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## **The Influence of Work Motivation and Work Discipline on the Performance of Non-Medical & Medical Support Employees at Medika Hospital BSD**

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### **Abstract:**

The purpose of this study was to determine the effect of work motivation and work discipline on the performance of Non-Medical and Medical Support employees at Medika Hospital BSD Tangerang Selatan, either partially or simultaneously. This research is a type of quantitative research. The sampling technique used a saturated sample and the sample obtained in this study amounted to 112 respondents who were the entire population, namely all non-medical employees and medical support at Medika Hospital, BSD Tangerang, South Tangerang. Data analysis used validity test, reliability test, classical assumption test, multiple regression analysis and hypothesis testing using SPSS Statistics 25 application. The result of this study is that work discipline has a significant effect on employee performance by testing the hypothesis obtained  $t_{count} > t_{table}$  or  $(5.103 > 1.982)$ . Thus,  $H_01$  is rejected and  $H_a1$  is accepted, meaning that there is a significant influence between work discipline on employee performance. Work discipline has a significant effect on employee performance by testing the hypothesis obtained  $t_{count} > t_{table}$  or  $(11,561 > 1,982)$ . Thus,  $H_02$  is rejected and  $H_a2$  is accepted, meaning that there is a significant influence between work discipline on employee performance. Work motivation and work discipline have a significant effect on employee performance with the multiple linear regression equation  $Y = 8.828 + 0.148 X_1 + 0.701 X_2 +$  means the independent variable and the variable bound have a strong degree of relationship. The value of the coefficient of determination is 56.2% while the remaining 43.8% is influenced by other factors. Hypothesis testing obtained  $f_{count} > f_{table}$  or  $(70.054 > 3.08)$ . Thus  $H_03$  is rejected and  $H_a3$  is accepted. This means that there is a simultaneous significant influence between work motivation and work discipline on employee performance.

**Keywords:** Work motivation; Work Discipline; Employee performance

## INTRODUCTION

The success of an organization is largely determined by the management of its human resources. This is very true because human resources are the main driver of the organization in carrying out all its activities to compete in achieving organizational goals, both short term and long term. To achieve this, the organization or company must be able to create situations and conditions that encourage and enable employees to develop their abilities and skills optimally, especially in terms of performance. So the organization needs to pay attention to the work motivation and work discipline of all its employees.

All employees in the hospital are human resources who are at the forefront of providing health services such as at Medika BSD Hospital which was established on December 7, 2009, located on Jl. Lieutenant Soetopo Kav Kom IIIA No. 7 BSD Tangerang Selatan, Banten and is a type B hospital (non-educational) which has a bed capacity of 200 beds with a total number of employees of 413 people. Medika BSD Hospital is served by competent personnel in their fields, both medical, paramedical, medical and non-medical supports.

According to Sutrisno (2017: 109) "Motivation is a factor that encourages someone to do a certain activity, therefore motivation is often interpreted as a factor driving a person's behavior.". Motivation is one of the efforts to improve employee performance. Motivation and performance are two elements that are constructive and correlative. Both require each other and cannot be separated from the other. Employee performance will be low if they do not have the motivation to carry out the work. Employee motivation is an important factor in improving employee performance because it acts as the main driver of each employee in carrying out their employment duties in accordance with applicable regulations.

Based on the researcher's observations of Non-Medical and Medical Supporting employees at Medika BSD Hospital, South Tangerang, they found problems related to motivation, including management not encouraging employees to excel, the need for promotion at the hospital is still relatively slow and creativity in carrying out their duties has not received attention. because employees tend to carry out their duties to the extent of falling off their obligations.

In addition to work motivation, work discipline is also a factor that affects the performance of Non-Medical and Medical Support employees at Medika Hospital BSD, South Tangerang. According to Sinambela (2018: 335) "work discipline is a tool used by leaders to communicate with employees so that they are willing to change behavior following the rules of the game that have been set". With high work discipline, employee performance will also increase and make it easier for the organization to achieve its goals. If the employee has work discipline, the employee will work effectively and can make time at work efficient so that there will be no violations that can harm the organization.

Based on the observations, the researchers found many problems related to discipline, including many employees who came late, hung out during working hours, were not absent when they came and came home from work, did not come to work suddenly for no apparent reason. Employee discipline is not optimal at Medika BSD Tangerang Selatan Hospital because of unfair sanctions and senior management and employees do not set a good example.

Employee performance is often defined as the ability of a person or group of people to produce goods or services. The main purpose of improving employee performance is so that employees are able to develop both at the lower and upper levels to become efficient and effective employees so as to make the company productive. According to Afandi (2018:83) "performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contrary to morals and ethics. ". This also applies to Non-Medical employees and Medical Supporting Hospital

Medika BSD Tangerang Selatan in doing their work, how employees can carry out their work well and the quality that can be improved so that they can achieve optimal performance.

Based on the observations of researchers, the performance of Non-Medical and Medical Supporting employees of Medika Hospital BSD, South Tangerang is still not optimal. Abilities and interests that are different and contradictory to the current task trigger the current not optimal performance. In terms of quantity and quality of work, which includes the standard of time used, it still needs to be improved.

Therefore, a research was conducted with the title *The Effect of Work Motivation and Work Discipline on the Performance of Non-Medical Employees and Medical Supporters at Medika Hospital BSD, South Tangerang*.

## **LITERATUR REVIEW**

### **1. Motivation**

Motivation is the willingness to expend the highest level of effort for the company's goals, conditioned by the ability to satisfy some individual need. While work is all human activities carried out to achieve the goals that have been set. According to Sutrisno (2017: 109) "Motivation is a factor that encourages someone to do a certain activity, therefore motivation is often interpreted as a factor driving a person's behavior."

According to Afandi (2018: 23) "Motivation is a desire that arises from within a person or individual because he is inspired, encouraged, and driven to do activities with sincerity, pleasure, and earnestness so that the results of the activities he does get good results. and quality". So motivation is something that encourages or moves people to carry out activities with pleasure and actually move in the desired direction, thus the goal of motivation is to achieve a sense of belonging that as far as possible the desires and needs of its members are in a harmonious state.

According to Afandi (2018:24), the factors that influence work motivation are:

- a. a. Needs of life: The need to affect life, which includes these needs are food, drink, housing, air, and so on. The desire to fulfill this need stimulates a person to behave and work hard.
- b. b. Future needs: The need for a bright and good future so as to create an atmosphere of calm, harmony and optimism.
- c. c. Self-esteem needs: The need for self-esteem and recognition and appreciation of achievements from employees and the community environment. Ideally achievement arises because of achievement, but this is not always the case. However, it should also be noted by the leadership that the higher one's position, the higher the achievement.
- d. d. The need for recognition of work performance: The need for work performance achieved by using optimal abilities, skills and potential to achieve very satisfying work performance. This need is the complete realization of one's full potential.

### **2. Work Discipline**

According to Sutrisno (2015:94), "employee discipline is the behavior of a person in accordance with the regulations, existing work procedures or discipline is the attitude, behavior and actions that are in accordance with the regulations of the organization, both written and unwritten". According to Sinambela (2018: 335) "work discipline is a tool used by leaders to communicate with employees so that they are willing to change behavior following the rules of the game that have been set".

So discipline is the behavior of a person who conforms to the rules, obeys and obeys the values that are believed to be his responsibility, carried out voluntarily, not coercion from others, both written and unwritten.

With high work discipline, employee performance will also increase and make it easier for the organization to achieve its goals. If the employee has work discipline, the employee will

work effectively and can make time at work efficient so that there will be no violations that can harm the organization.

Singodimedjo in Sutrisno (2016: 89) suggests that the factors that influence work discipline are:

a. The size of the compensation

Employees will comply with all applicable regulations, if they feel that they receive a guarantee of remuneration commensurate with their efforts that have been contributed to the company.

b. Is there any attention to employees?

Exemplary leadership is very important because in a company environment, all employees will always pay attention to how the leader can enforce his discipline and how he can control himself from words, actions, and attitudes that can harm the disciplinary rules that have been set.

c. Are there any definite rules that can be used as a guide?

Discipline development will not be carried out in the company, if there are no definite written rules that can be used as a common guide.

d. Leadership courage in taking action

With action against disciplinary violations, in accordance with existing sanctions, all employees will feel protected, and in their hearts they promise not to do the same thing.

e. Is there leadership supervision?

In every activity carried out by the company there needs to be supervision, which will direct employees to be able to carry out work properly and in accordance with what has been determined.

f. Is there any attention to employees?.

Employees are human beings who have different characters from one another. An employee is not only satisfied with receiving high compensation, challenging work, but also they still need great attention from their own boss.

Created habits that support the establishment of discipline such as: Mutual respect, when meeting in the work environment, giving praise according to the place and time, so that employees will also feel proud of the compliment, often involving employees in meetings, especially related meetings. with their fate and work, Notify when they want to leave the place to colleagues, by informing.

### **3. Performance**

Employee performance is a benchmark for achieving targets, goals or objectives that are the burden of their duties. Performance is seen as a continuous process that involves human resources to achieve the desired thing. Good performance can be achieved when employees are in good condition. Employee performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of the results of an agency associated with the vision carried out by an organization or company and to know the positive and negative impacts of an organizational policy.

According to Edison (2016: 190) "employee performance is a process that refers and is measured over a certain period of time based on pre-determined provisions or agreements". According to Kasmir (2016) "performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given within a certain period". Meanwhile, according to Afandi (2018: 83) "performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contrary to morals and ethics." ethics".

From some of the opinions above, it can be seen that employee performance is the result of work achieved by an employee in accordance with the work given to him in a certain time.

Performance is also the embodiment of work done by employees which is usually used as a basis for assessing employees or organizations. Good performance is a major step towards achieving an organizational goal.

Performance is said to be good and satisfying if the goals are achieved with predetermined standards. Employee performance is an assessment that is most often carried out systematically to find out the results of employee work. If the employee's work value must be greater than work performance, the agency pays attention to the positive value of the employee's work program.

The factors that affect employee performance according to Afandi (2018: 86-87) are as follows:

1. Ability, personality and work interest.
2. Clarity and acceptance or clarity of a worker's role which is the level of understanding and acceptance of a person for the tasks assigned to him.
3. The level of employee motivation is the energy that drives, directs and maintains behavior.
4. Competence is a skill possessed by an employee.
5. Work facilities are a set of tools to support the smooth operation of the company.
6. Work culture is the work behavior of employees who are creative and innovative.
7. Leadership is the behavior of leaders in directing employees at work.
8. Work discipline is a rule made by the company so that all employees follow it so that the goals are achieved.

According to Kasmir (2016: 208-210), there are six indicators used to measure employee performance, namely:

1. Quality

Quality is a level where the process or result of completing an activity approaches the point of perfection. The more perfect a product, the better the performance, and vice versa if the quality of the work produced is low, the performance is also low.

2. Quantity

To measure performance, it can also be done by looking at the quantity (amount) produced by someone.

3. Time

For certain types of work, there is a time limit for completing the work. This means that there are minimum and maximum work deadlines that must be met.

4. Cooperation between employees.

Performance is often associated with cooperation between employees and between leaders. This relationship is often referred to as an interpersonal relationship. In this relationship, it is measured whether an employee is able to develop feelings of mutual respect, goodwill and cooperation between one employee and another.

5. Cost suppression

The costs incurred for each company activity have been budgeted before the activity is carried out. This means that the budgeted cost is a reference so that it does not exceed what has been budgeted.

6. Supervision

By supervising employees, they will feel more responsible for their work and if there are deviations it will make it easier to make corrections and make improvements as soon as possible.

## **RESEARCH METHODS**

This type of research is quantitative research, according to Sugiyono (2018:35-36) "quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research

instruments, data analysis is quantitative/ statistics, with the aim of testing the established hypotheses. The research method used in this research is associative research. This study uses the associative method in the form of a causal relationship, a causal relationship is a causal relationship, one variable (independent) affects the other variable (dependent).

The research location is Medika Hospital BSD Tangerang Selatan, while the object of this research is Non-Medical Employees of Medika Hospital BSD Tangerang Selatan. According to Sugiyono (2018: 80) "population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions". The population in this study were all non-medical employees and medical support at Medika BSD Tangerang Selatan Hospital as well as a saturated sample totaling 112 employees. According to Sugiyono (2017:85) "saturated sampling technique is a sampling technique where all members of the population are used as samples".

The source of the data used in this research is the internal data of Medika Hospital BSD Tangerang Selatan in the form of questionnaire collection. While the type of data consists of primary data obtained from questionnaires, observations and interviews with respondents and secondary data obtained from literature studies, hospital documents, company regulations, laws related to this research.

## **RESEARCH RESULTS AND DISCUSSION**

All data collected from the questionnaire results were tabulated with SPSS 25 software. The first step was to test the validity of the indicators of each variable. The results obtained stated that the results of the validity test on the Work Motivation variable (X1) with questionnaire items 1 to 15 were valid because based on  $r_{count} > r_{table}$  where  $r_{table}$  of 112 employees ( $N-2 = 112-2 = 110$ ) is 0.1856. The results of the validity test on the work discipline variable (X2) with questionnaire items 1 to 15 are valid because based on  $r_{count} > r_{table}$  where the  $r_{table}$  of 112 employees ( $N-2 = 112-2 = 110$ ) is 0, 1856. The results of the validity test on the performance variable (Y) with questionnaire items 1 to 15 are also valid because based on  $r_{count} > r_{table}$  where the  $r_{table}$  of 112 employees ( $N-2 = 112-2 = 110$ ) is 0.1856 .

Reliability test was measured by the Cronbach Alpha statistical test. A research variable will be said to be reliable if the Cronbach Alpha value is  $> 0.60$ . The results obtained can be concluded that the Work Motivation variable (X1) is said to be reliable because the Cronbach alpha value is greater than 0.60, which is 0.740. Work Discipline (X1) is said to be reliable because the Cronbach alpha value is greater than 0.60, which is 0.847. Performance (Y) is said to be reliable because the Cronbach alpha value is greater than 0.60, which is 0.859.

The normality test can be concluded that the significance result is 0.200. This means that the data that has been tested is normally distributed because the value is greater than 0.05 or  $0.200 > 0.05$ .

Multicollinearity test based on the table in the tolerance column, the work motivation variable is worth 0.798 and the tolerance value of the work discipline variable is 0.798 or  $> 0.1$ . In the VIF column, the VIF value of the work environment variable is 1.251 and the VIF value of the work discipline variable is 1.251 or  $< 10$ . It can be concluded that in this study there was no multicollinearity problem because in this study the tolerance value  $> 0.1$  and the VIF value  $< 10$ .

### **Multiple Linear Regression Analysis**

Multiple linear regression analysis was used to test the effect of two or more independent variables on the dependent variable. The author in this study uses multiple linear regression equations because there are more than one independent variable in the study. Then

analyzed using the help of the Statistical Package For Social Science (SPSS) version 25 . program.

Table 1. Regresi Linier Berganda

<b>Coefficients<sup>a</sup></b>			
<b>Model</b>	Unstandardized		Standardized
	Coefficients		Coefficients
	B	Std. Error	Beta
(Constant)	8,829	4,930	
<b>1</b> Work motivation	0,148	0,080	0,132
Work Discipline	0,701	0,073	0,682

**a. Dependent Variable: Employee performance**

Source: SPSS output, data processed by the author (2022)

Based on the results of the multiple regression analysis in the table above, the regression equation  $Y = 8.829 + 0.148X_1 + 0.701X_2 + .$  From the equation above, it can be concluded as follows: The constant value of 8.829 means that if the variables of Work Motivation ( $X_1$ ) and Work Discipline ( $X_2$ ) are not considered, then employee performance ( $Y$ ) will only be worth 8.829 points.

**Coefficient of Determination Test ( $R^2$ )**

The coefficient of determination ( $R^2$ ) is useful for measuring the percentage of the power of influence between the independent variables on the dependent variable either partially or simultaneously, in this study the variables of Work Motivation ( $X_1$ ) and Work Discipline ( $X_2$ ) on employee performance ( $Y$ ).. Value the coefficient of determination is determined by the value of R Square.

Table 2. The Result of Simultaneous Determination Coefficient of Work Motivation ( $X_1$ ) and Work Discipline ( $X_2$ ) Against Employee Performance ( $Y$ )

<b>Model Summary</b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,750 <sup>a</sup>	0,562	0,554	462,212

**a. Predictors: (Constant), Work Motivation, Work Discipline**

Sumber : Output SPSS, Data diolah oleh penulis (2022)

Based on the test results in the table above, the coefficient of determination value is 0.562, it can be concluded that the variables of Work Motivation and Work Discipline have an effect on employee performance variables by 56.2% while the rest of  $(100-56.2\%) = 43.8\%$  influenced by other factors that were not researched.

**Hypothesis test**

**Partial Hypothesis Testing (Statistical Test t)**

Partial hypothesis testing is intended to test statistically (t test) whether the hypothesis formulation made is accepted or rejected. Testing the effect in this study between the independent variables on the dependent variable partially.

Significance in this study used 5% (0.05) by comparing tcount with ttable with the following criteria:

1. If  $t_{hitung} > t_{tabel}$ , so  $H_0$  rejected and  $H_1$  accepted.
2. If  $t_{hitung} < t_{tabel}$ , so  $H_0$  rejected and  $H_1$  rejected.

Table 3. Hypothesis Test Results (t-test) Variable Work Motivation (X1) and Work Discipline (X2) Against Employee Performance (Y)

Variable	B (koefisien)	Beta	t hitung	t tabel	Sig t	Alpha	conclusion
Work Motivation (X1)	0,494	0,47	5,103	1,982	0,000	0,05	Ha : accepted
Work Discipline (X2)	0,762	0,740	11,561	1,982	0,000	0,05	Ha : accepted

a. Dependent Variable: Kinerja karyawan

Source: SPSS output, data processed by the author (2022)

Based on the test results in the table above, the value of t arithmetic  $>$  t table or (5.103  $>$  1.982). This is also reinforced by the value of value  $<$  Sig.0.050 or (0.000  $<$  0.050). Thus, H0 is rejected and H1 is accepted, this shows that there is a significant influence between Work Motivation on the performance of Non-Medical and Medical Support employees at Medika Hospital BSD, South Tangerang.

Based on the test results in the table above, the value of t count  $>$  t table or (11,561  $>$  1,982). This is also reinforced by the value of value  $<$  Sig.0.050 or (0.000  $<$  0.050). Thus, H0 is rejected and H1 is accepted, this shows that there is a significant influence between Work Discipline on the Performance of Non-Medical Employees and Medical Support at Medika Hospital BSD, South Tangerang.

#### Simultaneous Significance Test (Test f)

The F test was conducted to prove whether the independent variables simultaneously have an effect on the dependent variable. In the f test, the researcher must see and compare the fcount or significant value with the ftable value with a significant level of 0.05 ( $\alpha = 5\%$ ). If the significant value is  $<$ 0.05, then Ha is accepted and Ho is rejected, this means that all independent or independent variables have a joint influence on the dependent or dependent variable. If the significant value is  $>$  0.05, then Ha is rejected and Ho is accepted. This means stating that all independent or independent variables do not have a joint influence on the dependent or dependent variable.

Table 4. Results of the Hypothesis (Test F) Variable Work Motivation (X1) and Work Discipline (X2) Against Employee Performance (Y) Stimulantly

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2,993,287	2	1,496,644	70,054	0,000 <sup>b</sup>
	Residual	2,328,677	109	21,364		
	Total	5,321,964	111			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Motivation, Work Dicipline

Source: SPSS output, data processed by the author (2022)

Based on the test results in the table above, it is obtained that the calculated F value  $>$  F table or (70.054  $>$  3.08), this is also strengthened by value  $<$  Sig.0.050 or (0.000  $<$  0.050). Thus, H0 is rejected and H3 is accepted, this shows that there is a simultaneous significant effect between Work Motivation and Work Discipline on the Performance of Non-Medical and Medical Supporting Employees at Medika Hospital BSD.

## CONCLUSION

Based on the descriptions in the previous chapters and from the results of the analysis and discussion of the effect of work motivation and work discipline on the performance of

Non-Medical and Medical Support employees at Medika Hospital BSD Tangerang Selatan, it is as follows:

1. . Work motivation has a significant effect on employee performance by testing the hypothesis obtained  $t_{count} > t_{table}$  or  $(5.103 > 1.982)$ . Thus,  $H_01$  is rejected and  $H_a1$  is accepted, meaning that there is a significant influence between work motivation on employee performance.
2. Work discipline has a significant effect on employee performance by testing the hypothesis obtained  $t_{count} > t_{table}$  or  $(11,561 > 1,982)$ . Thus,  $H_02$  is rejected and  $H_a2$  is accepted, meaning that there is a significant influence between work discipline on employee performance.
3. Work motivation and work discipline have a significant effect on employee performance with the multiple linear regression equation  $Y = 8.829 + 0.148X_1 + 0.701X_2$  meaning that the independent variable and the dependent variable have a strong relationship. The value of the coefficient of determination is 56.2% while the remaining 43.8% is influenced by other factors. Hypothesis testing obtained  $f_{count} > f_{table}$  or  $(70.054 > 3.08)$ . Thus  $H_03$  is rejected and  $H_a3$  is accepted. This means that there is a simultaneous significant influence between work motivation and work discipline on the performance of Non-Medical and Medical Support employees at Medika Hospital BSD, South Tangerang..

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