

**Measuring Employee Performance Post Pandemi Covid-19 View From
Motivation, Competence, Discipline and Work Environment
at Palang Merah Indonesia (PMI) Klaten Regency**

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ABSTRACT

This study used a quantitative descriptive approach. The author chooses to use this quantitative descriptive method to determine the amount of influence and significance between the variables of competence, motivation, work discipline, culture and work environment on employee performance. The research was conducted at the Indonesian Red Cross Office (PMI) Klaten Regency which is located at Jalan Veteran No. 80 North Klaten, Klaten - Central Java 57431, Indonesia, the research time was carried out for 6 (six) months. The population in this study is all PMI employees of Klaten Regency totaling 60 people. The sample taken in this study was as many as 60 respondents. The sampling technique used in this study was a census technique. The census method is a sampling technique when all members of the population are used as samples. After getting answers from respondents, the data is then processed using multiple linear regression analysis tools with the help of SPSS 23 software. Based on the results of the discussion above, the following conclusions can be drawn that have a significant effect on the performance of PMI Employees of Klaten Regency after the Covid-19 Pandemic. However, it did not have a significant effect on the performance of PMI Employees of Klaten Regency after the Covid-19 Pandemic.

Keywords: *Work Discipline, Performance, Work Competence, Work Motivation and Work Environment*

ABSTRAK

Penelitian ini menggunakan pendekatan deskriptif kuantitatif. Penulis memilih menggunakan metode deskriptif kuantitatif ini untuk mengetahui besaran pengaruh serta signifikansi antara variabel kompetensi, motivasi, disiplin kerja, budaya dan lingkungan kerja terhadap kinerja pegawai. Penelitian dilakukan pada Kantor Palang Merah Indonesia (PMI) Kabupaten Klaten yang beralamatkan di Jalan Veteran No. 80 Klaten Utara, Klaten - Jawa Tengah 57431, Indonesia, waktu penelitian dilakukan selama 6 (enam) bulan. Populasi dalam penelitian ini adalah seluruh pegawai PMI Kabupaten Klaten yang berjumlah 60 orang. Sampel yang diambil dalam penelitian ini adalah sebanyak 60 responden. Teknik sampling yang digunakan dalam penelitian ini adalah teknik sensus. Metode sensus adalah teknik penentuan sampel bila semua anggota populasi digunakan sebagai sampel. Setelah di dapatkan jawaban dari responden, data kemudian diolah menggunakan alat analisis regresi linier berganda dengan bantuan *software* SPSS 23. Berdasarkan hasil pembahasan di atas, maka dapat ditarik kesimpulan sebagai berikut berpengaruh signifikan terhadap kinerja Pegawai PMI Kabupaten Klaten pasca Pandemi Covid-19. Namun tidak berpengaruh signifikan terhadap kinerja Pegawai PMI Kabupaten Klaten pasca Pandemi Covid-19.

Kata Kunci: *Disiplin Kerja, Kinerja, Kompetensi Kerja, Motivasi Kerja dan Lingkungan Kerja*

INTRODUCTION

Changes to the behavior and process of providing services to the community by the government, especially the Klaten Regency PMI also occurred due to the Covid-19 Pandemic, therefore the Klaten Regency PMI must be able to transform and innovate by optimizing the utilization of knowledge and technology developments in providing its service coverage.

Based on the World Health Organization (WHO) cases of cluster pneumonia with unclear etiology in Wuhan City, health problems have spread throughout the world. The spread of this epidemic continued to grow until it was finally discovered that the cause of this pneumonia cluster was Novel Coronavirus. This pandemic developed for several years with reports of deaths and new cases outside of China (RI Ministry of Health, 2020). On December 31, 2019, the WHO China Country Office reported a case of pneumonia of unknown etiology in Wuhan City, Hubei Province, China. On January 7, 2020, China identified pneumonia of unknown etiology as a new type of Coronavirus (Novel Coronavirus). In 2020 NCP will start to become a global pandemic and become a health problem in several countries outside the PRC, especially in Indonesia.

On January 30, 2020, WHO designated COVID-19 as a Public Health Emergency of International Concern (PHEIC) or a Public Health Emergency that Concerned the World (KKMMD)1. On 12 February 2020, WHO officially designated Novel Coronavirus disease in humans as Coronavirus Disease (COVID-19). Covid-19 is caused by SARS-COV2 which belongs to the same large coronavirus family as the cause of SARS in 2003, only with a different type of virus. The symptoms are similar to SARS, but the death rate for SARS (9.6%) is higher than COVID-19 which also has a wider and faster spread to several countries than SARS (RI Ministry of Health, 2020). Taking into account the spread of Corona Virus Disease 2019 (COVID-19) in the world which tends to continue to increase from time to time, causing greater fatalities and material losses, and has implications for social, economic and community welfare aspects. For this reason, Indonesia needs to accelerate the handling of Covid-19 with strategic steps that are fast, precise, integrated and synergistic focus between ministries, institutions and the government including the Indonesian Red Cross (PMI).

Based on these considerations, President Joko Widodo issued Presidential Decree (Kepres) Number 7 of 2020 concerning the Task Force for the Acceleration of Handling Corona Virus Disease 2019 (COVID-19)(SetKab Public Relations, 2020). The Task Force for the Acceleration of Handling Covid-19, which is under and is responsible to the President, aims to (1) increase national resilience in the health sector; (2) accelerating the handling of Covid-19 through synergies between ministries, governments/agencies and local governments; (3) increasing anticipation of developments in the escalation of the spread of Covid-19; (4) increasing the synergy in making operational policies; and (5) increasing readiness and ability to prevent, detect, and respond to this devastating Covid-19 attack. Strengthening joint prevention and control measures, increasing inter- and inter-departmental communication and cooperation, conducting regular and continuously measurable

consultations to analyze epidemic developments and discuss prevention and control policies (RI Ministry of Health, 2020).

One of the institutions that must also take a leading role in efforts to control and prevent the Covid-19 Virus is the Indonesian Red Cross (PMI), including PMI Klaten Regency. Some of the activities of PMI Klaten Regency in the effort to control and prevent Covid-19, can be seen from the active participation of PMI Klaten Regency in carrying out its scope of swiftly assisting the Government in an organized, coordinative and sustainable manner.

This event will have no small effect on PMI Regency employees and cause a decrease in income and service capability at PMI Klaten Regency, even though the coverage continues to increase because they have to adjust as the Klaten Regency Covid-19 Team. Based on the problems that exist within the Indonesian Red Cross (PMI) of Klaten Regency and given the importance of the Performance of PMI Klaten Regency Employees in supporting good governance services, researchers want to re-examine the Condition of Human Resources by measuring Employee Performance Post-Covid-19 Pandemic reviewed from Motivation, Competence, Discipline and Work Environment at PMI Klaten Regency.

RESEARCH METHODS

This research uses a quantitative descriptive approach. The author chose to use this quantitative descriptive method to determine the magnitude of the influence and significance of the variables of competence, motivation, work discipline, culture and work environment on employee performance. The research was conducted at the Office of the Indonesian Red Cross (PMI) of Klaten Regency which is located at Jalan Veteran No. 80 North Klaten, Klaten - Central Java 57431, Indonesia, the research was conducted for 6 (six) months.

The population in this study were all PMI Klaten employees, totaling 60 people. The samples taken in this study were 60 respondents. The sampling technique used in this study was a census technique. The census method is a sampling technique when all members of the population are used as samples.

After getting the answers from the respondents, the data was then processed using a multiple linear regression analysis tool with the help of SPSS 23 software.

RESULTS AND DISCUSSION

1. Multiple Regression Analysis

Table 1. Multiple Linear Regression Test Results

	Unstandardized value B
Constant	4,487
Work motivation	0.297
Job competence	0.060
Work Discipline	-0.021
Work environment	0.222

Source: Primary Data, processed in 2023

By paying attention to the regression model from Table 1 above, the similarities in this study are as follows:

$$Y = 4.487 + 0.297X_1 + 0.060X_2 - 0.021X_3 + 0.222 X_4 + e$$

Based on the regression above, it can be concluded as follows:

- a. A constant value of 4.487 means that the influence of the four independent variables which include Work Motivation (X_1), Work Competence (X_2), Work Discipline (X_3) Work Environment (X_4) is constant, so the Performance variable (Y) has a value of 4.487.
- b. The regression coefficient $\beta_1 = 0.297$, meaning that every time there is an increase in work motivation by one unit, performance will increase by 0.297.
- c. The regression coefficient $\beta_2 = 0.060$, meaning that every time there is an increase in Work Competence by one unit, the Performance will increase by 0.060.
- d. The regression coefficient $\beta_3 = -0.021$, meaning that every time there is an increase in work discipline by one unit, performance will decrease by 0.021.
- e. The regression coefficient $\beta_4 = 0.222$, meaning that every time there is an increase in the Work Environment (X_4) by one unit, the performance will increase by 0.222.
- f. From the regression equations, the main factors influencing the performance of PMI Klaten Regency employees is the variable Work Motivation.

2. Model Feasibility Test

Table 2. Determination Test Results (Test F)

	Mark
F_{count}	15,895
Sig	0.000

Source: Primary Data, processed in 2023

Based on Table 2, it is known that the F_{count} is 15,895 and the significance is 0,000. This proves that simultaneously the variables Work Motivation, Work Competence, Work Discipline and Work Environment have a significant effect on performance.

3. Hypothesis testing

Table 3. T Test

Variable	T _{count}	Sig.
Work motivation	2,797	0.007
Job competence	0.402	0.689
Work Discipline	-0.026	0.867
Work environment	0.466	0.009

Source: Primary Data, processed in 2023

Based on Table 3 above, four hypotheses are concluded as follows:

a. Results of the First Hypothesis

Based on Table 4.13 it is known that the T_{count} value of the Work Motivation variable is 2.797 where the T_{table} is 1.678 so that $2.797 > 1.678$ with a significance value of 0.007 (< 0.05). So that the first hypothesis which states that "Work Motivation has a positive and significant effect on employee performance at PMI Klaten Regency" is accepted. Because the first hypothesis which proves that partially the Work Motivation variable has a significant effect on employee performance at PMI Klaten Regency.

b. Results of the Second Hypothesis

Based on Table 4.13 it is known that the T_{count} value of the Work Competency variable is 0.402 where the T_{table} is 1.678 so that $0.402 < 1.678$ with a significance value of 0.689 (> 0.05). So that the second hypothesis which states that "Work Competence has a positive and significant effect on employee performance at PMI Klaten Regency" is rejected. Because based on the regression test that was carried out to prove that partially the work competency variable does not have a significant effect on employee performance at PMI Klaten Regency.

c. Results of the third hypothesis

Based on Table 4.13, it is known that the T_{count} value of the Work Discipline variable is -0.168 where the T_{table} is -1.678 so that $-0.168 < -1.678$ with a significance value of 0.867 (> 0.05). So that the third hypothesis which states that "Work Discipline has a positive and significant effect on employee performance at PMI Klaten Regency" is rejected. Because based on the regression test conducted it proves that partially the work discipline variable does not have a significant effect on employee performance at PMI Klaten Regency.

d. Results of the Fourth Hypothesis

Based on Table 4.13 it is known that the T_{count} value of the Work Motivation variable is 2.709 where the T_{table} is 1.678 so that $2.709 > 1.678$ with a significance value of 0.009 (< 0.05). So that the fourth hypothesis which states that "Culture and Work Environment have a positive and significant effect on employee performance at PMI Klaten Regency" is accepted. Because the fourth hypothesis which proves that partially the Work Environment variable has a significant effect on employee performance at PMI Klaten Regency.

4. R² test (coefficient of determination)

Table 4. Determination Coefficient Test (R²)

Determination Coefficient Value	Mark
R Square	0.575
Adjusted R Square	0.539

Source: Primary Data, processed in 2023

Based on Table 4 it is known that the adjusted R square coefficient is 0.539 so that it can be interpreted that the variables Work Motivation, Work Competency, Work Discipline and Organizational Culture & Work Environment have an influence

on employee performance at PMI Klaten Regency by 53.9%, while the remaining 46.1% is influenced by variables outside this research model.

Discussion

a. The Influence of Work Motivation on the Performance of PMI Employees in Klaten Regency

According to Siagian, work motivation is a driving force for a person to make the greatest possible contribution to the success of the organization in achieving its goals, with the understanding that achieving organizational goals means achieving the personal goals of the members of the organization concerned. While the understanding of work motivation according to Hasibuan is the giving of driving force that creates a person's enthusiasm, so that they want to work together, work effectively and integrate with all their efforts to achieve goals. (Arifin and Nurcaya, 2018) in this study work motivation is defined as a set of attitudes and values that influence individuals to achieve specific things according to individual goals.

Through the calculation results of the research data analysis showed the results of the partial test (t), namely $T_{\text{count}} 2.797 > T_{\text{table}} 1.678$ with a significant value of 0.007. So it is obtained that H1 is accepted while H0 is rejected. Thus the calculation results of this analysis state that work motivation influences employee performance at PMI Klaten Regency. The results of this study are in accordance with research conducted by (Susanto and Siwalankerto, 2019) entitled "The Influence of Work Motivation, Job Satisfaction, and Work Discipline on Employee Performance in the Sales Division of PT Rembaka", the results of the study show that work motivation has a positive and significant effect on employee performance.

Work motivation has a positive and significant effect on employee performance at PMI Klaten Regency after the COVID-19 pandemic. After facing the challenges caused by the pandemic, work motivation has become a key factor in encouraging employees to remain dedicated and give their best contribution. By having high motivation, PMI Klaten employees will be more motivated to overcome obstacles and find creative solutions in carrying out their duties. Strong motivation will encourage them to provide better service to society, improve operational efficiency, and work together as a team to achieve organizational goals. In addition, high work motivation can also increase employee job satisfaction, strengthen a sense of responsibility, and trigger more proactive initiatives.

b. The Influence of Work Competence on the Performance of PMI Employees in Klaten Regency

Competence is an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. Thus, competence shows the skills and knowledge characterized by professionalism in a particular field as something that is most important or superior in that field. Because in general competence concerns the basic ability of a person to do the job (Sumendap, Mandey and Mambo, 2021). Work competence

is defined as the ability needed to carry out or carry out work based on knowledge, skills and work attitudes.

Through the calculation results of the research data analysis shows the results of the partial test (t) the T_{count} value of the Work Competency variable is 0.402 where the T_{table} is 1.678 so that $0.402 < 1.678$ with a significance value of 0.689 (> 0.05). Based on these findings it was concluded that H_2 was rejected while H_0 was accepted. Thus, the results of this calculation show that work competence does not have a significant effect on employee performance at PMI Klaten Regency. The results of this study are in accordance with research conducted by (Lukar, Sendow and Saerang, 2020). The Influence of Work Competence, Emotional Intelligence, and Work Involvement on Employee Performance at the Office of the National Logistics Agency for North Sulawesi and Gorontalo Divre, the results of the study show there is no significant effect of Work Competence on Employee Performance.

The variable of employee competency does not have a significant effect on performance, possibly due to several reasons. First, there is the possibility of a shift in job demands after the COVID-19 pandemic which will make competencies that were previously considered important no longer relevant or less relevant. Workers may be faced with new tasks or changes in work priorities that require different skills and knowledge. Second, other factors such as motivation, adaptability, or environmental factors may have a more dominant influence on employee performance after the pandemic. The uncertainty and change brought about by the pandemic can affect employees' motivation and ability to adapt to change, which in turn can affect their performance.

c. The Effect of Work Discipline on the Performance of PMI Employees in Klaten Regency

Work Discipline, according to Alex S.Nitisemita "Work discipline is an attitude, behavior and actions that are in accordance with company regulations, both written and unwritten". According to Prajudi Atmosudirjo in IGWursanto "Work discipline is obedience to an institution or organization and everything that is conditional on it without using feelings, only based on awareness and awareness that without such obedience everything that is stipulated in organizational goals cannot be achieved (Patmarina and Erisna, 2012). In this study work discipline is the awareness and willingness of a person to comply with all applicable organizational regulations and social norms.

Through the calculation results of the research data analysis shows the results of the partial test (t) it is known that the T_{count} value of the Work Discipline variable is -0.168 where the T_{table} is -1.678 so that $-0.168 < -1.678$ with a significance value of 0.867 (> 0.05). Based on these findings it was concluded that H_3 was rejected while H_0 was accepted. Thus, the results of this calculation show that work discipline does not have a significant effect on employee performance at PMI Klaten Regency. The results of this study are in accordance with research conducted by (Irawan, Kusjono and Suprianto, 2021). The Effect of Work Discipline and Work Environment on the Performance of Civil Servants at the

Serpong District Office, the results of the study confirm that work discipline does not have a positive and significant effect on performance.

After the COVID-19 pandemic, excessive pressure on work discipline can have a more significant impact on employee performance. The pandemic has changed the work landscape with the adoption of remote work, changing tasks and high levels of uncertainty. In this context, employees need to overcome new challenges and adapt to rapidly changing dynamics. If work discipline is too stressed without taking into account factors such as work and personal life balance, team support, and mental wellbeing care, employees may experience excessive stress and demotivation which can negatively impact their performance. Therefore, it is important for organizations to recognize the importance of flexibility, emotional support, and management that focuses on employee welfare in balancing work discipline with post-pandemic conditions of COVID-19. With a more holistic approach, organizations can create an environment that enables employees to remain productive, adaptive, and maintain good performance amidst ongoing changes.

d. The Influence of Culture and Work Environment on the Performance of PMI Employees in Klaten Regency

According to Nitisemito in Nurhasanah, the work environment is everything that exists around workers who can influence themselves in carrying out the tasks assigned. For example cleanliness, music, and others (Susetyo, Kusmaningtyas and Tjahjono, 2014b).

Through the calculation results of the research data analysis shows the results of the partial test (t) it is known that the T_{count} value of the Work Motivation variable is 2.709 where the T_{table} is 1.678 so that $2.709 > 1.678$ with a significance value of 0.009 (< 0.05). So it is obtained that H_4 is accepted while H_0 is rejected. Thus, the results of this analysis calculation state that culture and work environment affect employee performance at PMI Klaten Regency. The results of this study are in accordance with the research (Susetyo, Kusmaningtyas and Tjahjono, 2014). This study confirms that the work environment has a significant effect on job satisfaction of employees of PT. Bank Muamalat Indonesia Consumer Division Surabaya Branch Area

Work culture and environment have a significant influence on the performance of PMI Klaten Regency employees. A positive work culture, such as trust, collaboration, and team spirit, can increase employee motivation and job satisfaction. In addition, a supportive work environment, whether in terms of facilities, management support, or career development programs, can encourage employees to give their best contribution. When employees feel valued and supported in achieving organizational goals, they tend to be more enthusiastic, innovate, and high performers. Therefore, it is important for PMI Klaten Regency to create an inclusive culture, provide adequate support, and create a positive and inspiring environment for employees. Thus, employees will be able to develop professionally,

e. The Simultaneous Effect of Work Motivation, Work Competence, Work Discipline and Work Environment on the Performance of PMI Employees in Klaten Regency

Based on the results of calculating the analysis of hypothesis testing data simultaneously through the F test in this study, the results showed that the F_{count} value was 15.895 with a significant value of 0.000. It can be concluded that there is a significant influence between the variables Work Motivation, Work Competence, Work Discipline and Organizational Culture & Work Environment together on employee performance at PMI Klaten Regency.

In addition, based on the test results of the coefficient of determination (R^2), the Adjusted R Square value is 0.539 or 53.9%. This shows that the performance of employees at PMI Klaten Regency is affected by the four variables used in this study, namely Work Motivation, Work Competence, Work Discipline and Organizational Culture & Work Environment with a percentage of 53.9%. The remaining percentage of 46.1% is influenced by variables outside this research model.

Thus this study provides evidence that supermi consumers in Kudus have a positive and significant influence on product quality, brand and product price variables on the buying interest of supermi consumers in Kudus. Even though there is a percentage of the test results of the coefficient of determination (R^2) of 46.1%, the purchase decision in this study is influenced by other variables.

CONCLUSION

Based on the results of the discussion above, it can be concluded that Work Motivation and Work Environment have a significant effect on the performance of PMI Employees in Klaten Regency after the Covid-19 Pandemic. However, Work Competence and Work Discipline do not have a significant effect on the performance of PMI Employees in Klaten Regency after the Covid-19 Pandemic

After the Covid-19 Pandemic, it is highly recommended to pay more attention to the work motivation of employees at PMI Klaten Regency. Growing strong work motivation will have a significant impact on improving their performance in dealing with the challenges faced during this recovery period.

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