variables:

- **Non-Physical Work Environment (X1):** Refers to interpersonal relationships in the workplace that create a work atmosphere that supports employee performance.
- **Job Satisfaction (X2):** Refers to employees' feelings or emotional responses to their work, including factors such as working conditions and relationships with coworkers.
- **Work Enthusiasm (Y):** Indicates employees' motivation or enthusiasm to work diligently, be disciplined, and be responsible for the tasks assigned to them.

### Data Analysis Techniques

Data analysis was conducted through a series of stages:

- **Instrument Testing:** Consists of validity and reliability tests to ensure that the questionnaire used can accurately measure the variables.
- **Classic Assumption Test:** Includes normality, linearity, and multicollinearity tests to ensure that the data meets the assumptions required in regression analysis.

- **Hypothesis Testing:** This test uses multiple linear regression analysis with the regression equation  $Y = \alpha + bX_1 + bX_2 + e$  to determine the relationship between variables. In addition, correlation coefficient tests, coefficient of determination, Simultaneous Test (F), and Partial Test (T) are also used.

**Justification for Method Selection**

- **Likert Scale (1-5):** This scale is used because it provides a clear picture of the intensity of respondents' responses to the questions asked. The Likert scale is also often used in social research to measure attitudes, perceptions, and opinions.
- **Multiple Linear Regression:** Used to analyze the simultaneous influence of independent variables (Non-Physical Work Environment and Job Satisfaction) on the dependent variable (Work Enthusiasm). This technique was chosen because it can identify more complex relationships between several variables.

**RESULTS AND DISCUSSION**

**Test Research Instruments**

**Validity Test**

After collecting questionnaires from respondents, the data obtained is then tested for validity. Validity shows the extent of the accuracy and precision of a measuring instrument in performing its measuring function. The results of the statement validity test can be seen in Table 1 below:

**Table 1.**  
**Validity Test Results**

Variable	Indikator	r count	r table	Keterangan
Non-Physical Work Environment (X1)	X1.1	0,646	0,281	Valid
	X1.2	0,683		
	X1.3	0,736		
	X1.4	0,673		
	X1.5	0,318		
	X1.6	0,657		
	X1.7	0,666		
	X1.8	0,603		
Job Satisfaction (X2)	X2.1	0,292	0,281	Valid
	X2.2	0,502		
	X2.3	0,657		
	X2.4	0,450		
	X2.5	0,439		

	X2.6	0,576		
	X2.7	0,396		
	X2.8	0,589		
	Y1.1	0,565		
	Y1.2	0,623		
	Y1.3	0,484		
Work Enthusiasm (Y)	Y1.4	0,450	0,281	Valid
	Y1.5	0,426		
	Y1.6	0,468		
	Y1.7	0,372		
	Y1.8	0,539		

Source: Processed Data, 2025

Based on Table 1 above, the validity test on the research variables shows that all statement items are valid because  $r \text{ count} \geq r \text{ table}$ .

### Reliability Test

The reliability test is used to determine the consistency of the measuring instrument, whether the measuring instrument can be relied on for further use. The reliability test results in this study use the Cronbach's Alpha technique. The reliability test results can be seen in Table 2 as follows:

**Table 2.**  
**Reliability Test Results**

Variabel	Cronbach's Alpha	Information
Non-Physical Work Environment (X1)	0.778	
Job Satisfaction (X2)	0.672	Reliable
Work Enthusiasm (Y)	0.746	

Source: Processed Data, 2025

Based on Table 2 above, it shows that Cronbach's Alpha variable > reliability coefficient than 0.6. So it can be concluded that all items of statements in the questionnaire in all variables are reliable.

### Classic Assumption Test

#### Normality Test

This Normality Test aims to determine the distribution of data in the variables that will be used in the study. Data normality can be seen by using the Kolmogorov-Smirnov normality test. The results of the Normality test calculation can be seen in the following Table 3:

**Table 3.**  
**Normality Test Results**

Test	Value
N (Sample)	49
Test Statistic	.124
Asymp.Sig.(2-tailed)	.056 <sup>c</sup>

Source: Processed Data, 2025

Table 3 above shows that the value of Asymp. Sig (2-tailed)  $0.056 > 0.05$ , meaning that the residual value is normally distributed.

### Linearity Test

The linearity test is used to see whether the model specification used is correct or not. The results of the linearity test calculation of the variable can be seen in the following table 4:

**Table 4.**  
**Result of Linearity**

Variable	Deviation From Linearity	Description
Work Enthusiasm * Non-Physical Work Environment	0,059	Linear
Work Enthusiasm * Job Satisfaction	0,515	

Source: Processed Data, 2025

Based on Table 4, the linearity test results show a significance value of deviation from Linearity of 0.059 and 0.515, which means  $> 0.05$ . So it can be concluded that there is a linear relationship between the Non-Physical Work Environment and Job Satisfaction variables.

### Multicollinearity Test

The Multicollinearity test is carried out to analyze the correlation between independent variables. As a basis for seeing a model that is not Multicollinearity is to look at the size of the Variance Inflation Factor (VIF) and the tolerance level. If the tolerance value is  $> 0.10$  or VIF is  $< 10$ , then there is no Multicollinearity between the independent variables and vice versa. The following is a multicollinearity test in Table 5 as follows:

**Table 5.**  
**Multicollinearity Test Results**

Variable	Tolerance	VIF
Non-Physical Work Environment	.698	1.434
Job Satisfaction	.698	1.434

Dependent Variable: Work Enthusiasm

Source: Processed Data, 2025

Based on Table 5, it can be seen that there is no multicollinearity between the independent variables in the regression model. This is indicated by a tolerance value of each variable > 0.10 and VIF < 10.

**Hypothesis Test**

**a. Multiple Linear Regression Analysis**

Multiple linear regression analysis was conducted on 49 respondents to determine the effect of independent variables on the dependent variable. The following are the results of the multiple linear regression analysis shown in Table 6:

**Table 6.**  
**Multiple Linear Regression Analysis Results**

Research Variable	Coefficients	T Statistic	Significance Value
(Constant)	2.829	5.384	.000
Non-Physical Work Environment	.339	2.911	.006
Job Satisfaction	.029	.199	.843

Dependent Variable: Work Enthusiasm

Source: Processed Data, 2025

From Table 6, the multiple linear regression equation can be found as follows:

$$Y = 2,829 + 0,339 X1 + 0,029 X2$$

From the multiple linear regression equation, it can be explained as follows:

- a. The constant value is 2,829, which is positive. This means that if the independent variable is 0 (constant), the dependent variable is 2,829.
- b. The value of the Regression Coefficient of Variable X1 is positive at 0,339, so it can be interpreted that if variable X1 increases, variable Y will also increase and vice versa.
- c. The value of the Regression Coefficient of Variable X2 is positive at 0,029, so it can be interpreted that if variable X2 increases, variable Y will also increase and vice versa.

**b. Correlation Coefficient Analysis (R)**

Correlation analysis is carried out to test associative hypotheses, namely the relationship between variables in the population through data on the relationship of variables in the sample. The results of the correlation coefficient test calculation can be seen in the following table 7:

**Table 7.**  
**Correlation Coefficient Test Results (R)**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.489 <sup>a</sup>	.239	.206	.21973

Predictors: (Constant), Job Satisfaction, Non-Physical Work Environment

Dependent Variable: Work Enthusiasm

Source: Processed Data, 2025

From Table 7, it can be seen that the obtained R (correlation) value is 0.489. Where this value is between 0.40 - 0.599, this means that the relationship between the Non-Physical Work Environment (X1), Job Satisfaction (X2), and Work Enthusiasm (Y) is quite strong.

### c. Analysis of the Coefficient of Determination R<sup>2</sup>

This test is to determine how much the contribution of variable X to variable Y. The result of the Coefficient of Determination test (the calculation can be seen in Table 7) states that the value of the Coefficient of Determination or R square obtained is 0.239. This means that 23.9% (1 x 0.239 x 100%) of the influence on Work Enthusiasm is explained by Non-Physical Work Environment and Job Satisfaction, while the remaining 76.1% is explained by other variables that are not included in the research variables.

### d. Simultaneous Test (F Test)

The simultaneous influence test is used to determine whether the independent variables together influence the dependent variable. The results of the simultaneous test (F test) can be seen in the following Table 8:

**Table 8.**  
**Simultaneous Test Results (F Test)**

Model	Sum of Squares	Mean Square	F	Significance
Regression	.698	.349	7.227	.002 <sup>b</sup>
Residual	2.221	.048		

Dependent Variable: Work Enthusiasm

Predictors: (Constant), Job Satisfaction, Non-Physical Work Environment

Source: Processed Data, 2025

Based on the results of the F test in Table 8, it can be seen that the independent variable has a significant effect on the dependent variable. This can be seen from the F count value of 7.227 > F table 4.038, and the probability value Sig. of 0.002 < 0.05 means that the Non-Physical Work Environment and Job Satisfaction variables simultaneously have an effect on Work Enthusiasm.

### e. Partial Test (T Test)

This T test is carried out to determine the influence of each or partially of the independent variables of Non-Physical Work Environment and Work Satisfaction on the dependent variable Work Enthusiasm. The results of the partial test (T test) can be seen in the

following table 9:

**Table 9.**  
**Partial Test Results (T Test)**

Research Variable	Coefficients	T Statistic	Significance Value
(Constant)	2.829	5.384	.000
Non-Physical Work Environment	.339	2.911	.006
Job Satisfaction	.029	.199	.843

Dependent Variable: Work Enthusiasm

Source: Processed Data, 2025

Based on Table 9, it can be seen that the partial influence test results (t test) produce a sig value that will be interpreted as follows:

- The t-value of the Non-Physical Work Environment variable (X1) is 2.911, the t-table is 1.677, and the significance level is  $0.006 < 0.05$ . This means that the Non-Physical Work Environment variable partially has a significant effect on the Work Enthusiasm variable (Y), so  $H_a$  is accepted and  $H_o$  is rejected.
- The t-value of the Job Satisfaction variable (X2) is 0.199, the t-table is 1.677, and the significance level is  $0.843 > 0.05$ . This means that the Job Satisfaction variable partially does not have a significant effect on the Work Enthusiasm variable (Y), so  $H_o$  is accepted and  $H_a$  is rejected.

### **The Influence of Non-Physical Work Environment on Work Enthusiasm**

Based on the results of the partial hypothesis testing (T-Test), the calculated t-value is  $2.911 >$  the table t-value of 1.677 with a significance value of  $0.006 < 0.05$ . This shows that there is a partial effect between the Non-Physical Work Environment and Work Enthusiasm. So it can be concluded that  $H_a$ , namely the Non-Physical Work Environment, has a positive and significant effect on Work Enthusiasm, and **is accepted**. This finding is in line with research by Darmawan & Wibawa (2019), which states that the non-physical work environment partially has a positive and significant effect on Work Enthusiasm.

### **The Influence of Job Satisfaction on Work Enthusiasm**

Based on the results of the partial hypothesis testing (T-Test), a t-count of 0.199 was obtained  $<$  t-table 1.677 with a significance value of  $0.843 > 0.05$ . This shows that there is no partial effect between Job Satisfaction and Work Enthusiasm. It can therefore be concluded that  $H_o$ , namely that Job Satisfaction has a positive and significant effect on Work

Ethos, is **rejected**. This finding is in line with the research of Rahmawati et al. (2024), which also states that Job Satisfaction has no significant effect on Work Enthusiasm.

## CONCLUSION

Based on the analysis and discussion, it can be concluded that the result of the study is a multiple linear regression equation showing that the regression equation is  $Y = 2.829 + 0.339 X_1 + 0.029 X_2$ . The obtained Correlation Coefficient (R) is 0.489. Then this value shows that the relationship between the Non-Physical Work Environment and Job Satisfaction on Work Enthusiasm is quite strong. The Coefficient of Determination (0.239) means that Work Ethic is influenced by the Non-Physical Work Environment and Job Satisfaction by 23.9%, and the remaining 76.1% is explained by other variables that are not included in the research variables. The results of the simultaneous effect test (F test) show that the Non-Physical Work Environment and Job Satisfaction simultaneously have a significant effect on Work Enthusiasm. The non-physical work environment partially has a significant effect on the work enthusiasm variable of civil servants at the Pontianak City Population and Civil Registration Office, while the job satisfaction variable partially does not have a significant effect on the work enthusiasm variable of civil servants at the Pontianak City Population and Civil Registration Office. This study provides useful insights into the relationship between non-physical work environments, job satisfaction, and work enthusiasm. However, for future research, it is recommended to develop additional variables that may influence work enthusiasm, such as employee well-being or career development.

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