



The effect of work environment, communication, and workload on employee performance case study PT. Setia Kawan Abadi year 2022

Abdul Rahman Yusuf¹, *Adrian²

^{1,2} Sekolah Tinggi Ilmu Ekonomi Jayakarta, Jakarta, Indonesia

Email address:

abdulrahmanyusuf70@gmail.com, atjitranov@gmail.com,

*Corresponding author: atjitranov@gmail.com

Received: November 21, 2022; **Accepted:** December 15, 2022; **Published:** January 25, 2023

Abstract: This study aims to determine the effect of work environment, communication, and workload on employee performance at PT. Setia Kawan Abadi. Work environment, communication, and workload are independent variables, during employee performance is a dependent variable. The population of this study was employees at PT. Setia Kawan Abadi. The type of research used is quantitative; the data used in this study is primary data from respondents' answers to the questionnaire and processed using SPSS software version 28. Furthermore, the sampling technique used is census or total sampling with the number of respondents obtained by 55 employees of PT. Setia Kawan Abdi. The study's results based on the t-test (Partial) prove that the work environment on employee performance has a positive and insignificant effect. At the same time, communication and workload significantly positively impact employee performance. The variables of work environment, communication, and workload simultaneously affect employee performance.

Keywords: Work Environment, Communication, Work Load, and Employee Performance

1. Introduction

As the business world develops, companies must be able to manage human resources well. According to (Agustina & Salmah, 2021), The role of human resources is essential because it is one of the drivers of all company activities or activities in achieving its goals, both for-profit and for maintaining the company's survival in the hope that the company's goals will be achieved properly.

The work environment is a factor that indirectly affects employee performance. A conducive work environment provides security and allows employees to work optimally. The work



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



environment directly influences employees in completing the responsibilities of the tasks assigned to employees.

Communication plays a vital role in a company. Every time you work with fellow employees requires effective communication to understand what is conveyed by fellow employees. According to (Sari, 2019), Communication is essential in establishing a relationship, both physical and individual or organization.

Employee workload is one factor influencing employee satisfaction because an appropriate workload can be one of the potentials that need to be maintained according to the stages of employee compensation. In the world of work, employees will get tasks that will be done by what is done to employees and must be completed within that period. The volume of work results or records of work results can show the volume produced by several employees in a particular section.

A production process will run smoothly if the company can comfort its employees. This research was conducted at the company PT Setia Kawan Abadi. Is it a company engaged in the production of traditional medicines? Which started operations in September 2007 and focuses on the production of medicines, supplements as well as natural health food and drinks using traditional ingredients

2. Method

This research was conducted from March 2022 – June 2022 at PT Setia Kawan Abadi Jakarta. The research method used quantitative methods with purposive sampling with 55 respondents. Data analysis in this study used SPSS version 28.0. The analysis used in this research is the Validity Test, Reliability Test, Multicollinearity Test, Heteroscedasticity Test, Multiple Linear Analysis, T-Test, F Test, and Coefficient of Determination (R²).

3. Results and Discussion

The framework of the research conducted is as follows:



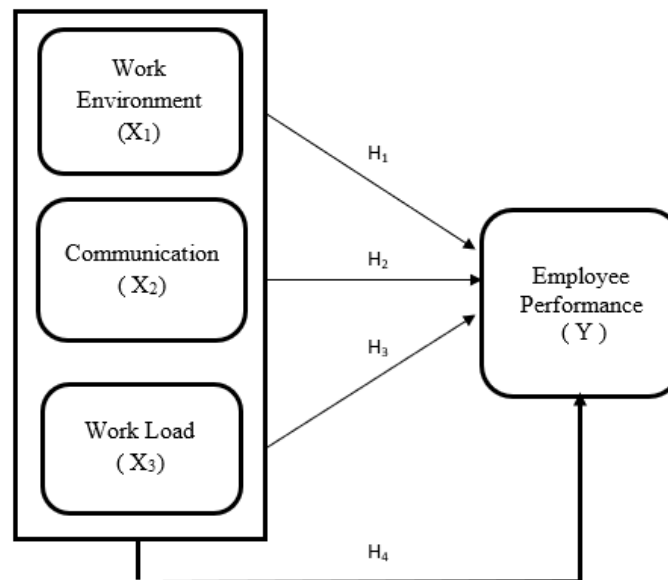


Figure 1 Thinking Framework

In this framework, we want to see whether the influence partially, either by Work Environment (X_1), Communication (X_2), or Work Load (X_3), affects Employee Performance (Y) or whether this influence is carried out simultaneously by (X_1 , X_2 , and X_3) on Y .

3.1 Hypothesis

The hypothesis is a temporary conclusion of research that still has to be verified through research and data analysis.

H_1 : Work environment influences employee performance

The condition of the work environment itself is a source of performance and some of the essential elements that satisfy work, namely the work environment that gives status. The conditions of the work environment provided by employees can affect performance. If the work environment conditions are felt to be by the abilities and desires of the employees concerned, they will feel satisfied; it can affect their performance.

H_2 : Communication affects employee performance

Communication is essential in doing work; it will also affect employees' performance in carrying out their duties; if communication is not paid attention to, it will cause problems or a very significant influence between employees or teams. Moreover, this will affect employee performance.

H_3 : Workload affects employee performance



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



The workload is a factor in the work experienced by every employee and will affect employee performance; in this case, the workload can be a factor in decreasing performance. Moreover, employees must get used to the work given and be done correctly and responsibly.

H₄: Work environment, communication, and workload together affect employee performance
Work environment, communication, and workload affect employee performance in producing traditional medicines. Suppose one of the conditions or factors above cannot support or fulfill the requirements in food production. In that case, it will affect employee performance and the results of the production of these traditional medicines.

3.2 Validity test

From the results of filling out questionnaires to 55 respondents in this study, the following data were obtained: the majority of respondents aged between <30 years were 21 respondents (38.2%) (Table 1), with education graduating from high school/high school a total of 44 (80%) (Table 2), with working division from production as 40 respondents (72.7 %) (Table 3).

Table 1 Age of Respondents

Usia					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24 tahun	19	34.5	34.5	34.5
	25 - 30 tahun	21	38.2	38.2	72.7
	30 - 35 tahun	13	23.6	23.6	96.4
	36 - 40 tahun	2	3.6	3.6	100.0
	Total	55	100.0	100.0	

Table 2 Respondents' Education

Pendidikan Terakhir					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SLTP/SMP	1	1.8	1.8	1.8
	SLTA/SMA	44	80.0	80.0	81.8
	DIPLOMA	5	9.1	9.1	90.9
	SARJANA	5	9.1	9.1	100.0
	Total	55	100.0	100.0	





Table 3 Working Division

Divisi		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Produksi	40	72.7	72.7	72.7
	Quality Control	15	27.3	27.3	100.0
	Total	55	100.0	100.0	

From the results of the analysis through SPSS on the validity of the data obtained valid data for Work Environment, Communication, Work Load and Employee Performance (Table 4)

Table 4 Work Environment, Communication, Work Load and Employee Performance Validity Test Results

Variabel	Item Pertanyaan	Corrected Item Total Correlation (R-hitung)	Nilai R-Tabel	Hasil
Lingkungan Kerja (X ₁)	X1.1	0,771	0,2656	VALID
	X1.2	0,652	0,2656	VALID
	X1.3	0,745	0,2656	VALID
	X1.4	0,742	0,2656	VALID
	X1.5	0,584	0,2656	VALID
Komunikasi (X ₂)	X2.1	0,783	0,2656	VALID
	X2.2	0,781	0,2656	VALID
	X2.3	0,485	0,2656	VALID
	X2.4	0,652	0,2656	VALID
Beban Kerja (X ₃)	X3.1	0,721	0,2656	VALID
	X3.2	0,769	0,2656	VALID
	X3.3	0,816	0,2656	VALID
	X3.4	0,594	0,2656	VALID
Kinerja Karyawan (Y)	Y1.1	0,645	0,2656	VALID
	Y1.2	0,757	0,2656	VALID
	Y1.3	0,792	0,2656	VALID
	Y1.4	0,741	0,2656	VALID





3.3 Reliability Test

A reliability test is a tool to measure a questionnaire which is an indicator of the variable. A questionnaire can be reliable if one's answers are consistent or stable over time. An instrument can be reliable if the Cronbach alpha value is > 0.60 (Pianda, 2018). The reliability test results of Work Environment, Communication, Work Load, and Employee Performance (Table 5).

Table 5 Work Environment, Communication, Work Load and Employee Performance Reliability Test Results

NO	Variabel	Nilai Cronbach Alpha	Hasil
1	Lingkungan Kerja (X_1)	0,741	Reliabel
2	Komunikasi (X_2)	0,611	Reliabel
3	Beban Kerja (X_3)	0,702	Reliabel

3.4 Classical Assumption Testing

Classical assumption testing is carried out so that the processed sample data can genuinely represent the population as a whole. The classical assumption test aims to determine the condition of the data used in the study. This test is carried out through the Multicollinearity Test, Heteroscedasticity Test, and Normality Test.

3.4.1 Multicollinearity Test

The multicollinearity test was used to determine whether the regression model found a correlation between independent variables. A good regression model should not correlate with the independent variables. One way to determine whether multicollinearity exists in the regression model is by looking at the tolerance value and variance inflation factor (VIF). If multicollinearity occurs, the tolerance value is < 0.10 or equal to the VIF value > 10 . If multicollinearity does not occur, the tolerance value is > 0.10 or equal to the VIF value < 10 (Perdana, 2016, p. 46)

The results of the analysis show that there is no multicollinearity (Table 6).

Table 6 Multicollinearity Test Results





Variabel	Tolerance value	Variance Inflation Factor (VIF)	Keterangan
Lingkungan Kerja	0,873	1,146	Tidak terjadi gejala multikolinearitas
Komunikasi	0,752	1,329	Tidak terjadi gejala multikolinearitas
Beban Kerja	0,854	1,172	Tidak terjadi gejala multikolinearitas

3.4.2 Heteroscedasticity Test

The heteroscedasticity test was carried out to test whether there is an inequality of variance in the regression model from the residuals of one observation to another. A good model has homoscedasticity or does not have heteroscedasticity. Measurements use the Glejser test; if the t count value \leq from the t table and a significant value ≥ 0.05 , then it is not significant ≤ 0.05 , then heteroscedasticity occurs (Raharjo, 2019, accessed 05 May 2022). Table 7 shows the results of the heteroscedasticity test data processing with a sig level of 0.05:

Table 7. Heteroscedasticity Test Results

Variabel	Sig	Keterangan
Lingkungan kerja	0,848	Tidak terjadi gejala Heteroskedastisitas
Komunikasi	0,035	Tidak terjadi gejala Heteroskedastisitas
Beban kerja	0,029	Tidak terjadi gejala Heteroskedastisitas

3.4.3 Normality test

The normality test aims to test whether the regression model is usually distributed. Testing the normality of the data in this study using the Kolmogorov-Smirnov method/application to the Kolmogorov-Smirnov test is that if it is significant below 0.05, it means that the data to be tested has a significant difference from the average, meaning that the data is not standard (Hidayat, 2012). May 05, 2022).



Table 8. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		55
Normal Parameters ^{a, b}	Mean	.0000000
	Std. Deviation	1.63956528
Most Extreme Differences	Absolute	.078
	Positive	.058
	Negative	-.078
Test Statistic		.078
Asymp. Sig. (2-tailed) ^c		.200 ^d
Monte Carlo Sig. (2-tailed) ^e	Sig.	.554
	99% Confidence Interval	Lower Bound
		Upper Bound
		.541
		.566

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

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

e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Based on the normality test results in Table 8, it can be seen that the Asymp. Sig results obtained a value of 0.200. This result, when compared with the value of Sig. 0.05, the Asymp. The Sig value is more significant, so it can be concluded that the research data is usually distributed. Figure 4. shows the P-plot image.

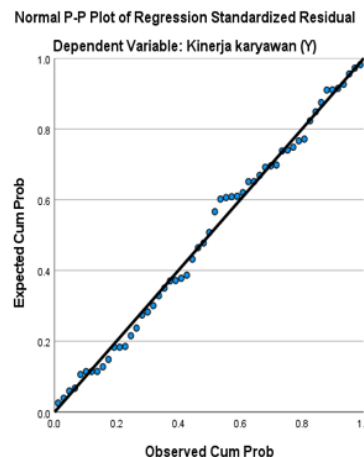


Figure 2. P-Plot image

3.5 Multiple Linear Regression Analysis Model

A multiple linear regression analysis models is the development of a simple regression analysis. Its purpose is to predict the value of the dependent variable (Y) if the independent variables are at least two or more. Multiple linear regression analysis can be calculated using a



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



computer with the SPSS program, and some using a calculator or manually. From Table 9, the multiple regression coefficient formulae are

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 10.240 + 0,-014X_1 + 0,238X_2 + 0,235X_3 + e$$

Description: Employee Performance (Y), Work Environment (X1), Communication (X2), Work Load (X3), Regression Coefficient (b1, b2), Error (e)

Table 9 Multiple Linear Regression Test Re

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	10.240	2.070		4.948	<,001
	Lingkungan Kerja (X1)	-.014	.073	-.025	-.193	.848
	Komunikasi (X2)	.238	.110	.304	2.162	.035
	Beban Kerja (X3)	.235	.104	.297	2.249	.029

a. Dependent Variable: Kinerja karyawan (Y)

From the results of multiple regression analysis using SPSS version 28 (Table 9), it can be interpreted as follows:

1. The constant value is 10,240, meaning that the work environment (X1), communication (X2), and workload (X3) have the same value as 0, so employee performance (Y) has a value of 10,240 or 10,240%
2. The value of the work environment regression coefficient (b1) is -0.014, meaning that the work environment variable has the opposite direction; this is because several work environments are inadequate or according to procedures, and this will reduce employee performance
3. The value of the regression coefficient of the communication variable (b2) is 0.238. This means that if the communication variable increases, communication with employees can improve employee performance, assuming the other independent variables remain constant
4. The regression coefficient value of the workload variable (b3) is 0.235. This means that if the workload variable increases, it can increase the company's output results, and employee performance must increase, assuming the other independent variables remain constant.

3.6 Individual Parameter Test (t-Test)

This t-statistical test determines whether the independent variable partially affects the dependent variable. The basis for decision-making in the t-test is based on the statistical value of



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



the SPSS output results; if the significant value is <0.05 , the independent variable has a significant effect on the dependent variable (Raharjo, 2019, accessed 05 May 2022). If the significant value is > 0.05 , the independent variable has no significant effect on the dependent variable. Based on the value of count, if count $>$ from the table, there is an influence of variable x on variable y, and vice versa. Table 10 shows the new results of the t-test with a significance of 0.05 or 5%

Table 10 T-Test Results

Coefficients ^a					
		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	t
1	(Constant)	10.240	2.070		4.948
	Lingkungan Kerja (X1)	-.014	.073	-.025	-.193
	Komunikasi (X2)	.238	.110	.304	2.162
	Beban Kerja (X3)	.235	.104	.297	2.249

a. Dependent Variable: Kinerja karyawan (Y)

It can be explained based on the results of the (partial) t-test with SPSS software.

1. Based on the results of 4.11 above, it shows that H1 is rejected; it is known that the work environment variable has a Sig of 0.848, which means it is more significant than 0.05, and based on the thing value the value is -0.193 which means it is smaller than the table value = 2.00758. Thus the work environment variable has no significant effect on employee performance.
2. The results showed that H1 was accepted; based on table 4.11, the communication variable obtained count = 2.162, a significant value of 0.035 compared to table 2.00758, so count $>$ table and sig value <0.05 . This shows that the communication variable has a significant effect on employee performance.
3. The results of the H3 study show the workload variable obtained count = 2.249 and a sig value of 0.029. This shows that the count $>$ table and the sig—value < 0.05 . Thus the workload variable affects employee performance.

3.7 Simultaneous Effect Test (F)

The F statistic test is used to show whether all the independent variables included in the model have a simultaneous effect on the dependent variable. The basis for decision-making in the F test is based on the significant value and the Fcount value of the SPSS output results; if the significant value is <0.05 , if the Fcount value is more significant than Ftable, then the independent variables simultaneously (simultaneously) affect the dependent variable. Below are the results of the F test (simultaneous) with a significant level of 0.05 or 5%.



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

Table 11 F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	46.475	3	15.492	5.443	.003 ^b
	Residual	145.161	51	2.846		
	Total	191.636	54			

a. Dependent Variable: Kinerja karyawan (Y)

b. Predictors: (Constant), Beban Kerja (X3), Lingkungan Kerja (X1), Komunikasi (X2)

From the results of the F test in Table 11, the calculated F value is 5.443, and the sig. 0.003. Compared with Ftable 2.786, Fcount > Ftable and Sig value <0.05. Thus indicating that the variables of work environment, communication and workload simultaneously affect employee performance.

3.8 Coefficient of Determination Analysis (R2)

The analysis of the coefficient of determination (R2) can test the model's ability to explain the variation of the independent variable (independent variable). In this study, the coefficient of determination (R2) analysis was tested to determine how to work discipline and work environment affect employee performance. The coefficient of determination (R2) range is 0-1. A small coefficient of determination indicates that the independent variable (independent variable) cannot explain the dependent variable (the dependent variable). On the other hand, if the coefficient of determination (R2) is significant and close to 1, it indicates that the independent variable (independent variable) provides almost all the information needed to predict changes in the dependent variable (dependent variable). Table 15 analyzes the coefficient of determination through data processing using the SPSS 26 application. The coefficient of determination measures how far the model can explain the variation of the dependent variable. The coefficient of determination is between 0 and 1. A value close to one means that the independent variable provides almost all the information needed to predict the dependent variable. Table 12 shows the results of the coefficient of determination test (R2):

Table 12 Analysis of the Coefficient of Determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.492 ^a	.243	.198	1.687

a. Predictors: (Constant), Beban Kerja (X3), Lingkungan Kerja (X1), Komunikasi (X2)

b. Dependent Variable: Kinerja karyawan (Y)



DOI: 10.52362/ijiems.v2i1.979

IJIEMS This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).



The data processing results for the value of Adjusted R Square (R^2) in Table 12 obtained the number 0.198 or 19.8%. 19.8% of employee performance can be explained by the work environment, communication and workload. At the same time, 80.2% of employee performance is explained by other variables that are not included in the study.

4. Conclusion

Based on the results of the analysis that has been carried out in research and discussion, there is an influence of work environment, communication, and workload on employee performance; there is no influence of the work environment on employee performance; there is an influence of work environment, communication, workload, and work environment simultaneously or together on employee performance at PT Setia Kawan Abadi Jakarta. Of course, other factors not discussed in this study will affect employee performance, such as leadership style, career, individual abilities, facilities, and bonuses. For companies, it is recommended to have a work environment, maintain effective communication and a balanced workload to increase the value of company productivity, and provide a comfortable work environment for employees and their leaders so that they can do their jobs well and comfortably.

References

- [1] Agustina, A., & Salmah, N. N. A. (2021). Pengaruh Kualitas Sumber Daya Manusia dan Pengawasan Terhadap Produktivitas Karyawan Pada Hotel Santika Palembang. *Jurnal Media Wahana Ekonomika*, 18(3), 308–319.
- [2] Anggito, A. and S. J. (2018). *Metodologi Penelitian Kualitatif*. CV Jejak.
- [3] Araujo, B. B. N. (2021). Pengaruh Lingkungan Kerja Dan Beban Kerja Terhadap Kinerja Karyawan Di Puskesmas Semen Kediri. *Otonomi*, 21(1), 1–8.
- [4] Binarti, S. (2015). *Metodologi penelitian ekonomi manajemen*. Mitra Wacana Media.
- [5] CARINGIN, C. K. K. (2020). H. Dadang Suparman, S. Pd. I., MM STIE Pasim Sukabumi ds. shiddieq@ stiepasim. ac. id.
- [6] Ewaldy, S. M., Saroh, S., & Krisdianto, D. (2022). PENGARUH BEBAN KERJA, LINGKUNGAN KERJA, DAN GAYA KEPEMIMPINAN TERHADAP KINERJA KARYAWAN (STUDI PADA KARYAWAN PT. HYARTA DANADIPA RAYA DI KOTA MALANG). *JIAGABI (Jurnal Ilmu Administrasi Niaga/Bisnis)*, 11(1), 113–122.
- [7] Fachrezi, H., & Khair, H. (2020). Pengaruh Komunikasi, Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada PT. Angkasa Pura II (Persero) Kantor Cabang Kualanam. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 3(1), 107–119.
- [8] Heriyanto, S., & Indrawati, M. (2021). PENGARUH FAKTOR-FAKTOR BUDAYA ORGANISASI TERHADAP KINERJA PEGAWAI BAKESBANGPOL KABUPATEN BOJONEGORO. *Jurnal Manajemen STIE ABI Surabaya*, 3(1).





- [9] Hidayat, A. (2012). *Tutorial Uji Normalitas Kolmogorov Smirnov dengan SPSS. Statiskian. Diunduh 05 mei 2022.* <https://www.statistikian.com/2012/09/uji-normalitas-dengan-kolmogorov-smirnov-spss.html>
- [10] Kasmir . (2016). *Manajemen Sumber Daya Manusia (Teori dan Praktik). In Manajemen Sumber Daya Manusia (Teori dan Praktik).* .
- [11] Kirana, K. C., & Pradipta, A. S. (2021). Pengaruh Kepemimpinan, Kompensasi Dan Motivasi Kerja Terhadap Kinerja Karyawan PT. JAK. *JENIUS (Jurnal Ilmiah Manajemen Sumber Daya Manusia)*, 4(3), 285–297.
- [12] Koesomowidjojo. (2017). *Analisis beban kerja.*
- [13] Lestary, L., & Chaniago, H. (2017). Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan. *Jurnal Riset Bisnis Dan Investasi*, 3(2), 94–103.
- [14] Nelson, A., Lim, J., & Setyawan, A. (2022). ANALISIS PENGARUH KARAKTERISTIK PEKERJAAN TERHADAP KINERJA KARYAWAN MELALUI MEDIASI MOTIVASI KARYAWAN PADA KARYAWAN INDUSTRI MANUFAKTURING DI BATAM. *Jurnal Ilmiah Bisnis Dan Ekonomi Asia*, 16(1), 109–119.
- [15] Nisa, I. C., Rooswidjajani, R., & Fristin, Y. (2018). Pengaruh Komunikasi Dan Lingkungan Kerja Fisik Terhadap Kinerja Karyawan. *Jurnal Bisnis Dan Manajemen*, 5(2).
- [16] Perdana, E. (2016). *Olah Data Skripsi Dengan SPSS 22.* Lab Kom Manajemen FE UBB.
- [17] Pianda, D. (2018). *Kinerja Guru: Kompetensi Guru, Motivasi Kerja, Kepemimpinan Kepa Sekolah.* CV Jejak.
- [18] Raharjo, S. (2019). *Tutorial Uji Heteroskedastisitas dengan Glejser SPSS. SPSS Indonesia. Diunduh 5 mei 2022.* <https://www.spssindonesia.com/2014/02/uji-heteroskedastisitas-glejser-spss.html>
- [19] Sari, R. W. (2019a). Pengaruh Lingkungan Kerja Dan Komunikasi Terhadap Kinerja Di BUMN PT. Inhutani IV Kab. Pasaman. *Jurnal Menara Ekonomi: Penelitian Dan Kajian Ilmiah Bidang Ekonomi*, 5(3).
- [20] Sari, R. W. (2019). Pengaruh Lingkungan Kerja Dan Komunikasi Terhadap Kinerja Di BUMN PT. Inhutani IV Kab. Pasaman. *Jurnal Menara Ekonomi: Penelitian Dan Kajian Ilmiah Bidang Ekonomi*, 5(3).
- [21] Savero, E., & Khasanah, N. (2021). Pengaruh Beban Kerja, Kompetensi dan Komunikasi Terhadap Kinerja Karyawan pada CV. Grafika Karya Percetakan. *Jurnal Ilmiah Mahasiswa Manajemen, Bisnis Dan Akuntansi (JIMMBA)*, 3(2), 396–406.
- [22] Sualang, L. A., Trang, I., & Taroreh, R. N. (2021). PENGARUH KOMUNIKASI, KONFLIK, DAN LINGKUNGAN KERJA TERHADAP KINERJA PEGAWAI PADA





DINAS PENDIDIKAN DAN KEBUDAYAAN KOTA BITUNG. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 9(1).

- [23] Sugiyono. (2019). *Metode Penelitian Kuantitatif dan Kualitatif dan R&D*. Alfabeta.
- [24] Sukmana, R. A., Iyansyah, M. I., Wijaya, B. A., & Kurniawati, M. F. (2021). Implementasi Strategi Komunikasi Kesehatan dalam Meyakinkan Masyarakat untuk Pelaksanaan Vaksinasi COVID-19 di Kabupaten Barito Kuala. *Jurnal Sains Sosio Humaniora*, 5(1), 409–419.
- [25] Trang, D. S. (2013). Gaya kepemimpinan dan budaya organisasi pengaruhnya terhadap kinerja karyawan. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 1(3).
- [26] Udriyah, U., Riyadi, R., & Utaminingtyas, R. R. B. (2018). Pengaruh Beban Kerja, Work-Family Conflict Dan Job Insecurity Terhadap Kepuasan Kerja Serta Dampaknya Terhadap Turnover Intention Di PT Binabusana Internusa Semarang. *Admisi Dan Bisnis*, 18(3), 163–182w.
- [27] Yuliza, M., & Hartina, M. (2021). PENGARUH KOMUNIKASI DAN LINGKUNGAN KERJA TERHADAP PRESTASI KERJA PEGAWAI BADAN KEPEGAWAIAN DAN PENGEMBANGAN SUMBER DAYA MANUSIA (BKPSDM). *SOSIOEDUKASI: JURNAL ILMIAH ILMU PENDIDIKAN DAN SOSIAL*, 10(1), 81–95.

