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INFLUENCE OF WORK MOTIVATION, OFFICE FACILITIES AND OFFICE SPATIAL ON EMPLOYEE PERFORMANCE REGIONAL DRINKING WATER COMPANY (PDAM) TIRTA INDRA RENGAT DISTRICT INDRAGIRI HULU REGENCY

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Abstract

The performance of employees at the Regional Drinking Water Company (PDAM) Tirta Indra, Rengat District, Indragiri Hulu Regency is thought to be not optimal so it experiences fluctuations from year to year which can be seen from the results of the company's targets and realization. Employee performance is influenced by many factors, including work discipline, office facilities and office layout. This research was conducted at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency. The aim of this research is to analyze the influence of work motivation, office facilities and office layout on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency. The research was conducted using quantitative methods, namely research that describes work motivation, office facilities and office layout on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency. By analyzing the data using instrument tests, classical assumption tests, path analysis, correlation and determination coefficients, model feasibility tests or f tests and hypothesis tests or t tests which will later be assisted by using SPSS version 22. From the research results it can be seen that based on the motivational t test work influences employee performance, and for the t test office facilities influence employee performance, and office layout influences employee performance. Apart from that, there is also a very strong relationship between work motivation, office facilities and office layout on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.

Keywords : *Work motivation, office facilities, office layout, employee performance*

INTRODUCTION

Performance is one of the results of employee activities in the organization. Employee performance can be seen from the results of work productivity achievements within a company and all activities within an organization to ensure that all ongoing work is in accordance with previously established plans.

The data on targets and actual achievements at PDAM Tirta Indra, Rengat District, Indragiri Hulu Regency for the year; 2020 Target 3,191,794 M³; realization of 3,100,909 M³; 97.15%; Year; 2021 Target 3,128,626 M³; realization of 2,971,710 M³; 94.98%; Year; 2022 Target 3,450,550 M³; realization of 3,167,421 M³; 91.80%; Judging from the performance achievement data, it indicates that it is suspected that PDAM Tirta Indra's performance is still

not optimal. There are several factors that influence employee performance achievement according to Robbins, (2015); Office Facilities; Leadership; Quality of work; Work ability; Initiative; Work motivation; Arrangement of employee/office space; Working result; Work motivation. However, in this study the researchers limited it and only took a few factors that influence performance, namely work motivation, office facilities and office layout.

Work motivation is very important because it is something that causes, channels and supports human behavior so that they work diligently and enthusiastically to achieve optimal results. Work motivation is one of the factors that determines the level of a person's performance. It is suspected that the phenomenon of work motivation at PDAM Tirta Indra is not optimal. From previous research studies, according to NMDD Pratiwi and I W. Bagia (2021), the results of their research show that work motivation has a positive effect on employee performance. Jelita Coroline Inaray et al (2016) research results: Work motivation has no effect on employee performance.

Office facilities, which support employees to work harder and make it easier to complete work. Work facilities can be seen from the existing working conditions provided by the organization for smooth work. The condition of work facilities at the Regional Drinking Water Company (PDAM) Tirta Indra, Rengat District, Indragiri Hulu Regency is on average in quite good condition, but there is something that is not so good, namely the parking area which is still minimal, where vehicle parking spaces are still very few and not very large. It is necessary to pay attention to vehicles and the office yard so that future customers can put their vehicles in the yard. Research results by Yeltsin Aprioke Thomas (2019) Office facilities have a positive effect on employee performance.

Office layout. The performance of an organization's employees will be directly or indirectly influenced by the work space arrangement (layout), both in a positive and negative sense. Things like this can cause a series of office activities to run less smoothly. The arrangement of the office space is also a concern because good and correct arrangement will affect the performance of employees. This requires employees to have new arrangements in their rooms every year. research results from Rifka Musfika (2018) Office layout has a positive effect on employee performance. Based on phenomena and previous research studies, researchers are interested in researching several variables that are thought to influence performance with the research title; The Influence of Work Motivation, Office Facilities and Office Spatial Layout on the Performance of PDAM Tirta Indra Employees, Rengat District, Indragiri Hulu Regency.

LITERATURE REVIEW

Performance is the work result that can be achieved by a person or group of people in an organization in accordance with their respective authority and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics. (Afandi, 2018:83), Performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. (Mangkunegara, 2018:67), Performance is the result or output of a process. (Nurlaila, 2016: 71), Performance can be interpreted as a person's success in carrying out a job. (Handoko, 2015: 45), Performance is work ability or an achievement that is achieved and what is needed. Thus, performance can be seen from several different dimensions, the first is performance as a result or output, namely assessing performance by looking at what someone has achieved. Second is performance seen from the process aspect. What are the procedures that a person has gone through and followed in completing their duties? And another dimension is viewed from the contextual aspect, namely the personal abilities possessed by an employee. (Preffer, 2015: 12), Performance is the quality and quantity of achieving tasks, whether carried out by individuals, groups or organizations. (Mangkuprawira, 2016: 220), Performance is the

implementation of the plan that has been prepared. Performance implementation is carried out by human resources who have the ability, competence, motivation and interests. How an organization values and treats its human resources will influence their attitudes and behavior in carrying out performance. (Wibowo, 2018:142), Performance is basically what employees do or don't do. (Mathis & Jackson, 2016: 65), Performance is the real behavior displayed by each person as a work achievement produced by employees in accordance with their role in the organization. (Rivai, 2018:309)

Employee Performance Indicators according to Afandi (2018:174) Quantity of work results; Quality of work results; Efficiency in work; Office facilities; Initiative; Motivation; Creativity; Honesty; Accuracy; Leadership.

Work Motivation according to Sunyoto (2016), Motivation talks about how to encourage someone's work enthusiasm, so that they are willing to work by providing their abilities and expertise optimally to achieve organizational goals. Andika (2019), Motivation is one of the things that influences human behavior, motivation is also called a driver, desire, support or needs that can make someone enthusiastic and motivated to reduce and fulfill their own urges, so that they can act and act according to their own way. -a certain way that will lead to the optimal direction. Sunyoto (2015), work motivation is a condition that encourages an individual's desire to carry out certain activities to achieve their desires. From the definitions of these experts, it can be concluded that motivation is an impulse from within that influences human behavior to carry out certain activities in order to achieve what is needed or desired.

Indicators of work motivation according to Hasibuan (in Febrianti, NR 2019) are: Physical Needs, Safety Needs, Social Needs, Reward Needs.

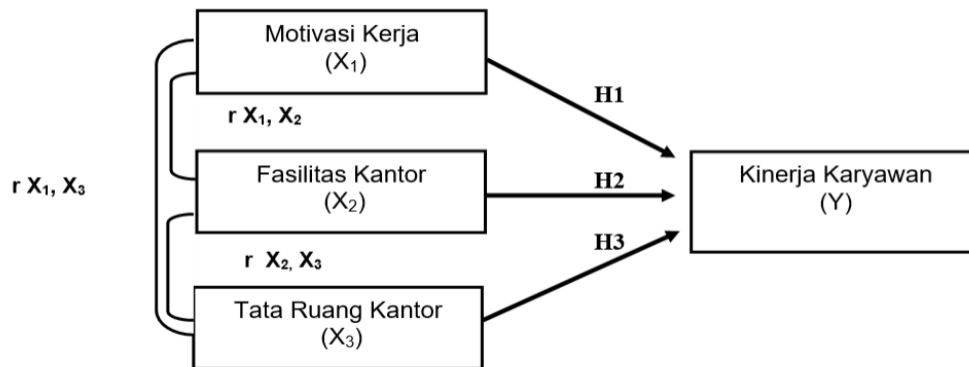
Office facilities are a form of company service to employees to support performance in meeting employee needs, so as to increase employee work productivity. To increase employee work motivation, good work facilities are needed. (Koyong, 2017:11), Office facilities are everything around the worker, which can influence him in doing his work. (Nitiseminto, 2017:123), Office facilities are all physical aspects of work, work psychology and work regulations that can influence employee performance and achievement of work productivity. (Siagian, 2016:130), Office Facilities are all the tools and materials encountered, the surrounding environment where a person works, their work methods, and their work arrangements both as individuals and as a group. (Sedarmayanti, 2018:172), Office facilities are supporting facilities for company activities in physical form, and are used in normal company activities, have a relatively permanent period of use. (Rivai, 2018:315)

Indicators in Office Facilities, according to Faisal, (2016: 21), As needed; Able to optimize work results; Easy to use; Speed up work results; Placement is arranged correctly.

Office layout is the overall shape and placement of facilities needed in the production process or arrangement of existing equipment in the company so as to achieve efficiency. (Asriel, 2016:166), Office layout is the physical arrangement of a work terminal along with equipment and supplies that refer to the production process so that it can trigger it to work well. (Sumayang, 2016:189), Office space planning is the determination of space requirements and the detailed use of this space to prepare a practical arrangement of physical factors deemed necessary for carrying out office work at a reasonable cost and can be provide a good effect for individuals in the organization. (Gie, 2016:186), Office layout is an office layout that can be formulated as the arrangement of furniture and equipment on the available floor area. (Peterson, 2016:194). Based on several opinions from experts regarding office layout, it can be concluded that the definition of office layout is the arrangement of office equipment and supplies in a room in order to make office work run smoothly.

Office Spatial Planning Actor, according to Gie, (2016:204), Design or preparation of spatial layout; Arrangement of furniture; Physical environment requirements.

Research framework,



Hypothesis

- H1. It is suspected that work motivation influences employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.
- H2. It is suspected that office facilities influence the performance of employees at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.
- H3. It is suspected that office layout has an influence on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.

RESEARCH METHODS

Research methods are basically scientific ways to obtain data with specific purposes and uses. To achieve the required goals, relevant methods are needed to achieve the goals. (Sugiyono, 2016:1) In this research, the author used quantitative research methods; The location of the research that the author conducted was at the Regional Drinking Water Company (PDAM) Tirta Indra District Rengat Districtupaten Indragiri Hulu Jalan AR. Judge Number 2, Kampung Besar, Rengat District, Indragiri Hulu Regency, Riau.; The population that the author used as the object of this research were 62 employees at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency; The sample that the researchers used was 62 people. Because the population is relatively small, the research took samples using the census method, that is, the entire population was sampled; Types and Sources of Data: Primary Data, Secondary Data which includes: Data Collection Techniques: Interviews, literature studies, questionnaires. Data Analysis Method, with the path analysis method which is calculated with the help of SPSS Version 22 is a software that makes it easier for us to research statistics. Instrument Test; Validity test; Reliability Test; Description; Classic Assumption Test: Normality Test; Linearity Test; Path Analysis (Path Analysis); Correlation Coefficient (R); Coefficient of Determination (R²); Model Feasibility Test (F Test); Hypothesis Test / t Test.

RESEARCH RESULTS AND DISCUSSION

Respondent Identity

The most respondents aged 31-40 years, namely 25 people or 40.32%, followed by respondents aged 41-50 years, 16 people or 25.81%, followed by those aged 21-30 years, namely 14 people or 22, 58%, and followed by those aged 51-60 years, namely 7 people or 11.29%. Gender of Respondents, the largest number of respondents were men, namely 33 people or 53.22% compared to only 29 women or 46.78%. Respondents' educational level, the

highest level of education of respondents was from the group of respondents with a bachelor's degree, namely 27 people or 43.55%, followed by high school with 24 people or 38.71%, and followed by junior high school with 11 people or 17.74.

Instrument Test

Validity test; to test the validity of the employee performance variable, it is valid, because the calculated r value is greater than the rtable value; to test the validity of the work motivation variable it is valid, because the calculated r value is greater than the rtable value; to test the validity of the office facilities variable, it is valid, because the calculated r value is greater than the rtable value; To test the validity of the office layout variable, it is valid, because the calculated r value is greater than the rtable value. Reliability Test; all reliability value using the Cronbach Alpha method, calculated r value > r table, 0.451 (X1), 0.622 (X2), 0.418(X3) and 0.559 (Y) > 0.250 so it can be concluded that all variable statements are reliable, and can be used in further analysis. Classic Assumption Test: Normality Test; the value is greater than the significance level used in this study ($\alpha = 0.05$). Thus it can be concluded that all these variables are normally distributed. Linearity Test for all research variables there is a linear relationship. Path Analysis Test The path analysis test is used to determine the structural relationship between the independent variable and the dependent variable.

Table 1: Model summary of regression calculations

Model Summary b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.910a	,827	,818	1.48060
a. Predictors: (Constant), Office Layout, Work Motivation, Office Facilities				
b. Dependent Variable: Employee Performance				

Source: Processed SPSS version 22

Table 2: Path Coefficients

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,511	,363		3,448	.018
	Work motivation	,046	,085	.127	2,546	.014
	Office Facilities	,162	,146	,264	2,740	,020
	Office Layout	,349	,099	,909	3,623	,027

Source: Processed SPSS version 22.

Table 3: Results of correlation between work motivation variables and office facilities

Correlations			
		Work motivation	Office facilities
Work motivation	Pearson Correlation	1	,442
	Sig. (2-tailed)		,766
	N	62	62
Office facilities	Pearson Correlation	,442	1
	Sig. (2-tailed)	,766	
	N	62	62

Source: Processed SPSS version 22

Table 4: Results of correlation between office facility variables and office layout.

Correlations			
		Office facilities	Office layout
Office facilities	Pearson Correlation	1	,355
	Sig. (2-tailed)		,819
	N	62	62
Office layout	Pearson Correlation	,355	1
	Sig. (2-tailed)	,819	
	N	62	62

Source: Processed SPSS version 22

Table 5: Correlation results of work motivation variables on office layout.

Correlations			
		Work motivation	Office layout
Work motivation	Pearson Correlation	1	,660**
	Sig. (2-tailed)		,000
	N	62	62
Office layout	Pearson Correlation	,660**	1
	Sig. (2-tailed)	,000	
	N	62	62

Source: Processed SPSS version 22

Based on the SPSS version 22 data above, the following structural equation is obtained as follows:

$$Y = 0.127 X_1 + 0.264 X_2 + 0.909 X_3 + 0.173.$$

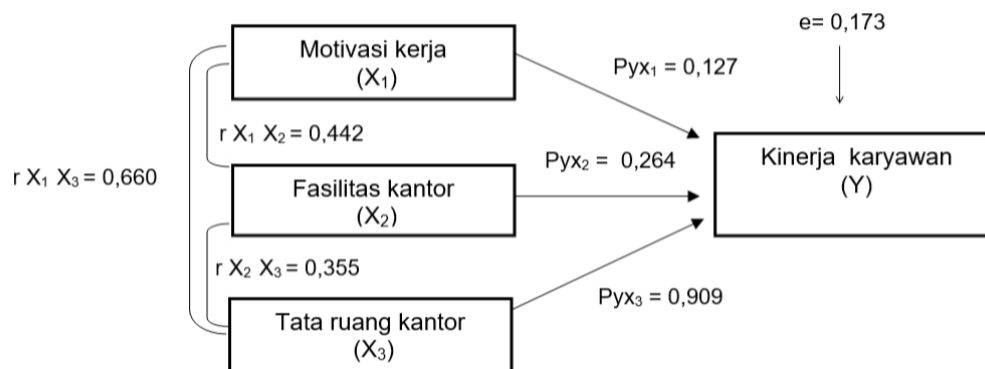


Figure.1: Path Diagram

From the calculation results and statistical analysis equations of the path analysis path coefficients above, it can be interpreted as follows: The influence of work motivation on employee performance is 0.127; The influence of office facilities on employee performance is 0.264; The influence of office layout on employee performance is 0.909; The correlation between work motivation and office facilities is 0.442; The correlation between office facilities

and office layout is 0.355; The correlation between office layout and work motivation is 0.660; The influence of other variables on the variables studied is $(e) = 1 - 0.827 = 0.173$.

Multiple Correlation Analysis (R)

Table 6: Model Summary Results

Model Summary b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.910a	.827	.818	1.48060

Source: Processed SPSS version 22

Based on the table above, the results of the multiple correlation coefficient (R) can be seen, namely 0.910. This shows the level of relationship between all independent variables (X1) work motivation, (X2) office facilities and (X3) office layout on (Y) employee performance in this study is in the very strong relationship category.

Coefficient of Determination (R²)

Table 7: Model Summary Results

Model Summary b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.910a	.827	.818	1.48060

Source: Processed SPSS version 22

Based on the table above, you can see the coefficient of determination (R²). From the model summary table, it can be seen that the R Square value is 0.827. So the contribution of influence from the independent variable is 82.7%, while the remaining 17.3% is influenced by other variables not examined in this research.

Model Feasibility Test (F Test)

Table 8: F test results

ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3,065	3	1,022	12,728	,000b
	Residual	3,862	58	,080		
	Total	6,917	61			

From the table above, it can be seen that the goodness of fit statistic value is 0.000 < 0.05, so the model used in the equation is declared feasible.

Hypothesis analysis t test

Coefficientsa						
Model		Unstandardized Coefficients		Standardize Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,511	,363		3,448	.018
	Work motivation	,046	,085	.127	2,546	.014
	Office Facilities	,162	,146	,264	2,740	,020
	Office Layout	,349	,099	,909	3,623	,027

Table 9: T test results

Source: Processed SPSS version 22

Based on the table above, you can see the calculated t value for each independent variable, namely work motivation, office facilities and office layout. Apart from that, the t table can be found using the following calculations:

$$\begin{aligned}t \text{ table} &= \alpha/2, n - k \\ &= 0.05/2 ; 62-3 \\ &= 0.025; 59 \\ &= 2.00100\end{aligned}$$

The test results for each variable are as follows: The work motivation variable is $2.546 > 2.001$ so it can be concluded that work motivation influences employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency; The office facilities variable is $2,740 > 2,001$ so it can be concluded that office facilities influence employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency; The office layout variable is $3.623 > 2.001$ so it can be concluded that office layout has an effect on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.

Discussion

Work motivation influence on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency: The results of the study show that work motivation influences employee performance, this can be seen from the calculated t value $>$ more than the t table value, namely with a result of $2.546 > 2.001$. Motivation is important because with motivation it is hoped that every employee will work hard and be enthusiastic to achieve high work productivity. A person's behavior is influenced and stimulated by desires, fulfillment of needs as well as goals and satisfaction. Stimulation arises from within and from outside. This stimulation will create encouragement for someone to carry out activities. This research is in line with the results of research by NMDD Pratiwi and I W. Bagia (2021) from the results of their research that work motivation has a positive effect on employee performance at PDAM Tirta Amertha Jati, Jemrana Regency.

Office facilities influence on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency: The results of the study show that office facilities influence employee performance, this can be seen from the calculated t value $>$ more than the t table value, namely with a result of $2,740 > 2,009$. Office facilities are everything within the Tirta Indra Regional Drinking Water Company (PDAM), which can influence employees in carrying out their work. This research is in line with the results of research by Thomas (2018) which states that office facilities have an influence on the performance of employees of the Southeast Minahasa Education Service. And research by Nurhadian (2019) states that office facilities have an influence on the performance of West Bandung Transportation Service employees.

Office layout influence on employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency: The results of the research show that office layout has an influence on employee performance, this can be seen from the calculated t value $>$ more than the t table value, namely with a result of $3.623 > 2.009$. Office layout is the overall shape and placement of Tirta Indra Regional Drinking Water Company (PDAM) facilities required for employees to work. This research is in line with the results of research by Ridwan (2018) which states that office layout has a positive effect on the performance of employees at the South Sulawesi Provincial Central Bureau of Statistics. And this research is in line with the results of research by Ismiyati (2020) which states that office

layout has an influence on the performance of employees of the Yogyakarta Special Region Regional Library and Archives Service.

CONCLUSIONS AND SUGGESTIONS

Conclusion:

Work motivation influences employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency; Office facilities influence employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency; Office layout affects employee performance at the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency.

Suggestion:

It would be better if the Management of the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency, pays more attention to its employees at work and motivates them more intensely, especially in increasing their creativity and abilities, there must be training provided by the company; It would be better if the Management of the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency, pays more attention to the need for office facilities for employees at work so they can work well; It would be better if the Management of the Tirta Indra Regional Drinking Water Company (PDAM), Rengat District, Indragiri Hulu Regency, pays more attention to designing or arranging office layouts so that employees can work comfortably and calmly.

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