

## The work performance employees of the environmental service of south nias district was examined from the effect of work ethic and communication

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### ABSTRACT

This study aims to determine the effect of work ethic and communication toward work performance of employees of the South Nias Regency Environmental Service. This research is a quantitative type with multiple linear regression analysis tools, the number of respondents is 34 employees. The type of data is primary data, and data collection uses a questionnaire method. The results of the regression test showed that partially the work ethic and communication, each partially had a positive and significant effect on work performance. Simultaneous testing shows that Work Ethic and Work Communication together have a Positive and Significant influence on Work Performance.

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## 1. Introduction

The Discussing Human Resources (HR) is always interesting, along with the dynamics and developments of the times. The topic of HR is very unique and even challenging, because HR is everywhere, in places that employ people to carry out activities or activities in it. HR is in a situation of tight work competition so that it continues to exist and is still used by its services to work. (Maknoliani & Fidayan, 2021) Other calls from HR that we often hear are workers, employees, employees, staff, and other terms.

Likewise in government agencies, reliable and capable human resources are the party that is needed. Because the core of their work is excellent service to residents. If community members expect better service, then it is necessary to prepare good and superior dedicated human resources. (Fianta et al., 2021) Employees need to get used to working at the job they are in, so that by doing so they will be able to master their work which will ultimately reduce awkwardness and difficulty working. No boss wants his subordinates to work mediocre or work below standard. Of course the leader will really hope that his employees or subordinates are able to work by producing work performance. If "tit for tat" of course employees will be happy if they hope and try to achieve work performance. This is in line with the opinion: In order for achievements to grow positively, organizations must always provide motivation and spur their employees (employees) to work more productively. (Haeruddin et al., 2021)

If there are employees who don't want to excel, this is considered a problem, especially if employees have never excelled, then this is definitely considered a problem. Because in developing human resources it is necessary to rely on the work performance of its employees. (Kristianti, 2021) Employees who do not perform well are considered only complementary to the formation of the staffing structure without having an impact and contribution to the development and progress of the organization. Because many organizations make work performance as part of the performance appraisal for their employees. So in other words the organization wants its employees to excel. (Halimatussa'diah, 2022) While an organization needs to think about its progress, how

can this be realized, if the people in it don't have work performance? What is actual work performance? Achievement is a condition that explains that a person is able to face competition and come out as a winner. Is work performance also compared to a competition that has winners and losers? Of course not, work performance is the result of an employee's ability to do his job, solve problems, exceed work targets, and produce satisfying work results. This is a series that is not separate from one another. However, when compared to private employees, employees who work in government agencies feel a little pessimistic, and are afraid that promotions and placement of personnel involved in official affairs activities tend not to be due to work performance but because of the likes and dislikes of the leader towards his subordinates. If this is true then the employee will work indifferent. This is in line with the source of the problem in a study, namely, leaders often ignore work performance, preferring the closeness (brotherhood) factor in work evaluation. (Triani et al., 2019)

There are things that an employee needs to have, namely work ethic. If an employee has three main points at work (a logical way of thinking, acting according to rules and supporting organizational policies), then this employee has a work ethic. Because the work ethic is considered a connotation of behaving properly and correctly within the organization. Employees will work longer hours, take fewer breaks and make an active contribution in work-related activities. (Harðardóttir et al., 2019) If a person has positive behavior then there is no attitude of complaining, acting detrimentally, trying to oppose the organization. However, if one of the three main points mentioned above is not met, then this will threaten the existence of a work ethic in an employee. Any organization definitely needs workers who are active and have a strong commitment, and a high work ethic. (Lawu et al., 2019) Apart from that there are many allegations, organizations only hope and demand that their employees have a good work ethic but do not try to facilitate employees to have a work ethic. This inequality can be considered as the cause of the problem of a lack of employee work ethic.

In addition to work ethic, a variable that can produce work performance is work communication. With the emergence of mutual understanding and restraint from both the sender and the recipient of the information, the communication will succeed or go well. (Udiani & Adnyani, 2018) In order for the work process to run as it should, and help achieve organizational goals, communication needs to be well established. So, everyone can interact easily with each other in all places, at home, in the community, at work, or anywhere. (Wibowati, 2021) Supposedly, if communication is established very well, it will help the work process to take place very well. But nowadays, work communication is often hampered due to the egos of each employee. For example, not giving in to superiors, even superiors seem indifferent to subordinates. Likewise, co-workers are suspicious of each other and consider co-workers as parties who have competition with themselves. In this case, the leader must minimize any miscommunication between employees so that the work process can run smoothly. (Asmalah et al., 2021)

Communication must be intense and run smoothly, communication cannot be ignored because, this is supported by opinion: employees who are involved work passionately and with good communication feel connected to their organization, they encourage innovation and advance the organization, not involve themselves, in on the other hand, by not putting time, energy or enthusiasm into their work and employees who are not actively involved are not only dissatisfied at work, they are also busy playing themselves with their unhappiness. (Hauksdóttir, 2019) Including employees Those who work in government agencies, such as the South Nias Regency Environmental Service, need to establish communication with fellow employees in a kind of interpersonal communication, because it can create closeness, honesty, and can foster close relationships with co-workers and leaders. (Rachman, 2022) and so do the people served, so that services can take place as they should. Based on the findings of the problem and supported by the results of the literature review, we researchers seek to examine the problems that are in accordance with the research topic as stated in the title of this article at the research location.

According to Ozdemir, 2009, it defines work ethic as positive attitudes and behaviors of individuals who live in society towards their work. (Erdemli, 2015) Another definition, namely, work ethic is a set of values based on diligence and hard work. This is also a moral benefit of belief in his ability to improve character in his work. (Prakash & Tripathi, 2012) Miller developed a Multidimensional Work Ethic Profile, which has become increasingly popular as a measure of work ethic in recent years. consists of seven components: First, the centrality of work, the belief that work is important in itself. Second, independence, is an encouragement towards independence in completing tasks. Third, hard work, the belief that increasing effort is the key to achievement. Fourth, free time, value on leisure/non-work time activities. Fifth, morality/ethics, the tendency to behave fairly/morally. Sixth, delay of gratification, namely the ability to postpone the award until later. Seventh, waste of time, the importance of efficient use of time. (Wijaksana et al., 2021)

Marwansyah, 2016, states that communication is the exchange of information/messages between employees so that they can understand the same things together. (SAP & Wati, 2022) Markovic and

Salamzedah, 2018 argue that communication is the process of creating, interpreting, and conveying ideas, facts, opinions, and feelings about organizational performance, effectiveness, and efficiency.(Robles, 2020)

The basis of job performance is knowledge (theory and practice) "a person with knowledge will be capable of doing his job. Knowledge is considered the most valuable asset of an organization, because it contributes to individual and organizational success."(Imad et al., 2020) Very often success is also considered an achievement. So, achievements in the world of work are not limited to the fact that an employee has received an award, won a competition, and is able to overcome various competitions in the world of work. More important than that, achievement is considered a good result of the work done because it was done successfully and completely completed and received recognition and appreciation. Work performance is sometimes considered as performance, but other opinions write that work performance is considered as a continuation of performance. Employees who have good performance will easily have work performance. Motowidlo, Borman and Schmit, 1999 revealed that work performance can be a behavior/activity to help achieve organizational goals.(Al-omari & Okasheh, 2017)Work performance is the ability to carry out work, solve various work problems by providing solutions to constraints work constraints, completing work easily and on time and even being able to exceed work targets.

The framework of thinking is shown as the development of the formulation of the problem, and in order to bring closer understanding of the research objectives. So that through the frame of mind, hypotheses are more easily conveyed. From the picture below by looking at the three lines of arrows, it is known that there are three hypotheses namely H1, the first Partial Test from X1 to Y, then H2, the second Partial Test from X2 to Y, and the last H3, Simultaneous Test X1 and X2 to Y.

## 2. Research Method

### Types of Research

This type of research is quantitative, the research objective is to obtain the results of hypothesis testing.

### Population and Sample

The population set, all employees of the South Nias Regency Environmental Service are 34 employees. Questionnaires were distributed to 34 employees, and 34 copies were also returned. Withdrawal of research samples with census samples, the number of population is the same as the number of samples. (Riduwan, 2018).

### Data Analysis Method

The research data comes from the answers chosen by the respondents on the questionnaire sheet. Then he will give an answer that will be determined based on his choice of the offered score weight (Likert scale) with a range of 1, 2, 3, 4, 5. Then enter it into the tabulation. then the data is processed using the IBM SPSS Statistics 23 application to get the results of the regression analysis.

## 3. Results And Discussions

### Instrument Test

#### Validity test

**Table 1.** Validity test results

No	R Test Items			R Table
	X1	X2	Y	
1	,753**	,560**	,491**	0,339
2	,688**	,556**	,583**	0,339
3	,874**	,762**	,739**	0,339
4	,861**	,781**	,766**	0,339
5	,785**	,751**	,731**	0,339
6	,749**	,767**	,763**	0,339
7	,672**	,712**	,714**	0,339
8	,621**	,649**	,627**	0,339
9	,757**	,523**	,485**	0,339
10	,649**	,649**	,627**	0,339
11	,523**	,523**	,485**	0,339
12	,564**	,406*	,366*	0,339

Source: data processed in 2023

The R value from the table above of the 36 statement items shows that the value is above the r table value ( $n = 34.95\%$ ), meaning that all statement items are declared valid.

### Reliability Test

**Table 2.** Reliability test results

Variable	Cronbach Alpha
Work Ethic	0,888
Communication	0,871
Work Performance	0,856

Source: data processed in 2023

The value of the reliability coefficient for the three variables (cronbach alpha value), all of which are above 0.60; Another meaning is that all the indicators in one variable are reliable and worthy of being used as a measuring tool in an instrument.

### Classic Assumption Test

This test aims to check the feasibility of the data used to test the hypothesis. Testing this classic assumption uses three tests.

### Data Normality Test

**Table 3.** Data normality test results  
One-Sample Kolmogorov-Smirnov Test

	Work Ethic	Communication	Work Performance	Unstandardized Residual
N	34	34	34	34
Test Statistic	,140	,132	,178	,256
Asymp. Sig. (2-tailed)	,091 <sup>c</sup>	,139 <sup>c</sup>	,008 <sup>c</sup>	,000 <sup>c</sup>

Source: data processed in 2023

Based on the output above, the magnitude of the statistical test value is  $0.256 > 0.05$ ; thus all data of this study has been normally distributed.

### Heteroscedasticity Test

**Table 4.** Heteroscedasticity test results  
Correlations

			AbRes	Work Ethic	Communication
Spearman's rho	AbRes	Correlation Coefficient	1,000	-,078	-,498**
		Sig. (2-tailed)	.	,660	,003
		N	34	34	34
	Work Ethic	Correlation Coefficient	-,078	1,000	,402*
		Sig. (2-tailed)	,660	.	,018
		N	34	34	34
	Communication	Correlation Coefficient	-,498**	,402*	1,000
		Sig. (2-tailed)	,003	,018	.
		N	34	34	34

Source: data processed in 2023

$$t_{X1} = \frac{\rho_{xy} \sqrt{n} - 2}{\sqrt{1 - (-,078)^2}} = \frac{-,078 \sqrt{34} - 2}{\sqrt{1 - (-,0060)}} = \frac{-,078 \sqrt{32}}{\sqrt{1,006}} = \frac{-,078 \times 5,6568}{1,002} = -0,4403$$

$$t_{X1} = \frac{\rho_{xy} \sqrt{n} - 2}{\sqrt{1 - (-,498)^2}} = \frac{-,498 \sqrt{34} - 2}{\sqrt{1 - (-,2480)}} = \frac{-,498 \sqrt{32}}{\sqrt{1,248}} = \frac{-,498 \times 5,6568}{1,1171} = -2,5217$$

Because the t-count X1, -0.4403 and t-count X2, -2.5217 < t-table value, 2.037 (2 tailed, 0.05) thus the data does not experience symptoms of heteroscedasticity.

## Multicollinearity Test

**Table 5.** Multicollinearity test results

Model		Tolerance	VIF
1	Work Ethic	,813	1,230
	Communication	,813	1,230

*Source: data processed in 2023*

Because the two Tolerance values are close to 1, and the two VIF values do not exceed 10, it can be stated that the data does not experience multicollinearity symptoms.

## Statistic Test

Statistical testing uses two hypothesis tests, namely simple linear regression (twice) and multiple linear regression (one time).

## Simple Linear Regression Test

**Table 6.** Partial statistical test results

Model		B	Std. Error	t	Sig.
1	(Constant)	2,565	3,797	,676	,504
	Work Ethic	,186	,086	2,175	,037
	Communication	,778	,087	8,922	,000

*Source: data processed in 2023*

## The Effect of Work Ethics on Work Performance

The explanation of the first partial test, based on the table above, shows that:

1.  $t$  count 2.175 >  $t$  table 2.032 = there is a positive effect.
2. a significance value of 0.037 < a significance level of 0.05 = there is a significant effect.

If you look at the results above, it can be understood that the results of this study are in line with the opinion: Magni & Maruping, 2013: Employees who develop rapidly tend to be more resilient. Thriving at work allows employees to acquire knowledge that contributes to their ongoing confidence building. This resulting accumulation of knowledge increases the ability of these employees to see more organizational opportunities to improve their organizational processes. (Imad et al., 2020) If a person has good will while working, the employee has ideals that need to be realized with enthusiasm and hard work. So he has the responsibility to have a good career. One of the lofty ideals of an employee is achievement, so making it happen needs to be done by working hard and earnestly

## The Effect of Communication on Work Performance

As for the second partial test, according to the output table above, the results are:

1.  $t$  count 8.922 >  $t$  table; 2.032 = there is a positive influence.
2. a significance value of 0.000 < a significance level of 0.05 = there is a significant effect

If you look at the results above, it can be understood that the results of this study are in line with the opinion: The most conscientious employers or organizational leaders realize that two-way communication provides a way to recognize employee contributions and build organizational commitment. This suggests that open, two-way communication contributes to happy employees, who are more successful in all aspects of life. (Proctor, 2014) A healthy organization is one that not only wants to fulfill its ambitions, targets and goals, but also simultaneously wants to realize its employees grow and develop in the career and future of their employees. If the achievements of the employees are there, of course the future of the employees will also be bright in the future and their presence and role will be increasingly taken into account. So to avoid confusion and so that the relationship between the organization (boss) and employees is well established, good communication needs to be established. So it is very clear that with good communication, employees will be enthusiastic about work and are willing to run out of time for their work because employees have organizational commitment. This is an example of a good attitude from employees as a result of a good communication process. Furthermore. So one of the success of employees in a career is to have work performance.

### Regression Model Output Analysis

Because data processing uses Ordinary Least Square (OLS) based regression with the aim of seeing the smallest error rate (usually below 0.05%), the following is an explanation of the regression model in this study:

$$\hat{Y} = a + bX_1 + bX_2 \quad (1)$$

$$\hat{Y} = 2,565 + 0,186X_1 + 0,778X_2 \quad (2)$$

The source of the numbers in the regression equation is obtained from table 6. A constant value of 2.565 is the value of the dependent variable (work performance) when the Y variable is not at all or has not been influenced by any independent variables (either X1 or X2 and/or variables outside the model). This means that performance is very weak and needs support from independent variables in order to be able to increase or boost employee performance, so the researchers decided to choose two independent variables, namely work ethic and communication. With the following description:

1. The coefficient of work compensation variable (b1) is 0.186 = when the work ethic is increased by 1 unit or its application is maximized by 100%, it will increase work performance by 0.186 or 18.6%.
2. Furthermore, the regression coefficient for work communication (b2) is 0.778 = understanding, which means that work communication is increased by 1 unit or its application is maximized by 100%, so employee performance will increase by 0.778 or 77.8%.

From the description above, that the two independent variables have contributed to increasing work performance if the work ethic and work communication are maximized. But seeing the high value, it should and should be that first communication needs to be addressed, organized, intensified, and encouraged to be even better and pay more attention. This is not a reason to compare between work ethic and communication which is better? But this is more to do with which one is more urgent or comes first as a priority scale without putting aside work ethic as a variable that contributes well to employee performance. Because with smooth communication, the flow of information will run smoothly from information sources to information recipients. If communication runs smoothly, work will run smoothly too, employees can exchange ideas easily, give input and criticize without feeling offended. Smooth communication will build strong emotional bonds between employees, between superiors and subordinates, as well as employees with parties outside the organization.

After the communication is improved, then the boss will strive for a better employee work ethic. It must be realized that employee performance is lacking because of a weak work ethic. So superiors need to consider making persuasive efforts at the initial stage and need to foster their employees with direction and training. So that in the next process superiors need to apply a reward and punishment system. This could spur the enthusiasm of employees to excel because they are driven by their desire to get rewards and avoid punishment.

### Multiple Linear Regression Test

**Table 7.** Simultaneous statistical test results

		ANOVA <sup>a</sup>				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1596,209	2	798,104	62,178	,000 <sup>b</sup>
	Residual	397,909	31	12,836		
	Total	1994,118	33			

Source: data processed in 2023

For simultaneous tests, as we can see from the table above, it can be stated:

1. calculated f value; 62,178 > value of f table; 3.267 (f table value: n = 34 or df 2 / for 2 independent variables or df 2. = Work Ethic and Work Communication simultaneously or jointly have a positive effect on work performance.
2. Because of the significance value; 0.000 < from the significance level; 0.05, it is certain that the Work Ethic variable and the Work Communication variable simultaneously or together have a significant effect on the Work Performance variable.

### R test

**Table 8.** Goodness of fit model test results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,895 <sup>a</sup>	,800	,788	3,583

Source: data processed in 2023

The coefficient of determination is 0.800; has a meaning, the variable Job Performance can be explained by the variable Work Ethic and Physical Work Communication with a percentage of 80.0%. In other words, the role of the independent variable in the model is very good because it is able to explain the dependent variable in the model by 80.0%. Of course if you look at the output above, then this is the ideal number. Because a good model is said to be feasible if the independent variables in the model (Work Ethic and Work Communication) are more dominant in explaining the dependent variable in the model. In fact, the independent variables outside the model (unknown and defined) are not more dominant in influencing the dependent variable in the model with a difference of 20.0% to 80.0%.

#### 4. Conclusion

Following are some of the conclusions, namely: The first partial test, work ethic has a positive and significant effect on work performance, The second partial test, Work Communication has a positive and significant effect on Work Performance, Simultaneous Test, Work Ethic and Work Communication together have a positive and significant effect on Work Performance. There are several suggestions that are useful for research locations and similar research developments in the future that have some or all of the variables studied in this study in common: Bosses need to emphasize the quality of the work ethic that every employee needs to have, With the changing state of work communication, it is hoped that employees will continue to communicate well, closely, and maintain cohesiveness, Work performance is absolutely something to get. So both agencies need to pay attention to and facilitate various things that can support employees to get their work performance. Thus the two institutions mentioned above, need to pay attention to their employees as well as possible, by establishing effective communication with their employees. So that employees are helped, motivated, and excited to have good performance at work.

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