

The Influence Of Organizational Culture, Job Stress, And Job Satisfaction On Employee Performance At The Medan Polonia Pratama Tax Services Office

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Abstract

The purpose of this study is to ascertain how employee performance at the Medan Polonia Pratama Tax Service Office is affected by organizational culture, stress at work, and job satisfaction in part and simultaneously. The exploration was directed at the Medan Polonia Pratama Expense Administration Office, Jalan Sukamulia No. 17A Medan, with a population of 111 individuals and an examination test of 53 individuals. Information assortment was completed through meetings, polls and documentation. The information investigation method utilized is numerous relapse examinations involving the IMB Insights for Item and Administration Arrangement (SPSS) PC program variant 25. In view of the consequences of the examination, it is found that hierarchical culture significantly affects the presentation of workers in the Medan Polonia Pratama Duty Administration Office. This is upheld by the outcomes $t_{count} > t_{table}$ investigation ($5.814 > 2.010$) at $n = 53$ at the 95% importance level. Work pressure affects the exhibition of Medan Polonia Pratama Duty Administration Office representatives; this is upheld by the $t_{count} < t_{table}$ examination ($0.577 < 2.010$) at $n = 53$ at an importance level of 95%. Work fulfillment affects the exhibition of representatives of the Medan Polonia Pratama Expense Administration Office; this is upheld by the investigation of $t_{count} < t_{table}$ ($2.381 > 2.010$) at $n = 53$ with an importance level of 95%. The F-count esteem $> F_{table}$ ($38.974 > 2.79$) expresses that there is a positive and critical impact of hierarchical culture, work pressure and occupation fulfillment on the presentation of Medan Polonia Essential Expense Administration representatives.

Keywords: Organizational Culture; Work Stress; Job Satisfaction; Employee Performance

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INTRODUCTION

Each organization is expected to work all the more proficiently and successfully to confront dynamic changes in the economy and contest. The foundation of the organization likewise had an exceptionally principal objective, to be specific, expanding benefits and proceeding to make due in progressively close business rivalry. The presence of HR (HR) in an organization assumes a vital role in completing organizational exercises. The capability of each and every human asset in the organization should be used as well as could be expected, so it can give the greatest outcomes. Organizations and workers are two things that need one another. Human factors still play a significant role in an organization's success, regardless of how advanced technology and other organizational resources are. The work achievement accomplished by each ASN in each authoritative unit is as per representative work targets, and work targets can't be isolated from the nature of HR. Assuming workers prevail with regards to bringing progress to the organization, the benefits acquired will be harvested by the two players. Success for employees is realizing one's potential and having the chance to meet one's life's needs. In the meantime, success is a way for businesses to grow and develop. Performance is a person's overall level of success in completing a task in comparison to a variety of possibilities, such as agreed-upon standards for work results, targets, or predetermined criteria.

Endeavors to further develop representative execution by focusing on authoritative culture. The concept of organizational culture has undergone significant development over the past ten years and will continue to do so. As per (Saripuddin, 2015), authoritative culture can straightforwardly impact representative execution in following through with allotted jobs. Organizational culture is defined differently by each organization. Hierarchical culture can impact people, in particular representatives, particularly in a cutthroat climate, so the way of life will be fast in managing contenders and clients. In the event that an association doesn't have an authoritative culture, the individuals inside it will find it hard to comprehend what is contained in the association, and achieving objectives won't be successful. Employees, or employees, are the ones who drive the operations of an organization, and if employees perform well, the organization's performance will improve as well, as stated by (Sagita et al., 2018). Numerous factors impact worker execution, one of which is hierarchical culture. Hierarchical culture is an overall discernment shared by all individuals in an association, so every worker who is an individual in the association will have values, convictions and conduct as per the association. Hierarchical culture is accepted to be the principal deciding element in the outcome of authoritative execution. The outcome of an association in carrying out perspectives or upsides of its hierarchical culture can urge the association to develop and create economically. (Sinaga, 2020) led research entitled *The Impact of Correspondence and Hierarchical Culture on the Presentation of Representatives of the Medan City Local Duty and Toll*. The executive organization There is a critical synchronous impact of correspondence and hierarchical culture on the presentation of workers local expenses and duties in Medan City the board is organized.

Workplace stress is the next factor that can affect an employee's performance. The pressure exerted by representatives at work will extraordinarily impact the nature of administrations given to the local area. Nonstop pressure and people not having the option to adjust well will become pressure that can cause physical, mental, social and otherworldly issues. Representative work pressure is a state of strain that causes physical and mental unevenness, which influences feelings, stress, thinking, and the state of a representative. Stress at work (occupational stress) is an unpleasant encounter connected with work. As indicated by Robbins and Judge and interpreted by (Bramasta et al., 2023), work pressure is a unique condition where an individual is confronted with open doors, requests or assets connected with natural circumstances, hierarchical circumstances and the individual's self. (Oemar & Gangga, 2017) directed research entitled *The Impact of Work Weight on the Presentation of Representatives at the Musi Banyuasin Rule: Provincial Income, Monetary and Resource The board administration*. The consequences of the examination demonstrate that work pressure fundamentally affects the presentation of representatives at the Musi Regime Provincial Income, Monetary and Resource The executive administration Banyuasin.

Another component that can impact worker execution is work fulfillment. Work fulfillment is a close-to-home experience that is great for how laborers view their work. (Wiliandari, 2015) defines work fulfillment as a personal disposition that is wonderful and loves one's work. Morale, discipline, and performance at work all reflect this attitude. Job satisfaction is also a personal experience, with varying degrees of satisfaction. Work fulfillment is a representative's mentality towards work, work circumstances, and collaboration among pioneers and individual workers. Aside from that, work fulfillment additionally has significant importance for representative self-realization. Workers who don't land position fulfillment won't arrive at mental development. Representatives who land great position fulfillment ordinarily have great records of participation, work turnover and work execution, compared with workers who don't land position fulfillment. (Sudiyanto, 2020) directed research entitled *The Impact of Occupation Fulfillment and Responsibility on Worker Execution at the Banyuasin Labor Supply and Immigration Administration*. The outcomes of this exploration were that work fulfillment affected representative execution at the Banyuasin Labor and Immigration Administration.

(Setiono, 2018) gives the comprehension that presentation or work accomplishment is the outcome or in general degree of progress of an individual during a specific period in completing errands contrasted with different potential outcomes, for example, standard work results, targets or objectives or models that are not entirely set in stone ahead of time and commonly settled upon. One more meaning of execution, as indicated by (Jufrizen & Lubis, 2020), is that presentation is normally supposed to be the consequence of work (yield) from an interaction (transformation) done by all parts of the association with respect to assets, strategies and certain time utilized, which is called input. (Input), a person's level of implementation of their work results must be completed within a predetermined time frame. As (W. C. Prasetyo & Laksono, 2023), hierarchical culture is the consequence of the most common way of blending the social styles and conduct of every person that were recently brought into another standard and reasoning, which has the energy and pride of the gathering in confronting specific things and objectives. According to (Putra, 2015), the values that

guide human resources in carrying out their duties and conduct within the organization constitute organizational culture. As per (Baskoro & Wardana, 2017), work pressure is an individual's versatile reaction to boosts that put inordinate mental or actual expectations on him. (Heriyanti & Putri, 2021) accepts that work pressure is a state of strain that causes physical and mental lopsidedness, which influences the feelings, thinking examples and state of a representative. As per (Agung Wahyu Handaru, Try Uromo, 2013), work fulfillment is a lovely or horrendous, profound state where representatives view their work. (E. T. Prasetyo & Marlina, 2019) said that work fulfillment is an inclination that backs or doesn't uphold a representative's self corresponding to their work or individual condition.

METHODS

The author uses quantitative research in this study because the collected data will be numerical. The figures acquired will be broken down further in the information examination (Prof. Dr. Sugiyono, 2017). This exploration comprises four factors, in particular authoritative culture, work pressure and occupation fulfillment as free factors and representative execution as the dependent variable. As indicated by (Sugiyono, 2013), a survey is an information assortment strategy that is completed by giving a bunch of inquiries or composed explanations to respondents to reply to. Involving similar elective responses for different inquiries permits respondents to give replies to different inquiries in a moderately brief time frame. Because the questionnaire can be given to respondents in person, via email, or in writing, it is an effective method for gathering data. In this exploration, the information examination procedure utilized is different straight relapse examination and utilization apparatuses as the SPSS program. SPSS is a PC program used to break down information with factual examination. The SPSS utilized in this exploration is SPSS Revision 25 (Ghozali, 2018).

RESULTS AND DISCUSSIONS

Validity test

Instrument legitimacy testing should be visible in the Revised Thing Complete Connection segment. On the off chance that the connection number acquired is more prominent than the basic number ($r\text{-count} > r\text{-table}$), then the instrument is supposed to be legitimate. In view of the legitimacy test, it very well may be reasoned that all questions to quantify each exploration variable are announced to be legitimate. The aftereffects of the variable legitimacy test are as per the following:

Table 1. Variable Validity Test

Variable	Instrumet		r-count	r-table	descriptiom
Organizational culture (X1)	1)	BO1	0.592	0.270	Valid
	2)	BO2	0.498	0.270	Valid
	3)	BO3			

		4) BO4	0.725	0.270	Valid
		5) BO5	0.585	0.270	Valid
		6) BO6			
		7) BO7	0.736	0.270	Valid
		8) BO8			
		9) BO9	0.699	0.270	Valid
		10) BO10			
			0.572	0.270	Valid
			0.655	0.270	Valid
			0.708	0.270	Valid
			0.738	0.270	Valid
Work (X2)	Stress	1) SK1	0.647	0.270	Valid
		2) SK2	0.713	0.270	Valid
		3) SK3			
		4) SK4	0.588	0.270	Valid
		5) SK5			
		6) SK6	0.731	0.270	Valid
		7) SK7			
		8) SK8	0.725	0.270	Valid
		9) SK9	0.744	0.270	Valid
		10) SK10			
			0.725	0.270	Valid
			0.692	0.270	Valid
			0.780	0.270	Valid
			0.440	0.270	Valid
Job satisfaction (X3)		1) KK1	0.627	0.270	Valid
		2) KK2	0.589	0.270	Valid
		3) KK3			
		4) KK4	0.537	0.270	Valid
		5) KK5			
		6) KK6	0.624	0.270	Valid
		7) KK7			
		8) KK8	0.688	0.270	Valid
		9) KK9	0.675	0.270	Valid
		10) KK10			
			0.703	0.270	Valid
			0.652	0.270	Valid
			0.701	0.270	Valid
			0.701	0.270	Valid

Employee Performance (Y)	1) KP1	0.517	0.270	Valid
	2) KP2			
	3) KP3	0.414	0.270	Valid
	4) KP4			
	5) KP5	0.572	0.270	Valid
	6) KP6	0.635	0.270	Valid
	7) KP7			
	8) KP8	0.665	0.270	Valid
	9) KP9	0.680	0.270	Valid
	10) KP10			
		0.657	0.270	Valid
		0.697	0.270	Valid
		0.804	0.270	Valid
		0.804	0.270	Valid

Reliability Test

After completing a legitimacy test, the next step is to perform a Cronbach's alpha test on the information to determine whether the instrument is reliable. Resolute quality testing is finished to check whether the assessment contraption used is dependable and stays solid. It is reiterated to expect the assessment. In the event that the Cronbach's alpha of a survey is more prominent than 0.6, it is viewed as dependable. This shows that the assessment data is strong.

Table 2. Variable Reliability Test

Variable	Cronbach's Alpha	Limits Reliability	description
Organizational culture (X1)	0.750	0.6	Reliabel
Work stress (X2)	0.761	0.6	Reliabel
Job satisfaction (X3)	0.759	0.6	Reliabel
Employee Performance (Y)	0.758	0.6	Reliabel

From the table data above, it will in general be seen that the delayed consequences of the constancy test assessment show that Cronbach's alpha in each segment of the variable is more noticeable than 0.6 (steady quality end), so it might be communicated that the instrument is trustworthy.

Hypothesis testing

Speculation testing utilizing the t test, to be specific by focusing on the determined t esteem from the relapse results to decide the impact of the free factor somewhat on the dependent variable with an importance level in this review utilizing alpha of 5% or 0.05. The p-value (in the Sig.) indicates the value of the calculated t test. segment) for every free factor; if the p-esteem is more modest than the predefined level of importance or the determined t (in the t section) is more prominent than the t table (determined from two-followed $\alpha = 5\%$ df-k, k is the quantity of autonomous factors), then, at that point, the worth of the free factor to some degree fundamentally affects the dependent variable (as in H_a is acknowledged and H_o is dismissed; all in all, there is an impact between the autonomous factors on the subordinate variable). The strategy for deciding the t table has an importance level of 5%, with $df=n-k-1$ (in this study, $df = 53 - 4 - 1 = 48$), so a t table worth of 2.010 is obtained, which is introduced in the table as follows:

Table 3 Partial Test (t Test)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.538	4.595		1.858	.069
	BudayaOrganisasi	.658	.113	.635	5.814	.000
	StresKerja	.043	.074	.045	.577	.566
	KepuasanKerja	.258	.108	.261	2.381	.021

a. Dependent Variable: KinerjaPegawai

Hypothesis Testing with F Test

The aftereffects of the F test show that the autonomous factors mutually impact the dependent variable if the p-esteem (in the sig. section) is more modest than the predetermined degree of meaning (of 5%) or the determined F (in segment F) is more prominent than the F table. The F table value is 2.79 when $df1 = k-1$ and $df2 = n-k$ are used to calculate it. That is, $df1 = 4$ minus $1 = 3$, and $df2 = 53$ minus $4 = 49$. In the mean time, the consequences of the F test with the assistance of the SPSS program should be visible in the table underneath:

Table 4. Simultaneous Test Results (F Test)**ANOVA^a**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	446.048	3	148.683	38.974	.000 ^b
	Residual	186.933	49	3.815		
	Total	632.981	52			

a. Dependent Variable: KinerjaPegawai

b. Predictors: (Constant), KepuasanKerja, StresKerja, BudayaOrganisasi

In light of the F test Anova test or concurrent test over, the determined F is 38.974 at $\alpha = 5\%$ or 0.05 with an importance level of 0.000 in light of the fact that the likelihood esteem (0.000) is a lot more modest than 0.05, so the relapse model can be utilized to anticipate that hierarchical culture (X1), work pressure (X2), and work fulfillment (X3) as free factors together (all the while) impact representative execution (Y). At the end of the day, hierarchical culture (X1), work pressure (X2), and work fulfillment (X3) at the same time impact representative execution since F count > F table, specifically $38.974 > 2.79$. This truly intends that if authoritative culture (X1), work pressure (X2), and work fulfillment (X3) are mutually carried out in the association, it will affect expanding representative execution (Y); alternately, if hierarchical culture (X1), stress If work (X2) and work fulfillment (X3) are not carried out together, it will affect worker execution (Y).

The Influence of Organizational Culture, Job Stress and Job Satisfaction on Employee Performance

In testing the speculation in light of the estimation results, one might say that hierarchical culture, work pressure and occupation fulfillment at the same time significantly affect representative execution at the Medan Polonia Pratama Duty Administration Office. Subsequently, all the while, the consequences of this examination are as per the hypothesis, which expresses that hierarchical culture, work pressure and occupation fulfillment are vital for representative execution. At the Medan Polonia Pratama Tax Service Office, the positive and significant influence of organizational culture, work stress, and job satisfaction is utilized, which will enhance employee performance. This implies that hierarchical culture, work pressure and occupation fulfillment play a significant part in further developing representative exhibition. This likewise shows that my work accomplishments goodly affect the advancement of the organization, satisfy the not set in stone at the Medan Polonia Pratama Expense Administration Office, can finish the jobs that have turned into my obligation with palatable outcomes, how much work results fulfills the normal needs

, have generally excellent abilities in completing my work, Medan Polonia Pratama Duty Administration Office sets work focuses as per full estimations, truly keeps up with dependability and flawlessness of work results, consistently finishes the work that has turned into my obligation inside a specific timeframe well, ready to team up well in taking care of business, can function admirably while working in a group.

The Influence of Organizational Culture on Employee Performance

This study partially demonstrates that employee performance at the Medan Polonia Pratama Tax Service Office is positively impacted by organizational culture. This impact shows that hierarchical culture is in accordance with representative execution, or at the end of the day, the satisfaction of an authoritative culture will impact great or high worker execution. This impact shows that authoritative culture plays a significant part in further developing representative presentations at the Medan Polonia Pratama Duty Administration Office. This is clear from the responses of respondents who on normal concur that pioneers mirror a decent demeanor and genuinely deserve being a model, pioneers have and set an illustration of a decent work soul, can focus on the organization's vision and mission as opposed to individual interests, care about the issues looked by the organization and attempt to finish it, buckle down in light of the open door given by the organization to possess a specific position, the pioneer urges me to work ideally, the pioneer mirrors a decent disposition and truly deserve being a model, the pioneer has and sets an illustration of a decent work soul, Medan Pratama Expense Administration Office Polonia attempts to give resistance to individuals/representatives to act forcefully in propelling the association/organization, the Medan Pratama Duty Administration Office Polonia attempts to give resilience to individuals/representatives to set out to face challenges in how they advance the association/organization.

The Effect of Job Stress on Employee Performance

To some degree, the consequences of this study show that work pressure affects representative execution. To put it another way, employees' performance at the Medan Polonia Pratama Tax Service Office will not be affected by fulfilling work stress. This shows that work pressure is superfluous and not vital to apply at the Medan Polonia Pratama Duty Administration Office. This is obvious from the responses of respondents who on normal differ that I frequently experience hardships at work, I'm given very high targets, I feel that the rest time given by the organization is restricted, when I commit a work error, the examination did by the organization makes me not happy, I feel that my opportunity at work is extremely restricted, I find it challenging to determine issues with partners, frequently the work I do isn't as per my still, small voice, I find it hard to control myself when there are contrasts of understanding with my bosses, when I experience contrasts of assessment with my initiative, caused me to feel awkward, I felt the expected set of responsibilities given didn't match my situation.

The Effect of Job Satisfaction on Employee Performance

To some degree, the consequences of this examination show that work fulfillment meaningfully affects representative execution at the Medan Polonia Pratama Assessment Administration Office. Positive impact shows that the impact of occupation fulfillment is in a similar bearing as representative execution, or as such, great job fulfillment will impact great or high worker execution. This suggests that the Medan Polonia Pratama Tax Service Office's employees perform better when they are happier at work. This is apparent from the responses of respondents who on normal concur that the compensation framework where I work is fitting, feel glad to have the option to work at the Medan Polonia Pratama Duty Administration Office, the lighting conditions (lights/light) in the room where I work are great, content with my own work since it is in accordance with my own assumptions, the authority generally gives ideas and valuable contribution to a work to work on my exhibition, I appreciate working with partners who offer adequate help to me, the advancement did by the association has supported my work energy as a representative, the work I got was as per my desires, I was content with the appraisal for advancement in view of the worker's accomplishments and work results, I felt that my collaborators gave me similar privileges as individual representatives.

CONCLUSION

Hierarchical culture, work pressure and occupation fulfillment all the while significantly affect representative execution at the Medan Polonia Pratama Duty Administration Office. This is upheld by the consequences of the investigation of F count $>$ F -table ($38.974 > 2.79$) at $n = 53$ at the importance level of 95%. Hierarchical culture somewhat meaningfully affects worker execution at the Medan Polonia Pratama Expense Administration Office; this is upheld by the consequences of the t count $>$ t -table investigation ($5.814 > 2.010$) at $n = 53$ at an importance level of 95%. Fractional work pressure affects representative execution at the Medan Polonia Pratama Expense Administration Office; this is upheld by the consequences of the examination of t count $<$ t -table ($0.577 < 2.010$) at $n = 53$ at an importance level of 95%. Incomplete work fulfillment makes a positive difference and has a huge effect on representative execution at the Medan Polonia Pratama Expense Administration Office. This is upheld by the consequences of t count $>$ t -table examination ($2.381 > 2.010$) at $n = 53$ at an importance level of 95%.

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