

Happier on The Job: A Pleasant Experience by Logistic Employee of Logistics Surabaya

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Abstract. This is a quantitative study Happier on the job is the feeling and attitude of employees towards the work they are currently engaged in. APM Logistics firm of the Surabaya branch is a company in the field of services that provides package delivery, documents, moving, and warehousing services that were founded in 1990. This study to describe the level of satisfaction obtained by PT. APM Logistik Surabaya branch in terms of financial compensation, work discipline, and work loyalty. Respondents for this study used a sample of 60 employees. The instrument collected in data collection is a questionnaire consisting of 51 statement items that must be answered by the respondent. The data analysis used is assumption test, multiple linear regression, t test and F test. This study has some variables such as financial compensation, discipline and loyalty as independent variables; and job satisfaction as the dependent variable. This study concluded that financial compensation has got a positive and meaningful effect on employee job satisfaction, work discipline have got a positive and significant effect on job satisfaction, loyalty has a significant effect on job satisfaction. Meanwhile, financial compensation, work discipline, and work loyalty simultaneously have a effect on job satisfaction. The authors suggestion companies need to take notice to the provision of proper and fair financial compensation to their employees on their workload.

Keywords: compensation, discipline, loyalty, satisfaction, employees.

I. INTRODUCTION

Happier on the job is the feeling and attitude of employees towards the work they are currently engaged in. Plimmer et al. (2020) explains that employee's positive attitudes indicates happier on the job, while hostile and negative attitudes indicate unhappier on the job. Furthermore, Odunlade (2012) the more pleased people are in their work, the more content they are. Of course, being happier on the job is very meaningful for organizations, customers, managers, and employees.

PT. APM Logistics firm of the Surabaya branch is a company in the field of services that provides package delivery, documents, moving, and warehousing services that were founded in 1990. This company provides total service guarantee support that prioritizes fast, safe, and timely service to make this company credible for customers as well as partners. This is what makes the company create a branch in Surabaya to provide the best service for its customers at competitive prices, and on time in delivery. So, being happier on the job while serving customers is the success of this company.

Happier job studies are an interesting topic to be researched and carried out by Hidayati et al. (2018), Yulandri & Onsardi (2020), Mahri (2021), Astiti et al. (2019), Eriksson et al. (2020), Shahid et al. (2018), and many other researchers. Research on happier on the job in terms of financial compensation has been carried out (Hidayati et al., 2018;

Mahri, 2021), discipline (Astiti et al., 2019; Hidayati et al., 2018; Mahri, 2021), happier on the job (Hidayati et al., 2018; Shahid et al., 2018), and loyalty (Astiti et al., 2019; Hidayati et al., 2018). The several studies above show that there is a gap in job satisfaction in terms of financial compensation, loyalty, and discipline.

The results of the researcher's interview with the manager of APM Logistics firm of Surabaya branch there are obstacles in the company there is discipline and a lack of productivity which affects the time spent at work. In addition, the wages received by employees are still below which resulted in an impact towards employee performance satisfaction. The situation presented above prompted researchers to explore these factors associated with employee job satisfaction. This study deals in the exploration of some factors that influence the employee's job satisfaction in APM Logistics firm of the Surabaya branch.

From the company's perspective, it is necessary to have rules and regulations that regulate or limit each activity and behavior. This is manifested in work discipline behavior so that employees obey the given behavior (Hidayati et al., 2018). It is different from the loyalty obtained from himself which has implications for the company as a sense of mutual need (Astiti et al., 2019; Hidayati et al., 2018).

From the description of the background of the problems faced by APM Logistics firm of the Surabaya, it can be formulated that the aims of this research is to explain the

satisfaction obtained by APM Logistik firm of the Surabaya branch in terms of financial compensation, work discipline, and work loyalty. So that this research provides benefits for the company APM Logistik firm of the Surabaya branch in taking the right policies and decisions in determining wage compensation, employee work discipline, and loyalty.

Financial Compensation

Financial compensation is a form of money remuneration obtained by employees as a consequence of their status as an employee who contributes to achieve company goals (Hidayati et al., 2018; Yupaatha et al., 2021). Another language of the sentence above is as a fixed payment, money received by an employee of his position in the company. The amount of financial compensation of course depends on the company's ability to provide the amount of compensation.

Furthermore, Hasibuan (2016), also stated that financial compensation is an act of remuneration that is paid periodically to permanent employees and has a definite guarantee. Financial compensation is a form of the consequence of services or labor provided by employees to the company. Or it can also be said that financial compensation is several rewards from the company for the use of its workforce.

From the opinions above, financial compensation is a reward or money or service remuneration. Money or services are a form of reward in exchange of someone's performance on the results of employee performance as a reward for achieving company goals. The financial compensation payment system will be different for each company because it is adjusted to the company's ability to provide the amount of compensation and the level of performance of its employees. In this study, indicators of financial compensation in terms of feasibility, work motivation, and job satisfaction.

Work discipline

Sinambela (2016) explains the concept of work discipline as the inclination of someone who prepare their readiness to submit to the rules applied in the company. The existence of acceptance with "orders" and taking the initiative to get the necessary consequences if there are no "orders" is a form of discipline that must be carried out by employees. The concept of discipline requires rewards and punishments for every action taken by employees. The concept of discipline, many people say discipline according to easy actions, but in fact, disciplinary action is not only the task of the leader

Ekhsan (2019) and Sinambela (2016) describes work discipline as a procedure that make rights or measures employee for violating regulations or procedures. Discipline is a means of self-judgment of employees and carrying out regularly and appeared in the level of seriousness in a teamwork in an organization. Discipline must be enforced within the organization, meaning that it is impossible for the company to accomplish its objectives without the support of good employee discipline.

So, work discipline is the key to the success of an organization in achieving the goals set by the company. Discipline indicators used in this study are the frequency of attendance, level of vigilance, adherence to work standards, compliance with work regulations, and work obedience.

Work loyalty

Work loyalty is an employee's mental attitude that is shown to the company's existence so that employees will stay loyal in the company, even though it is advancing or retreating (Vionita et al., 2017). This mental attitude shows employee's loyalty to the company which can lead to a sense of responsibility. Employees who have high loyalty will certainly survive in the company regardless of the conditions.

Furthermore, Arianto (2022) states that a person's loyalty to something is not only in the form of physical loyalty but rather non-physical loyalty such as thoughts and attention. The employee's loyalty in an organization is necessary for the success of the organization itself. The higher the employee's loyalty in the company, the easier it will be to enhance performance and achieve the goals set by the company.

From the statements above, work loyalty is an employee's loyalty to the organization shown by the employee's willingness to carry out and carry out company duties with full awareness and responsibility. The hope is that through employee's loyalty, the company's goals can be maximally successful. In this study, work loyalty is viewed from knowledge in work, initiative in work, work creativity, obedience, and obedience.

Happier on the Job

Happier on the job is defined as the perceived correlation between what employees want in their jobs and what the company has to offer (Irawanto et al., 2021). Happier on the job is described through the emotional state of employees when facing a pleasant and beneficial emotional situation due to an assessment of performance. The happier on the job is adjusted by both the quality and the quantity of work achieved by employees in performing their functions following their responsibilities. The indicators used in this study were adapted from previous study (Schriesheim, 1980) using 5 (five) items, (1) tasks, (2) colleagues, (3) supervisors, (4) income, and (5) overall job satisfaction.

Formulation the problem

Based on the background above, the problems in this study are:

1. Does financial compensation affect the happier job of APM Logistics firm of the Surabaya branch?
2. Does work discipline affect the happier job of APM Logistics firm of the Surabaya branch?
3. Does work loyalty affect the happier job of employees of APM Logistics firm of the Surabaya branch?
4. Do financial compensation, work discipline, and work loyalty affect the happier job of APM Logistics firm of the Surabaya branch?

Purpose

The purpose of this study are as follows:

1. Testing and analyzing financial compensation has an effect on employee happier on the job at APM Logistics firm of the Surabaya branch.
2. Testing and analyzing work discipline has an effect on employee happier on the job at APM Logistics firm of the Surabaya branch.
3. Testing and analyzing job loyalty has an effect on employee happier on the job at APM Logistics firm of the Surabaya branch.
4. Testing and analyzing financial compensation, work discipline, and job loyalty affect the happier on the job of APM Logistics firm of the Surabaya branch.

Conceptual Framework

Conceptual framework this study describes below

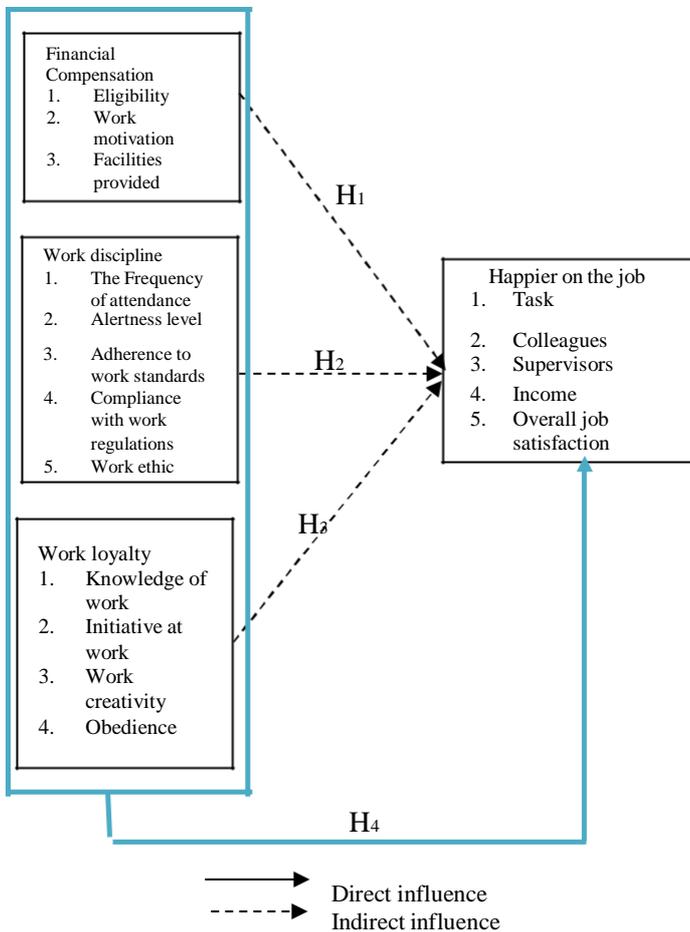


Fig. 1 Conceptual framework this study

Hypothesis

The hypothesis is a short-term answer to the formulation of the research problem stated in the form of a question sentence through data collection (Sugiyono, 2017). Grounded by the theoretical study developed above, the following hypotheses can be proposed.

Hypothesis 1

Ho : Financial compensation does not hold partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

H1 : Financial compensation resulted in a partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

Hypothesis 2

Ho : Work discipline does not hold partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

H2 : Work discipline resulted in a partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

Hypothesis 3

Ho : Job loyalty does not hold partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

H3 : Job loyalty partially significant effect on the happier on the job of employees of APM Logistics firm of the Surabaya branch.

Hypothesis 4

Ho : Financial compensation, discipline, and work loyalty have no simultaneous significant effect on the happier job of APM Logistics firm of the Surabaya branch.

H4 : Financial compensation, work discipline, and work loyalty have a significant effect simultaneously in the happier the job from the employee of APM Logistics firm in Surabaya branch.

II. RESEARCH METHODS

Research Design

This is a quantitative research involving quantitative data. The population and samples involved in this research are employees of APM Logistics firm of the Surabaya branch totaling 60 employees. As a representative, the researchers used a saturated sampling, the sample is carried of from the entire population. Quantitative study is a process of finding knowledge involving data in the numbers as a tools for analyzing the explanation you want to know then interpret them correctly.

Research Limits

This study is limited to employees of APMLogistics firm of the Surabaya branch with some of the variables like financial compensation, work discipline, and work loyalty as the independent variables. While job satisfaction is the dependent variable in this study.

Variable Identification

In this study, the independent variables are described as financial compensation, work discipline, and workloyalty. However a dependent variable is a variable that changes when it relates to the independent variable. In this study, the dependent variable is happier of the job. Operational Definition and Measurement of Variables

The operational definitions of variables discussed in this study are described.

1. Financial compensation is money received by employees as a consequence of their status as an employee who contributes for achieving company goals. The indicators used in financial compensation are feasibility, work motivation, and facilities provided.
2. Work discipline is the awareness and willingness of employees to obey all organizational rules and applicable social norms. Work discipline is a tool used by leaders to communicate with their employees so that they are willing to change their behavior following the established rules of the game. The indicators of work discipline used in this study are the frequency of attendance, level of vigilance, adherence to work standards, compliance with work regulations, and work ethics.
3. Work loyalty is a form of one's loyalty to something that is not only in the form of physical loyalty but rather non-physical loyalty such as thoughts and attention. Indicators of work loyalty in this study include knowledge about work, an initiative in work, work creativity, and obedience and compliance.
4. Happier on the job is a form of quality and quantity of work results achieved by employees in carrying out their functions following their responsibilities. The indicators of employee happier on the job used in the study are tasks, colleagues, supervisors, income, and overall job satisfaction.

Population, Sample, and Data Collection Technique

The population and samples involved in this study were employees of APM Logistics firm Surabaya branch, total of 60 employees. The sampling method used is a saturated sampling, with the sample taken from the entire population.

Data and Data Type

Data collection done through a questionnaire involving a Likert scale as a measurement scale involving five categories: strongly agree, agree, neutral, disagree, and strongly disagree. Question items used in this study amounted to 51 items consisting of 9 financial compensation questions, 15 work discipline compensation items, 12 work loyalty items, and 15 job satisfaction items.

Data Collection

The research instrument used was tested before being used in data collection. The instrument was analyzed for validity and

reliability tests. Valid and reliable question items made by the researchers were used to collect research data through questionnaires. After collecting data, the researcher distributed questionnaires to 60 employees of APM Logistics firm of the Surabaya branch.

Data Analysis

The data gathered is then examined based on the answers given by the respondents in the form of percentage of each response given. Then the data were tested for normality using Kolmogorov Smirnov comparing the value of the 2-tailed symp with the alpha value (0.05) if the alpha symp was 2-tailed. Then the multicollinearity test was held to find out the correlation between the independent variables. The heterosdexterity test is used to test the inequality of variance from one observation to another. After that an autocorrelation test was conducted to test the connection between the confounding errors using the Durbin-Watson test. After all four are fulfilled, then proceed with performing multiple linear tests, the t-test to test one independent variable on the dependent variable. Meanwhile, the simultaneous test of all independent variables on the dependent variable uses the Goodness of fit test. Finally, the researchers would describe the outcome of the data analysis.

III. RESULT AND DISCUSSION

The respondents in this study in terms of gender and age is presented in Table 1 below.

Table 1 Characteristics of respondents

	Characteristics	Total
Gender	Male	44
	Female	16
Age	21 – 25 years old	12
	26 – 31 years old	48

Source: processed data

Based on Table 1 above, the majority of respondents in this study were male 44 people (73.33%) and female by 16 people (26.67%). Respondents aged 26-31 years are the largest respondents with a total of 48 people (80%) and others the age 12 peoples (20%). Furthermore, the outcome of data analysis conducted by researchers are presented as follows.

Normality test

The normality test in this study using the Kolmogorov-Smirnov Test use of SPSS version 24.0 resulting in the data presented in Table 2, it is known the value of asymp.sig. (2-tailed) that is 0.998 > 0.05. This could be concluded from the test results above asymp. Sig. (2-tailed) meet the requirements so that the data could be stated that the data is normally distributed.

Table 2 Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		60
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	3,53003187
Most Extreme Differences	Absolute	,051
	Positive	,050
	Negative	-,051
Kolmogorov-Smirnov Z		,393
Asymp. Sig. (2-tailed)		0,998

a. Test distribution is Normal
b. Calculated from data.

Source: SPSS Output Appendix Classical Assumption Test Test

Multicollinearity Test

A good relapsed model ought not give a correlation between the independent variables. One way to see the existence of multicollinearity is by looking at the tolerance and variance inflation factor (VIF). The cut-off value often used to show the presence of multicollinearity is the tolerance value > 0.10 or equal to VIF < 10.00. The results of SPSS version 24.0 were obtained the results as shown in Table 3 below.

Tabel 3 Multicollinearity Test

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kompensasi Finansial	0,391	2,557
	Disiplin Kerja	0,265	3,767
	Loyalitas Kerja	0,360	2,777

Source: Attachment of SPSS Output Multicollinearity test

Based on Table 3, it is known that the VIF value for financial compensation (X1) is 2.557, the work discipline variable (X2) is 3.767, and the work loyalty variable (X3) is 2.777. Each variable has a value (VIF < 10.00) so that it could be deduced that multiple regression is free from multicollinearity disorders.

Autocorrelation Test

The objective is to see the linear regression model has a connection between confounding errors in period t (t-1). If there is a connection, it shows an autocorrelation problem. The results of of SPSS version 24.0 were obtained results as shown in Table 4 below.

Table 4 Autocorrelation Test

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,848 ^a	,718	,703	3,62335	1,744

Source: SPSS output autocorrelation test attachment

From table 4 it is known that the DW value is 1.744. Where the value of DW is in the middle between the values of Du and 4- Du (1,689 among 2,311), so that the multiple regression model in this study is not affected by autocorrelation.

Multiple Linear Regression

The objective to determine influence the independent variables: financial compensation (X1), work discipline (X2), and work loyalty (X3) have on the dependent variable of the happier on the job (Y). In this analysis of SPSS version 24.0 as shown in Table 5 below.

Table 5 Multiple Linear Regression Analysis

Model	Coefficients ^a			t	Sig.
	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta		
(Constant)	1,011	6,049		0,167	0,868
Kompensasi finansial	0,739	0,257	0,350	3,090	0,003
Disiplin kerja	0,358	0,185	0,267	1,937	0,008
Loyalitas kerja	1,173	0,175	0,793	6,715	0,000

Source: SPSS Output Instrument Testing, data processed

From Table 5 above, the magnitude of the constant and the magnitude of the regression coefficient for each variable is obtained and the regression equation is resulted as follows:

$$Y = 1,011 + 0,793 x_1 + 0,358 x_2 + 1,173 x_3 + e$$

Proof of Hypothesis 1

The test results with SPSS version 24.0 to prove Hypothesis 1 resulting in this following results.

Table 6 Test Hypothesis 1

Model	Coefficients ^a			t	Sig.
	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta		
1	(Constant)	1,011	6,049	0,167	0,868
	Financial compensation	0,793	0,257	3,090	0,003

Source: SPSS output multiple linear regression analysis

Based on table 6, the t-value for the financial compensation variable (X1) is 3.090 with a significant value of 0.003 so 0.003 < 0.05. From the result, it can be stated that the hypothesis is accepted, in the sense that there is a significant influence between the financial compensation variable (X1) partially in employee happier on the job (Y) APM Logistics firm of the Surabaya branch.

Proof of Hypothesis 2

The results of the test SPSS version 24 to prove Hypothesis 2 were obtained the following results.

Table 7 Test of Hypothesis 2

Model	Coefficients ^a			t	Sig.
	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta		
1	(Constant)	1,011	6,049	0,167	0,868
	Dicipline	0,358	0,185	0,267	1,937

Source: SPSS output of multiple linear regression analysis

Based on Table 7, the t-count value for the work discipline variable (X2) is 1.973 with a significant value of 0.008 so 0.008 < 0.05. From the result above, it is stated that the hypothesis is accepted, meaning that there is a significant influence between work discipline variables (X2) partially on employee happier on the job (Y) APM Logistics firm of the Surabaya branch.

Proof of Hypothesis 3

The results of the test with SPSS version 24 to prove Hypothesis 3 obtained the following result.

Table 8 Test of Hypothesis 3
Coefficients^a

Model	B	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
			Std. Error	Beta		
1	(Constant)	1,011	6,049		0,167	0,868
	Work Loyalty	1,173	0,175	0,793	6,715	0,000

Source: SPSS output of multiple linear regression analysis

Based on table 4.14, the tvalue is 6.715 with a significant value of 0.000 so $0.000 < 0.05$. From this result, it can be stated that the hypothesis is true, meaning that there is a significant influence between the job loyalty variables partially on happier on the job of APM Logistics firm of the Surabaya Branch.

Proof of Hypothesis 4

The results of the test with SPSS version 24 to prove Hypothesis 4 obtained the following results.

Table 9 F-Test Hypothesis 4

Model	ANOVA ^a					
	Regression	Sum of Squares	df	Mean Square	F	Sig.
1	Residual	735,206	56	13,129		
	Total	2610,983	59			
					47,625	0,000b

Source: SPSS output of multiple linear regression analysis

Based on Table 9, the Fvalue is 47.625 with a significant value of 0.000 so $0.000 < 0.05$. From the result above, it can be said that the hypothesis is accepted. This result signify that there is a significant influence between the variables of financial compensation (X1), work discipline (X2), work loyalty (X3) simultaneously on employee happier on the job (Y) APM Logistics firm of th Surabaya Branch.

DISCUSSION

Financial compensation has a significant and positive effect on employee job satisfaction. The path coefficient on the financial compensation variable seen from the standardized coefficients B value shows that on the condition that the employee's financial compensation increases it will influence the job satisfaction of APM Logistics firm of the Surabaya branch. This is following the statement from Hasibuan (2016) which explains financial compensation as a form of remuneration that is paid periodically to permanent employees and has definite guarantees that employees have worked well if financial compensation is paid following the nominal provisions and paid on time, it will create a maximum performance. As also reinforced by the opinion of Subianto (2016) and Parimita et al. (2018) that financial compensation affects employee job satisfaction.

Moreover, work discipline has a significant effect on employee performance. The path coefficient on the work discipline variable can be seen from the standardized

coefficients B value which shows that if the work discipline variable increases it will affect the job satisfaction of APM Logistics firm of the Surabaya Branch. This is a line to the statement from Rivai & Sagala (2011) which explains that a work discipline is a tool to communicate with employees so that employees are ready to change their manner as well as an attempt to level up their understanding. In addition, the more the readiness of an employee to comply with all company order, the better the employee's work discipline which at the end can create maximum job satisfaction (Ekhsan, 2019).

Work loyalty has an important and an effect on employee performance. The path coefficient of the work loyalty variable seen from the standardized coefficients B value shows that, if the work loyalty variable increases it will affect the job satisfaction of APM Logistics firm of the Surabaya Branch. This is in line with the statements of Sari & Arianto (2022) and Madarip & Tajib (2022) which state that the loyalty to work is pictured in the attitude of employees who devote their abilities and expertise. This is carry out the tasks with responsibility, discipline, and honesty at work, the more loyal they are. Employees to the company will be able to create maximum job satisfaction. This is also in accordance with the study by Letsoin & Ratnasari (2020) and Arianto (2022) that work loyalty is influenced by many things, such as motivation and prevailing organizational culture.

Financial compensation, work discipline, and work loyalty have got a significant and an effect simultaneously on the job satisfaction of PT. APM Logistics Surabaya Branch. This is shows that the financial compensation, work discipline, and work loyalty simultaneously significant effect on employee job satisfaction (Vionita et al., 2017). This is indicated that all three aspects affect employee job satisfaction of a company because it depends on the established policies (Permana & Pracoyo, 2021; Plimmer et al., 2020; Rene & Wahyuni, 2018; Shahid et al., 2018).

IV. CONCLUSIONS

Based on the analysis of the data concerning the study goals, hypothesis, and data analysis carried out, the conclusions are as follows.

1. Financial compensation has a significant effect on employee job satisfaction at APM Logistics firm of the Surabaya Branch. The results using the t-test show a meaning that if financial compensation increases, employee's happier on the job also increases.
2. Work Discipline has a significant effect on employee job satisfaction at APM Logistics firm of the Surabaya Branch. The results using the t-test shows that the better the level of work discipline, the employee's happier on the job also increases.
3. Job Loyalty has a significant effect on employee job satisfaction at APM Logistics firm of the Surabaya Branch. The results using the t-test show that the more

loyal employees to the company can create maximum employee's happier on the job.

4. Financial compensation, work discipline, and work loyalty simultaneously significant effect on employee happier on the job at APM Logistics firm of the Surabaya Branch. The results obtained using the F-test tells that the results of financial compensation, work discipline, and work loyalty have a relationship to affect employee job satisfaction at APM Logistics firm of the Surabaya branch. If the determination of financial compensation is commensurate with the employee's work, the employee will also try to improve work discipline and loyalty to the company, for it also has an effect in increasing job satisfaction.

SUGGESTION

Companies need to take notice to the provision of proper and fair financial compensation to their employees on their workload. In addition, it is also necessary to have written rules set by the company where these rules must be obeyed by all employees, and an adequate work environment needs to be created to form employee loyalty to the company. The hope is that if these three components are met, then job satisfaction can be achieved. For future studies, we need other companies to compare this study that has been done.

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