



THE EFFECT OF LEADERSHIP AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN PT ISS INDONESIA CLEANING SERVICE DIVISION SOUTH JAKARTA

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Abstract

This study aims to determine how leadership on employee performance at PT. ISS Indonesia Cleaning Service Division Placement of PT. Jakarta Land - South Jakarta. To find out how work motivation on performance at PT. ISS Indonesia Cleaning Service Division Placement of PT. Jakarta Land - South Jakarta. to find out how leadership and influence of work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement of PT. Jakarta Land - South Jakarta. This research method uses a quantitative descriptive method. This research provides an overview of the data to determine the relationship between the independent and dependent variables. The sampling technique used is proportional random sampling using the saturated sampling technique.

The data collection technique in this research is using observation and questionnaires. The data was obtained by a questionnaire with as many as 61 employees. The questionnaire data were analyzed using the SPSS version 26 calculation, the correlation coefficient test method, the multiple linear regression test, the coefficient of determination, and the significant hypothesis test at $\alpha = 5\%$. The results of this study are that leadership has a significant effect on employee performance with the regression equation $Y = 18.162 + 0.543X_1$. The correlation coefficient value is 0.627, meaning that the two variables have a strong level of relationship with a determination coefficient of 39.3%. Hypothesis test obtained $t_{count} > t_{table}$ or $(6.187 > 2,001)$. Thus, H_0 is rejected, and H_1 is accepted, meaning a significant influence between leadership and employee performance. Work motivation significantly affects employee performance with the regression equation $Y = 20.768 + 0.472X_2$. The correlation coefficient value is 0.536, meaning that both have a strong relationship level with a determination coefficient of 28.7%. Hypothesis test obtained $t_{count} > t_{table}$ or $(4.8721 > 2,001)$. Thus, H_0 is rejected, and H_2 is accepted, meaning a significant influence between work motivation and employee performance. Leadership and work motivation have a significant effect on employee performance with the regression equation $Y = 13,694 + 0,413X_1 + 0,244X_2$. The correlation coefficient value obtained is 0.669, meaning that the independent variable with the dependent variable has a strong level of relationship with the coefficient of determination or influence simultaneously of 44.8%. In comparison, the remaining 55.2% is influenced by other factors. Hypothesis testing obtained the value of $F_{count} > F_{table}$ or $(23,516 > 2,760)$. Thus H_0 is rejected, and H_3 is accepted. This result means a significant influence simultaneously between leadership and work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement of PT. Jakarta Land - South Jakarta.

Keywords: Leadership, Work Motivation, and Employee Performance

INTRODUCTION

Every founded company hopes that it will experience rapid development in the company's scope of business and wants to create high performance in the field of work. A company's existence, both on a large and small scale, cannot be separated from the management and elements of human resources. According to Mangkunegara (2014:2), Human Resource Management (HR) is planning, organizing, coordinating, implementing, and supervising the procurement, development, provision of remuneration, integration, maintenance, and separation of workers to achieve organizational goals. The central part of human resource management in humans.

The work performance or work results, both in quality and quantity, are completed by an employee per unit in carrying out his work duties following the responsibilities given to him every organization or agency.

Implementing programs that are always directed to achieve company goals efficiently are the targets for the employees. One way is to improve employee performance. Performance refers to the level of success in carrying out tasks and the ability to accomplish the goals that

have been set. Performance is also often associated as a benchmark for a job that each company has planned. Whether the execution reaches the targets set by the company or vice versa, the management can measure employees for their performance based on the performance of each employee. Of course, this should be used as a concern for employees to increase their work productivity further so that company targets can be achieved optimally, which will positively impact the company.

According to Robbins (2011: 260), employee performance results from work in quality and quantity achieved by someone carrying out tasks according to the responsibilities given. The following is the employee performance data of PT. ISS Indonesia Cleaning Service Division placement in PT. South Jakarta, South Jakarta, as seen from the results of the annual performance assessment of the company's target achievement from 2018 to 2020, can be seen in the following table:

Table 1
 Employee Performance Data of PT. ISS Indonesia Cleaning Service Division Placement at
 PT. Jakarta land, South Jakarta Period 2018 – 2020

No	Work Effectiveness		2018		2019		2020		Str. Rating Score %	
			Rating Score	Complain	Rating Score	Complain	Rating Score	Complain		
1	Work Effectiveness	1	Dusting	88%	7 Time	70%	10 Time	90%	6 Time	100%
		2	Sweeping	85%	6 Time	80%	7 Time	82%	5 Time	100%
		3	Dry/damp Mopping	75%	6 Time	70%	8 Time	80%	8 Time	100%
		4	Glass Cleaning	90%	5 Time	80%	8 Time	80%	6 Time	100%
		5	Toilet Cleaning	70%	7 Time	75%	8 Time	78%	8 Time	100%
		6	Dry Buffing	90%	4 Time	85%	7 Time	90%	5 Time	100%
		7	Scrubbing	90%	3 Time	90%	6 Time	88%	6 Time	100%
		8	Dry/Wet Vacuuming	80%	6 Time	90%	9 Time	90%	4 Time	100%
		9	Crystallization	90%	5 Time	90%	4 Time	82%	5 Time	100%
		10	Stripping Marmer	90%	4 Time	80%	6 Time	80%	4 Time	100%
Average Rating			85%	-	81%	-	84%	-	100%	
Total Complaints			-	53 kali	-	73	-	57	-	

Source: *PT. ISS Indonesia, Jakarta Selatan*

Based on the data above, it can see that the performance effectiveness is still less than the company's assessment standard. In 2018 the average performance appraisal was 85% or less than 100%. The most miniature performance appraisal score was the effectiveness of toilet cleaning performance with an assessment score of 70%. The version complained seven times in one year with a total complaint of overall performance. Fifty-three times a year, in 2019, the average performance appraisal was 81% or less than 100%. The lowest performance appraisal score was the effectiveness of dusting cleaning and dry/damp mopping performance, with a total rating of only 70% each. Versions complained about eight times in one year, and the total number of complaints about the overall performance for one year was 73 times. In 2020 the average performance appraisal was 57% or less than 100%, and the minor performance appraisal score is the effectiveness of toilet cleaning performance with an assessment score of 78%, where the version complains about eight times with a total complaint of overall performance 57 times in one year. This decreased performance is due to employees carrying out their work often making mistakes that do not follow the Standard Operating Procedure (SOP), causing many complaints, as seen from the table above.

The quantity of work has also decreased. Some jobs must be completed but are not fulfilled because employees often delay - postpone work so that the work is not completed according to company targets. With these results show the performance of employees of PT. ISS Indonesia is a cleaning service division placement at PT. Jakarta Land, South Jakarta, up and down or not maximal, it can be seen from the performance effectiveness from year to year that it does not reach company standards. In other words, some factors affect the decline in employee performance. From the results of the temporary research that the authors observed, employee performance is very influential on company productivity, especially in achieving the targets set by the company. Of course, this should be an essential concern for companies in placing competent leaders in their fields to carry out their work.

Based on the description above, researchers are interested in conducting research under "The Influence of Leadership and Work Motivation on Employee Performance at PT. ISS Indonesia Cleaning Service Division, South Jakarta."

METHOD

This type of research is descriptive and quantitative, according to Sugiyono (2017:44), namely "research that aims to determine the effect or relationship between two or more variables." Thus, this quantitative research can build a theory that serves to explain, predict and control a symptom. This research is an empirical study that aims to examine the effect of leadership and motivation on employee performance. Conduct ti this research at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta at Address Jl. HR Rasuna Said Kav 1-2 Block X-5 Kuningan Timur Setiabudi, South Jakarta DKI Jakarta, RT.6/RW.7, Kuningan, Karet Kuningan, Setiabudi District, South Jakarta City, Special Capital Region of Jakarta 12940. In this study, the population and sample are all employees of PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta, totaling 61 employees. According to Sugiyono (2017:81), "Sampling technique is a sampling technique for use in research." Sampling can use a saturated sample. In this study, the research was conducted using a questionnaire/questionnaire. The statement is present in the form of an idea, and where each report was predetermined. The value of a variable can be determined using a particular instrument by expressing it in the form of numbers. If the tool uses a Likert scale, the answer to each item on the device can grade, and the gradation can be written in words. The data analysis method used in conducting this research is the Data Instrument Test, namely the validation and reliability test, the classical assumption test consisting of the Normality Test, Multicollinearity Test, Autocorrelation Test, Heteroscedasticity Test, Simple Regression Analysis, Multiple Regression Analysis, Coefficient of Determination Analysis, and Hypothesis test (t-test and F test)

Table 2 Operational Research Variables

Variabel	Indikator	Nomor Pernyataan	Sekala
Leadership (X ₁) Source : Miftah Thoha (2010:52)	1	Innovator	Likert
	2	Communicator	
	3	Motivator	
	4	Controller	
Motivation (X ₂) Source : Malayu Hasibuan S.P (2013:154)	1	Physiological Need	Likert
	2	Security and Safety	
	3	Social Needs	

	4	Awards and Recognition	7,8,9	
	5	Self-actualization	10	
Performance (Y) Source : Robbins (2011:260)	1	Quality	1,2,3	<i>Likert</i>
	2	Quantity	4,5,6	
	3	Effectiveness	7,8	
	4	independence	9,10	

RESULTS AND DISCUSSION

Testing of data instruments is needed to find out that the variables studied have a function as a means of proof including validity and reliability tests. as follows:

- 1) If the value of r count $>$ r table, then the instrument is valid
- 2) If the value of r count $<$ r table then the instrument is not valid

The results of the leadership variable validity test are as follows:

Table 3 Validity Test

Variable	Item	Validity
Leadership	10	Valid
Motivation	10	Valid
Employee Performance	10	Valid

Based on the test results from table 3, that the Leadership variable is 10 statements, Motivation is 10 statements, and Performance is 10 statements. Of the three variables, all statements are declared valid because all of them have a calculated r number greater than the r -table number of 0.252 which means valid.

Table 4 Independent and Dependent Variable Reliability Test Results

Variable	Cronbach Alpha	Standart Cronbach Alpha	Realibility
Leadership	0.742	0.600	Reliable
Motivation	0.738	0.600	Reliable
Employee Performance	0.728	0.600	Reliable

Based on the test results in the table 4 above, it shows that the variables of leadership (X_1), work motivation (X_2) and employee performance (Y) are declared reliable, this is evidenced by each variable having a Chronbath Alpha value greater than 0.600.

Table 5

Simple Linear Regression Test Results Leadership Variable (X_1) Against Employee Performance (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.162	3.399		5.343	.000
	Leadership (X_1)	.543	.088	.627	6.187	.000

a. Dependent Variable: Employee Performance(Y)

Based on the results of the regression calculations in the table above, the regression equation $Y = 18,162 + 0,543X_1$ can be obtained. From the above equation, it can be concluded

as follows:

- 1) The constant value of 18,162 means that if the leadership variable (X_1) does not exist, then there has been an employee performance value (Y) of 18,162 points.
- 2) The value of the leadership regression coefficient (X_1) of 0.543 means that if the constant is fixed and there is no change in the performance motivation variable (X_2), then every 1 unit change in the leadership variable (X_1) will result in a change in employee performance (Y) of 0.543 points.

Table 6
 Simple Linear Regression Test Results Work Motivation Variable (X_2) Against Employee Performance (Y)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.768	3.777		5.498	.000
	Motivation (X_2)	.472	.097	.536	4.872	.000

a. Dependent Variable: Employee Performance(Y)

The results of the regression calculations in the table above, it can be obtained the regression equation $Y = 20,768 + 0,472X_2$. From the above equation, it can be concluded as follows:

- 1) The constant value of 20,768 means that if the work motivation variable (X_2) does not exist, then there is an employee performance value (Y) of 20,768 points.
- 2) The value of the work motivation regression coefficient (X_2) of 0.472 means that if the constant is fixed and there is no change in the leadership variable (X_1), then every 1 unit change in the work motivation variable (X_2) will result in a change in employee performance (Y) of 0.472 points.

Table 7
 Results of Multiple Regression Testing for Leadership Variables (X_1) and Work Motivation (X_2) on Employee Performance (Y)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	13.694	3.768		3.634	.001
	Leadership (X_1)	.413	.100	.477	4.111	.000
	Motivation (X_2)	.244	.102	.277	.2.389	.020

a. Dependent Variable: Employee Performance (Y)

Based on the results of the analysis of the regression calculations in table 7, it can be obtained the regression equation $Y = 13,694 + 0.413X_1 + 0.244X_2$. From the above equation, it can be concluded as follows:

- 1) The constant value of 13,694 means that if the leadership variables (X_1) and work motivation (X_2) do not exist, then there is an employee performance value (Y) of 13,694 points.
- 2) The leadership value (X_1) 0.413 means that if the constant is fixed and there is no change in the work motivation variable (X_2), then every 1 unit change in the leadership variable (X_1)

will result in a change in employee performance (Y) of 0.413 points.

- 3) The value of work motivation (X_2) 0.244 means that if the constant is fixed and there is no change in the leadership variable (X_1), then every 1 unit change in the work motivation variable (X_2) will result in a change in employee performance (Y) of 0.244 points.

Table 8

Results of Analysis of the Partial Coefficient of Determination Between Leadership (X_1) and Employee Performance (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.627 ^a	.393	.383	2.917

a. Predictors: (Constant), Leadership (X_1)

Based on the test results in table 8, the coefficient of determination value is 0.393, it can be concluded that the leadership variable affects the employee performance variable by 39.3% while the remaining 60.7% is influenced by other factors.

Table 9

Result of Analysis of Partial Coefficient of Determination Between Work Motivation (X_2) Against Employee Performance (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.536 ^a	.287	.275	3.163

a. Predictors: (Constant), Motivation (X_2)

Based on the test results in table 9, the coefficient of determination value is 0.287, it can be concluded that the motivation variable affects the employee performance variable by 28.7% while the remaining 71.3% is influenced by other factors.

Table 10

Results of Simultaneous Coefficient of Determination Analysis Between Leadership (X_1) and Work Motivation (X_2) Against Employee Performance (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.669 ^a	.448	.429	2.807

a. Predictors: (Constant), Kinerja Karyawan (Y)

Based on the test results in table 10, the coefficient of determination value is 0.448, it can be concluded that the discipline and motivation variables affect the employee performance variable by 44.8% while the remaining 55.2% is influenced by other factors that have not been researched.

Table 11

Hypothesis Test Results (t Test) Leadership Variable (X_1) Against Employee Performance (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.162	3.399		5.343	.000
	Leadership (X_1)	.543	.088	.627	6.187	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t arithmetic $>$ t table or ($6.187 > 2.001$) is also strengthened by the value of value $<$ Sig.0.05 or ($0.000 < 0.05$). Thus, H_0 is rejected and H_1 is accepted, this shows that there is a partially significant influence between leadership on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

Table 12
 Hypothesis Test Results (t Test) Work Motivation Variable (X_1) Against Employee Performance (Y)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.768	3.777		5.498	.000
	Motivation (X_2)	.472	.097	.536	4.872	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t count $>$ t table or ($4.872 > 2.001$). This is also reinforced by the value of value $<$ Sig. 0.05 or ($0.000 < 0.05$). Thus, H_0 is rejected and H_2 is accepted, this shows that there is a partially significant influence between work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta.

Table 13
 Hypothesis Results (Test F) Simultaneously Between Leadership (X_1) and Work Motivation (X_2) Against Employee Performance (Y)
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	370.652	2	185.326	23.516	.000 ^b
	Residual	457.086	58	7.881		
	Total	827.738	60			

a. Dependent Variable: Employee Performance (Y)

b. Predictors: (Constant), Motivation (X_2), Leadership (X_1)

Based on the test results in table 13, the calculated F value $>$ F table or ($23,516 > 2,760$), this is also strengthened by value $<$ Sig.0.05 or ($0.000 < 0.05$). Thus, H_0 is rejected and H_3 is accepted, this shows that there is a simultaneous significant influence between discipline and work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

DISCUSSION

1. Effect of Leadership (X_1) on Performance (Y)

Based on the results of the analysis, the value of the regression equation $Y = 18.162 + 0.543X_1$, the correlation coefficient of 0.627 means that the two variables have a strong relationship level. The value of determination or contribution of influence is 0.393 or 39.3% while the remaining 60.7% is influenced by other factors. Hypothesis test obtained value of t count $>$ t table or ($6,187 > 2,001$). Thus H_0 is rejected and H_1 is accepted meaning that there is a partially significant influence between leadership on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

2. Effect of Performance Motivation (X₂) on Employee Performance (Y)

Based on the statistical results, the value of the regression equation $Y = 20,768 + 0.472X_2$, the correlation coefficient of 0.536 means that the two variables have a strong relationship level. The value of determination or contribution of influence is 0.287 or 28.7% while the remaining 71.3% is influenced by other factors. Hypothesis test obtained value $t_{count} > t_{table}$ or $(4,872 > 2,001)$. Thus H_0 is rejected and H_2 is accepted, meaning that there is a partially significant effect between work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

3 Effect of Leadership (X₁) and Work Motivation (X₂) on Employee Performance (Y)

Based on the results of the study, it showed that leadership (X₁) and work motivation (X₂) had a positive effect on employee performance with the regression equation $Y = 13,694 + 0.413X_1 + 0.244X_2$. The value of the correlation coefficient or the level of influence between the independent variable and the dependent variable was obtained at 0.669, meaning that it has a strong relationship. The value of the coefficient of determination or the contribution of simultaneous influence is 44.8% while the remaining 55.2% is influenced by other factors. Hypothesis testing is obtained by calculated F value $> F_{table}$ or $(23,516 > 2,760)$. Thus H_0 is rejected and H_3 is accepted. This means that there is a simultaneous significant influence between leadership and work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

CONCLUSION

Based on what was said in the previous chapters and the results of the analysis and discussion of how leadership and work motivation affects how well employees do their jobs, the following is true:

1. Leadership has a significant effect on employee performance. Thus H_0 is rejected, and H_1 is accepted, meaning that there is a considerable influence between leadership on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta
2. Motivation has a significant effect on performance. Thus, H_0 is rejected, and H_2 is accepted, meaning a considerable influence exists between work motivation and employee performance (Y) at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta
3. Leadership and work motivation have a significant effect on employee performance. Thus, H_0 is rejected, and H_3 is accepted. This result means a significant simultaneous influence between leadership and work motivation on employee performance at PT. ISS Indonesia Cleaning Service Division Placement at PT. Jakarta Land, South Jakarta

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