



JOB SATISFACTION BASED ON THE WORK ENVIRONMENT AND WORK DISCIPLINE AT PT. LOLC VENTURA BSD BRANCH

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Abstract

This study aimed to determine the effect of work environment and work discipline on job satisfaction in PT. Lolc Ventura BSD branch, either partially or simultaneously. The method used in this research was quantitative. The sampling technique was carried out using saturated sampling where 105 respondents were obtained. Data analysis was performed using validity test, reliability test, classical assumption test, regression analysis, correlation coefficient analysis, coefficient of determination analysis, and hypothesis testing. The results of this study indicated that work environment had a significant effect on job satisfaction with the regression equation $Y = 16,179 + 0,594X_1$ where the correlation value obtained was 0.421. This value indicated that the two variables had a strong relationship level. The coefficient of determination found was 42.1%. In hypothesis testing, obtained $t_{count} > t_{table}$ or $(8.657\% > 0.192\%)$. Thus, H_0 was rejected and H_1 was accepted which indicated a significant effect of work environment on job satisfaction. Work discipline had a significant effect on job satisfaction with the regression equation $Y = 15.276 + 0.616X_2$ and a correlation value of 0.621 which indicated that the two variables had a strong relationship. The value of the coefficient of determination was 38.5%. In hypothesis testing, obtained $t_{arithmetic} > t_{table}$ or $(8.031\% > 0.192\%)$ which indicated that H_0 was rejected and H_2 was accepted. These results indicated that there was a significant effect of work discipline on job satisfaction. Work environment and work discipline had a significant effect on job staisfaction with the regression equation $Y = 9.154 + 0.404X_1 + 0.375X_2$. The correlation value of 0.722 showed that the independent variable and the dependent variable had a strong level of relationship. The coefficient of determination obtained was 52.1%, while the remaining 47.9% was influenced by other factors. Hypothesis testing was obtained by the calculated $F_{value} > F_{table}$ or $(55,443 > 2,690)$ which indicated that H_0 was rejected and H_3 was accepted. This means that there is a simultaneous significant effect of work environment and work discipline on job satisfaction in PT. Lolc Ventura BSD branch.

Keywords: Work Environment, Work Discipline and Job Satisfaction

INTRODUCTION

The work environment has an important role to increase employee job satisfaction through a good physical and non-physical environment, such as creating a safe and comfortable atmosphere for employees including providing work safety facilities and tools, keeping the workplace clean, and increasing employee morale in every activity. activities, so that physical and non-physical conditions are adequate, work productivity will increase (D. P. Sari, Megawati, & Heriyanto, 2020:33).

Apart from the work environment, another element that affects employee job satisfaction is work discipline. The responsibility of an employee in carrying out obligations will reflect quality work discipline. Therefore, every manager always tries so that his members have good discipline. Discipline in question is when employees come and go home on time, complete tasks correctly, and obey the rules applied by the company (Yantika et al., 2018:177).

One of the important goals in human resource management in an organization is the creation of job satisfaction for members of the organization concerned. With job satisfaction, it is expected that the achievement of organizational goals will be better. Robbins (2010:45) defines job satisfaction as an individual's general attitude to his work, the difference between the amount of rewards a worker receives and the amount that workers believe they should receive. Job satisfaction for employees is very necessary, because job satisfaction will increase productivity. The existence of dissatisfaction with employees at work will have unfavorable consequences for both the company and the employees themselves. According to Robbins (2010:13) employees express dissatisfaction in four ways, namely :

1. Exit, quit his job and look for work elsewhere.
2. Voice, discussing dissatisfaction with superiors with the aim that these conditions can change.
3. Loyalty, waiting optimistically and believing that the organization and its management can do the best.
4. Devotion (Neglect), working arbitrarily (eg late in coming, not coming to work, making mistakes on purpose)

PT. Lolc Ventura is a company engaged in venture capital financing that provides sources of funding for business sectors, especially the micro, small and medium enterprises (MSMEs) in North Sumatra in the form of financing. The MSME sector is believed to be able to support the people's economic growth and currently the Indonesian government is paying great attention to supporting the growth and development of MSMEs. In its implementation, apart from being an alternative source of funds, North Sumatra Ventures also makes MSMEs financed or often referred to as business partner companies as foster partners by providing management assistance facilities for the development of managerial capabilities of business partner companies which include planning and implementation of accounting and financial systems, planning and human resource development. , general management and non-management consulting on market development strategies and building networks (networking) between financed business partners.

Based on observations, it can be seen that PT. Lolc Ventura BSD Branch still has facilities that are not good, such as a table which only has 4 units of long tables that are used together and there are no restrictions so that employees are less comfortable at work. Scanning machines that only have 1 unit and are used together, this often causes the scanning machine to error because it is used too often, and the internet network only has 1 unit so that if used simultaneously, server downtime often occurs on the internet network, so it can hinder work, then it can also be seen that there are some less than optimal Work Environments at PT. Lolc Ventura BSD Branch, problems related to the physical work environment in the form of a workspace layout that is not neatly arranged where the admin room, with other staff there are no restrictions and all parts are stacked in one room. In addition, because the location of the company is in a cluster where the situation is often quiet and the lack of CCTV has resulted in the theft of employee vehicles, this causes a reduced sense of security in the workplace. And found problems related to the non-physical work environment in the form of ways of communicating among employees that are not optimal, because there are parts of staff who work in the survey department that require working outside the city so that the survey staff does not interact directly with other staff employees and only communicate via smartphones. in terms of work, so this causes misunderstandings in work and results in work delays.

From the observations it was also found that the level of employee attendance was still lacking, it was seen that every month there were always alpha employees. Especially in January 10 alpha people, February 5 alpha people, October 5 alpha people, and December 6 alpha people.

This shows that employees' awareness is still low on the importance of work discipline. Employee absenteeism is important because absenteeism can cause work and tasks to be neglected. This can be caused by the example of a bad leader, lack of remuneration received by employees, lack of supervision and carrying out tasks, lack of sanctions and punishments received by employees for their mistakes, and lack of firmness by the leadership to employees who are late and violate the rules.

The purpose of this research is to analyze the various questions stated in the problem formulation. The objectives of this research are as follows:

1. To determine the effect of the work environment on job satisfaction at PT. Lolc Venture BSD Branch.
2. To determine the effect of work discipline on job satisfaction at PT. Lolc Venture BSD Branch.
3. To determine the effect of the work environment, and work discipline simultaneously on job satisfaction at PT. Lolc Venture BSD Branch

By doing this research, the researcher hopes that the results of the research studied at PT. Lolc Ventura BSD Branch can be applied and implemented in company management so that it can increase company growth and help maintain the company's existence in the increasingly fierce competition in the business world.

LITERATURE REVIEW

The success of an organization or institution in achieving its goals cannot be separated from its human resources, because human resources will regulate and manage other resources owned by the organization to help realize the goals of the organization itself. The success or failure of an organization in achieving its goals depends on its human resources. Human resources in this case always play an active and dominant role in every organizational activity because humans are planners, actors and determinants of the realization of organizational goals. The purpose of the organization is to improve the capabilities of its human resources and to help gain mutual benefits, so that all parts of the organization act, work based on their respective duties and functions, and coordinate with each other without intervening, and overlapping obligations. with other people. This can achieve efficiency so that the results achieved can be maximized, namely achieving organizational goals by generating higher profits.

Work Environment

The work environment is one of the external factors that is very influential in supporting maximum work results in every job. If the work environment is not conducive, it will cause the performance of the workforce to decrease due to a lack of work motivation that arises from within the workforce to work well. According to Sendarmayanti (2015:25) suggests "the work environment is the entire tooling and materials encountered, the surrounding environment in which a person works, work methods, and work arrangements both as individuals and as groups".

A conducive, safe and comfortable work environment can affect the morale and work motivation of employees so that they are able to work optimally, but a work environment that is not conducive and does not support the implementation of work activities of employees will affect the level of success of employees in their work. Likewise, the availability of less facilities will affect the effectiveness and efficiency of working time.

Work Discipline

According to Sutrisno (2016:89) that "employee discipline is a person's behavior with regulations, existing work procedures or discipline is attitudes, behavior, and actions that are in accordance with the regulations of the organization, both written and unwritten. So it can be concluded that work discipline is the attitude of employees to respect and implement all the regulations that have been set by the company/organization to achieve the goals of the company/organization.

Job Satisfaction

According to Mangkunegara (2013:117), job satisfaction is a feeling that supports or does not support employees who are related to their work and their conditions. Feelings related to work involve aspects such as wages or salaries received, career development opportunities, relationships with other employees, job placement, type of work, company organizational structure and quality of supervision. While feelings related to himself, among others, age, health condition, ability and education. Job satisfaction is something that is individual, each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of the activity is felt in accordance with the wishes of the individual. Thus, satisfaction according to Rivai (2005:475) is an evaluation that describes a person's feeling of being happy or unhappy, satisfied or dissatisfied at work.

METHOD

This study was designed with a descriptive method with a quantitative approach. The descriptive quantitative method was used to explain the phenomena that occur regarding research data, while the quantitative method was used to explain the effect of the independent variable on the dependent variable. The data collection method in this study used primary data sources and secondary data. According to Sugiyono (2016:193), the sources of primary and secondary data collection are as follows:

1. Primary data
 - a. Observation, which entails making direct observations of businesses to collect data and information systematically, with data collecting taking place at the research location.
 - b. A questionnaire is a data collection technique in which respondents are given a set of written questions to answer.
2. Secondary data, such as literature review, entails studying, investigating, reviewing, and reviewing material related to the subject under investigation.

The following is a diagram of the framework of thinking utilized in this study:

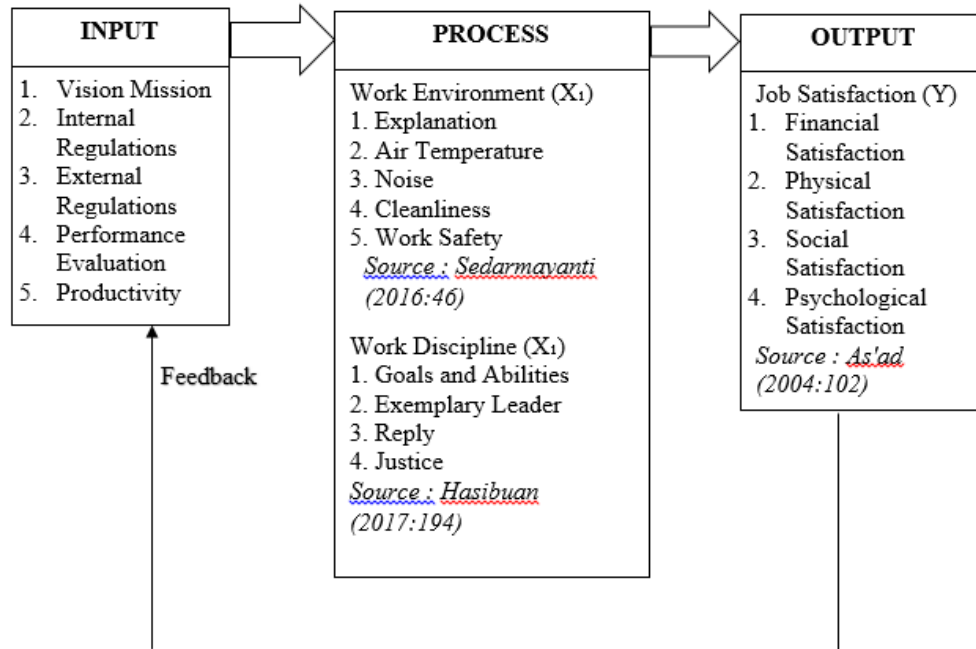


Figure 1 Thinking Framework

The population investigated in this research is comprised of all employees at PT. Lolc Venture BSD Branch. The sampling technique utilized in this study is non-probability sampling with saturation sampling as the technique (census). Saturated sampling, according to Sugiyono (2016:118), is a sampling approach in which all individuals of the population are employed as samples. Because the population was rather small, the researchers chose a sample using a saturation sampling strategy. As a result, the sample size for this study will be 105 employees.

The following statistical tests were used to test research instruments and research data

1. Data Quality Test

- a. Validity test. According to Ghazali (2012:142), the validity test is used to determine whether a questionnaire is valid. A questionnaire is declared valid if the questions on the questionnaire can reveal something that will be measured by the questionnaire. Validity shows the extent to which the measuring instrument is used to measure what is being measured.

$$r_{X(it)} = \frac{n \cdot (\sum X_i X_t) - (\sum X_i)(\sum X_t)}{\sqrt{\{n \cdot \sum X_i^2 - (\sum X_i)^2\} \{n \cdot \sum X_t^2 - (\sum X_t)^2\}}}$$

Source: Sugiyono (2012:356)

Where:

$r_{X(it)}$ = The value of the correlation coefficient of the variable X

n = Number of respondents

X_i = Score each item variable X

X_t = Total score of variable X

$\sum X_i^2$ = Sum of squares of variable item score X

$\sum X_t^2$ = Sum of the squares of the total score of the variable X

$\sum X_i X_t$ = Sum of X_i scores with scores X of variable X_t

- b. Reliability test. If the respondents' answers to the questionnaire's questions are constant or stable throughout time, the questionnaire is said to be reliable (Ghozali, 2012:42). The "Cronbach Alpha Method" was utilized to assess the questionnaire's reliability in this study.
2. The classical Assumption Test is used to determine the accuracy of the data.
 - a. Normality Test. According to Priyatno (2011:282) "testing the normality of the data can be done by using the Kolmogorov-Smirnov Sample Test as this method detects normality by looking at the significance value of the residual, by looking at the probability number. If the probability > 0.05 , it means that the residual is normally distributed. Conversely, a probability that is < 0.05 means that it is not normally distributed.
 - b. Multicollinearity Test. Ghozali (2012:64) explains that the purpose of the multicollinearity test is to test whether the regression model finds a correlation between the independent variables.
 - c. Heteroscedasticity Test. This test aims to determine whether in the regression model there is an inequality of variance from one observation residual to another observation.
3. Simple Linear Regression Analysis. Sugiyono (2016:270) in his opinion suggests that "the method of simple linear regression analysis is based on a functional or causal relationship of one independent variable with one dependent variable".
4. Multiple Regression Analysis. Ghozali (2012:82) explains that this analysis is a regression equation that is used to determine whether there is an effect of the dependent variable on more than one independent variable.
5. Coefficient of Determination Test. This test is intended to measure how far the model's ability to explain the variation of the dependent variable.
6. Hypothesis Test
 - Partial Test (Test of t Statistics). F test (simultaneous/simultaneous test) is performed by using Analysis of Variance (ANOVA).

RESULTS AND DISCUSSION

Based on the calculation results, it was found that the work environment variable (X_1), work discipline (X_2), and job satisfaction (Y) obtained the value of $r_{\text{arithmetic}} > r_{\text{table}}$ (0.192). This finding is an indication that all questionnaire items are declared valid. For this reason, the questionnaire used is feasible to be processed as research data.

The reliability test in this study was carried out using the Statistical Package for Social Science (SPSS) for window Version 26 software where the results obtained were as follows:

Table 1 The Results of Reliability Test of Independent and Dependent Variables

Variable	Cronbach Alpha	Standard Cronbach Alpha	Decision
Work Environment (X_1)	0,730	0.600	Reliable
Work Discipline (X_2)	0,616	0.600	Reliable
Job Satisfaction (Y)	0.663	0.600	Reliable

Source: Data processed, 2022

Based on the test results presented in the table above, it is shown that the work environment variables (X_1), work discipline (X_2), and job satisfaction (Y) are declared reliable. This finding is based on the evidence that each variable has a Cronbach Alpha value greater than 0.600.

The results of the normality test with Kolmogorov-Smirnov are as follows:

Table 2. Normality Test Results based on Kolmogorov-Smirnov Test

Tests of Normality

Kolmogorov-Smirnov ^a				Shapiro-Wilk		
Statistic		df	Sig.	Statistic	df	Sig.
Job Satisfaction (Y)	.079	105	.112	.982	105	.160

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

a. Lilliefors Significance Correction

Source: Processed Data, 2022

The test results in the table above show that the significance value is $0.112 > 0.050$). Thus, the assumption of the distribution of the equations in this test is normal.

The test results using SPSS Version 26 are as follows:

Table 3 Multicollinearity Testing Results based on Collinearity Statistics

Variable	Colinarity Statistics	
	Tolerance	VIF
Work Environment (X ₁)	0.698	1.433
Work Discipline (X ₂)	0.698	1.433

Source: Data processed, 2022

Based on the results of the multicollinearity test in the table above, it is known that a value of 0.698 is obtained for the tolerance of the work motivation variable, while the work environment is 0.698. Both values are less than 1. The value of the Variance Inflation Factor (VIF) for the work motivation variable is 1.433, as well as the work environment variable with the same value, which is 1.433. Both values are less than 10. Thus, this regression model is concluded to have no multicollinearity disorder.

The results of the heteroscedasticity test are as follows:

Table 4. Heteroscedasticity Test Results based on Glejser Test

Coefficients^a

Unstandardized Coefficients				Standardized Coefficients		t	Sig.
Model	B	Std. Error		Beta			
1 (Constant)	2.294	1.588				1.444	.152
Work Environment (X ₁)	-.025	.042		-.070		-.593	.555
Work Discipline (X ₂)	.018	.046		.048		.403	.688

a. Dependent Variable: RES2

Source: Data processed, 2022

Based on the test results in the table above, the glejser test model on work environment (X₁) obtained a significance probability value (Sig.) of 0.555, while work discipline (X₂) obtained a significance probability value (Sig.) of 0.688 where both were significant values (Sig.) > 0.05 . Thus, the regression model in this data does not have heteroscedasticity, so this regression model is suitable for use as research data.

Table 5

Multiple Regression Test Results for Work Environment Variables (X₁) and Work Discipline (X₂) Against Job Satisfaction (Y)

Coefficients^a

Unstandardized Coefficients			Standardized Coefficients	t	Sig.
Model		B	Std. Error		
1	(Constant)	9.154	2.826	3.239	.002
	Work Environment (X ₁)	.404	.075	5.377	.000
	Work Discipline (X ₂)	.375	.081	4.607	.000

a. Dependent Variable: Job Satisfaction (Y)

Source: data processed, 2022

Based on the results of the analysis of the regression calculations in the table above, it can be obtained the regression equation $Y = 9.154 + 0.404X_1 + 0.375X_2$. From the equation above, it can be concluded as follows:

- The constant value of 9.154 means that if the Work Environment (X₁) and Work Discipline (X₂) variables are not considered, the Job Satisfaction (Y) will only be worth 9.154 points.
- Work Environment (X₁) 0.404 means that if the constant is fixed and there is no change in the Work Discipline (X₂), then every 1 unit change in the Work Environment variable (X₁) will result in a change in Job Satisfaction (Y) of 0.404 points.
- The Work Discipline (X₂) 0.375 means that if the constant is fixed and there is no change in the Work Environment variable (X₁), then every 1 unit change in the Work Discipline variable (X₂) will result in a change in Job Satisfaction (Y) of 0.375 points.

Table 6
Results of Simultaneous Determination Coefficient of Work Environment (X₁) and Work Discipline (X₂) Against Job Satisfaction (Y)
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.722 ^a	.521	.511	2.514

a. Predictors: (Constant), Work Discipline (X₂), Work Environment (X₁)

Source: Processed Data, 2022

The coefficient of determination is 0.521, as determined from the test results in the table above. As a result, the variable Work Environment and Work Discipline influence the Job Satisfaction variable by 52.1 percent, whereas the remainder (100-52.1 percent) = 47.9% is influenced by unknown factors.

Table 7
Hypothesis Results (Test F) Simultaneously Work Environment (X₁) and Work Discipline (X₂) Against Job Satisfaction (Y)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
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1	Regression	700.773	2	350.387	55.443	.000 ^b
	Residual	644.617	102	6.320		
	Total	1345.390	104			

a. Dependent Variable: Job Satisfaction (Y)

b. Predictors: (Constant), Work Discipline (X₂), Work Environment (X₁)

Source: Data processed, 2022

Based on the test results in the table above, the calculated F value > F table or (55,443 > 2,690). This finding is strengthened by value < Sig. 0.05 or (0.000 < 0.05). Thus, H₀ is rejected and H₃ is accepted. The result shows that there is a simultaneous significant effect between work environment and work discipline on job satisfaction.

CONCLUSION

Based on the descriptions in the preceding chapters, as well as the findings of the analysis and discussion of the impact of work environment and work discipline on job satisfaction, the following conclusions can be drawn:

1. Work environment had a significant effect on job satisfaction where the regression equation $Y = 16,179 + 0,594(X_1)$ obtained a correlation value of 0,649. These results indicated that the two variables had a strong relationship level. The coefficient of determination obtained based on the results of this study was 42.1%. In hypothesis testing, obtained $t_{\text{count}} > t_{\text{table}}$ or (8.657 > 0.192). Thus, H₀ was rejected and H₁ was accepted. This indicated a positive and significant influence between work environment on job satisfaction employees in PT. Lolc Ventura BSD branch.
2. Work discipline had a considerable impact on competitive advantage, with a correlation value of 0.621 for the regression equation $Y = 15.276 + 0.616(X_2)$. This result suggested that the two variables had a high level of association. In this investigation, the coefficient of determination was 38.5 percent. In hypothesis testing, $t_{\text{count}} > t_{\text{table}}$ or (8.031 > 0.192) was obtained. As a result, H₀ was rejected and H₂ was accepted. In other words, the findings showed that the work discipline has a favorable and significant impact on job satisfaction employees in PT. Lolc Ventura BSD branch.
3. According to the regression equation $Y = 9.154 + 0.404X_1 + 0.375X_2$, work environment and work discipline had a significant impact on job satisfaction (X₂). The correlation coefficient, in this case, was 0.722, indicating a strong link between the independent and dependent variables. In this investigation, the coefficient of determination was 52.1%, with the remaining 47.9% impacted by various factors. Hypothesis testing revealed that the calculated F value was more than the F table, or (55,443 > 2,690). As a result, H₀ was rejected and H₃ was accepted. The findings suggest that work environment and work discipline have a favorable and significant impact on job satisfaction employees in PT. Lolc Ventura BSD branch.

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