

The Effect of Transformational Leadership and Division of Labor on Performance mediated by Work Motivation, on Employees of the Aru Regency Capital Investment and One-Stop Integrated Services (PTSP) Agency

Benony Liesal¹, Novalien. C. Lewaherilla², Agusthina Risambessy³
^{1,2,3} Faculty of Economics and Business, Pattimura University

Article Info	ABSTRACT
Keywords: Transformational leadership, Division of labor, performance, Work motivation	The purpose of this study is to Influence of Transformational Leadership and Division of Work on Performance mediated by Work Motivation, on Employees of the Capital Investment and One-Stop Integrated Service Agency (PTSP) of Aru Regency. This study is a descriptive quantitative study. The population in this study were 30 respondents of the Capital Investment and One-Stop Integrated Service Agency (PTSP) of Aru Regency. Using a questionnaire. Sampling using non-probability sampling techniques with purposive sampling methods. The data analysis method used is SEM PLS 3.0 to test the formative and reflective models between indicators. Based on the results of the data test that has been carried out, it shows that the transformational leadership variable (X1) has a positive and significant effect on performance (Y), and the division of work variable (X2) as a mediating variable and work motivation variable (Z). Likewise, it has a positive and significant effect on performance (Y) as a mediating variable and work motivation variable (Z). The results of the study also show that transformational leadership has a very high influence on employee performance, the division of work affects performance, and work motivation. This shows that transformational leadership is still dominated by work motivation or references from other people who have a performance commitment.

This is an open access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license



Corresponding Author:

Benony Liesal
Pattimura University
Jl. Ir. M. Putuhena, Poka, Ambon District, Ambon City,
liesal.beny@gmail.com

INTRODUCTION

In today's era, every organization is certainly required to always be able to optimize its human resources and how these human resources can survive in the era of globalization with increasingly tight competition. Human resources are one of the important elements in an organization, without the role and support of human resources even though various production factors are available, the organization will not run. Because humans are the driving force and determinant of the course of an organization to achieve goals. High employee performance is the main goal of most organizations in order to encourage companies to adapt to a competitive market environment.

The Effect of Transformational Leadership and Division of Labor on Performance mediated by Work Motivation, on Employees of the Aru Regency Capital Investment and One-Stop Integrated Services (PTSP) Agency - Benony Liesal et al

According to Yusuf (2014) stated that performance is the result of work that can be achieved by a person or group of people in an organization according to their respective authorities and responsibilities. According to Gupta & Muita (2012) explained that companies need employees who are able to work better and faster, so employees who have high performance (job performance) are needed. According to Mangkunegara (2005) performance is the result of work achieved by an employee in carrying out his duties according to the responsibilities given to him. Meanwhile, according to Moeheriono (2014) performance is a description of the level of achievement of the implementation of a program of activities in realizing the goals, objectives, vision, and mission of the organization which are outlined through the planning of an organization. Leadership. In carrying out his work, a leader is required to be able to act fairly towards his subordinates so that the goals of the organization can be implemented smoothly. In relation to this, Stephen P. Robbin (2006:432) expressed his opinion that leadership is the ability to influence groups towards achieving goals. From Robbins' opinion above, it is clear that a person's leadership will be appreciated by his subordinates (employees) if the leader can appreciate what his employees have done. Leadership is a science that comprehensively studies how to direct, influence and supervise others to carry out tasks according to planned orders. The science of leadership has increasingly developed along with the dynamics of human life development. Lomanjaya (2014) leadership is a pattern of behavior, both words and actions of a leader that are felt by others. Leadership Indicators. Transformational leadership has four dimensions, namely idealized influence, inspirational motivation, intellectual stimulation and individualized consideration. The four dimensions in transformational leadership are specifically according to Bass & Avolio (1997) in Rothfelder et al. (2013).

Division of work. Tasks are obligations in work that have been determined in the organization to carry out work activities in accordance with the status of the position they hold. Division of labor can occur because each person has limited ability to do the job. Therefore, the division of labor is carried out in an organization or company so that work is more effective according to the abilities of employees so that organizational goals can be achieved. There are several theories of division of labor according to experts, including:

According to James AF Stoner translated by Benyamin Molan (2015) stated that the division of tasks is a description of the tasks that must be done so that everyone in the organization is responsible for carrying out a certain set of activities and not all tasks. In contrast, according to Sutarto (2015:104) that the division of labor is a breakdown and grouping of tasks that are similar or closely related to each other to be carried out by a certain official. Indicators of Division of Labor There are several dimensions and indicators in the division of labor according to Lin-Grensing Pophal (2013:8) translated by Sugiri, the indicators of the division of labor are as follows:

1. Employee placement
2. Workload
3. Job specialization

Work motivation

Motivation can be interpreted as a drive that arises from within or from outside a person so that it can encourage people to work well. Herzberg and Frederick (2011) explain that there are two types of factors that encourage someone to try to achieve satisfaction and stay away from dissatisfaction. These two factors are indicators for measuring motivation, namely motivator factors (intrinsic factors) and hygiene factors (extrinsic factors). Intrinsic motivation consists of 3 factors, namely feelings of achievement (work achievement), recognition (recognition) and increased responsibility (increased responsibility).

The definition of motivation is a concept that explains the forces within employees that initiate and can direct them. the person's behavior. Motivation is the driving force for someone to make the greatest possible contribution to achieve the success of organizational goals (Siagian, 2016).

Work Motivation Indicators

1. Will
2. Building Expertise And Building Skills
3. Realize Responsibility And Purpose
4. Obligation

Employee performance

Performance is defined as what employees do or do not do. Employee performance is what influences how much they contribute to the organization. According to Afandi (2018:83) Performance is the work results that can be achieved by a person or group of people in a company according to their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contrary to morals and ethics. According to Mangkunegara (2009:67) the definition of performance (work achievement) is the work results in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. According to Wibowo (2010:4) Performance is the implementation of the plan that has been prepared. Implementation of performance is carried out by human resources who have the ability, competence, motivation, and interests. How the organization values and treats its human resources will affect their attitudes and behavior in carrying out performance.

Employee Performance Indicators

According to Mangkunegara (2013), to measure employee performance, there are several indicators used:

1. Quality
2. Quantity
3. Punctuality

Hypothesis

Based on theoretical studies and previous research on the formulation of problems in this study, it is suspected that:

Hypothesis 1. Transformational Leadership Influences Performance

Hypothesis 2. Division of labor affects performance

Hypothesis 3. Transformational Leadership Influences Work Motivation

Hypothesis 4. Division of Labor Affects Work Motivation

Hypothesis 5. Work Motivation Affects Performance

Hypothesis 6. Transformational Leadership Influences Performance Mediated by Work Motivation.

METHODS

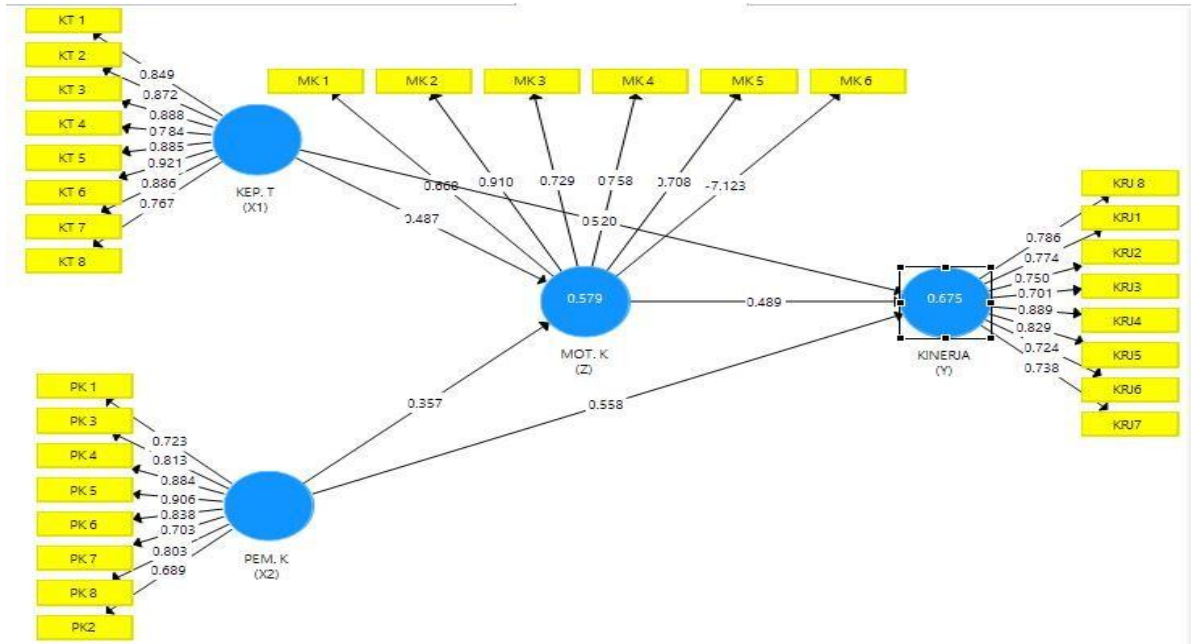
Respondent Characteristics

Gender	Amount	Presentation
Man	20	67%
Woman	10	33%
Total	30	100%

No	Last education	Amount	Presentation
1	High School/Equivalent	14	47%
2	D1-D3	6	20%
3	S1	10	33%
4	S2	-	-
5	S3	-	-
6	TOTAL	30	100%

Length of working	Amount	Presentation
< 2 years	5	17%
3-5 Years	10	33%
6-8 Years	5	17%
9-11 Years	4	13%
<12 Years	6	20%
Total	55	100%

Original Outer Model



Outer Loading Value

Variables	Indicator	Criteria	Outer Loading
Transformational leadership (X1)	KT 1	>0.5	0.723
	KT 2		0.789
	KT 3		0.813
	KT 4		0.884
	KT 5		0.906
	KT 6		0.838
	KT 7		0.703
	KT 8		0.803
Leadership Behavior (X2)	PK.1	>0.5	0.849
	PK.2		0.872
	PK.3		0.788
	PK.4		0.784
	PK.5		0.885
	PK.6		0.921
	PK.7		0.886
	PK.8		0.767
Performance	K 1	>0.5	0.774
	K2		0.750
	K3		0.701

The Effect of Transformational Leadership and Division of Labor on Performance mediated by Work Motivation, on Employees of the Aru Regency Capital Investment and One-Stop Integrated Services (PTSP) Agency - Benony Liesal et al

(Y)	K 4	0.5	0.889
	K 5		0.829
	K 6		0.724
	K 7		0.738
	K 8		0.786
Work motivation (Z)	MK1		0.768
	MK2		0.910
	MK3		0.729
	MK4		0.758
	MK5		0.708
	MK6		0.723

Source: Primary Data processed using Smart PLS 3.0, 2024

The table shows that there are no outer loading indicator values <0.5, so all indicators can be said to be reliable. And All of these indicators can be said to be reliable.

Discriminant Validity Test of Cross Loading Values

	Performance Behavior (X)	Performance (Y)	Organizational commitment (Z)
PK 1	0.779	0.489	0.745
PK 2	0.826	0.531	0.750
PK 3	0.907	0.610	0.817
PK 4	0.721	0.506	0.733
PK 5	0.366	0.327	0.222
PK 6	0.421	0.310	0.259
KO.1	0.855	0.830	0.864
KO.2	0.659	0.818	0.758
KO.3	0.778	0.702	0.807
KO.4	0.878	0.589	0.962
KO.5	0.852	0.641	0.898
KO.6	0.846	0.569	0.859
K1	0.683	0.729	0.652
K 2	0.625	0.687	0.635
K 3	0.737	0.670	0.843
K 4	0.775	0.584	0.751
K 5	0.704	0.754	0.657
K 6	0.868	0.763	0.881
K 7	0.779	0.789	0.745
K 8	0.826	0.631	0.750

Source: Primary Data processed using Smart PLS 3.0, 2024

One of the criteria used in testing discriminant validity is the cross loading value of each indicator on the measured variable, the variable must be greater than the cross loading on other variables. Based on the table. shows that the cross loading value on the indicators of this research model has met the criteria in the discriminant validity test and can be declared valid.

Average Variance Extracted, Composite Reliability and Cronbach's Alpha

		Average Variance Extracted (AVE)		Cronbach's Alpha	Composite Reliability
LEADERSHIPTRANSFORMATIONAL (X1)	>0.5	0.662	>0.6	0.925	0.939
PERFORMANCE_(Y)		0.544		0.879	0.902
MOTIVATION. PERFORMANCE(Z)		0.646		0.730	0.769
PERFORMANCE BEHAVIOR_(X2)		0.536		0.716	0.834

Source: Primary Data processed using Smart PLS 3.0, 2024

Based on the table, there are variables that have a value of <0.5, including employee performance (Y) and the three variables have an AVE of >0.5 so that the contract has good Convergent Validity where the latent variables can explain an average of half of the Variance of the indicators.

R-Square Value

	R Square
PERFORMANCE_(Y)	0.755
MOT.K_(Z)	0.779

Source: Primary Data processed using Smart PLS 3.0, 2024

Based on the table above, it shows that the Performance and Organizational Commitment variables each have R-Square values of 0.755 and 0.779.

Path Coefficients

Path Coefficients are also used to measure the significance between variables, but the criteria used in the Path Coefficients test range from -1 to +1, the closer to +1, the stronger the relationship between constructs.

Path Coefficients Table

	PERFORMANCE_(Y)	MOT.K_(Z)
TRANSFORMATIONAL LEADERSHIP (X1)	0.320	0.487
PERFORMANCE_(Y)		
MOTIVATION. PERFORMANCE(Z)	0.489	
PERFORMANCE BEHAVIOR_(X2)	0.558	0.357

Source: Primary Data processed using Smart PLS 3.0, 2024

Mediation Test

Evaluation of Indirect Influence

The evaluation of indirect influence aims to measure, know, and analyze the strength of the relationship between intervening variables. It is known that the table of the number of samples is 55 respondents.

T-Statistic Value Table for Direct Effect and Indirect Effect

	Original Sample (O)	T Statistics (O/STDEV)	P Values
LEADERSHIP TRANSFORMATIONAL (X1) -> PERFORMANCE (Y)	0.619	4.114	0.009
TRANSFORMATIONAL LEADERSHIP (X1) -> PERFORMANCE MOTIVATION (Z)	0.787	6,389	0.017
PERFORMANCE MOTIVATION (Z) -> PERFORMANCE (Y)	0.589	3,041	0.002
PERFORMANCE ASSESSMENT (X2) -> PERFORMANCE (Y)	0.633	4.186	0.000
WORK PERFORMANCE ASSESSMENT (X2) -> WORK MOTIVATION (Z)	0.657	3,710	0.008
KEP. T (X1) -> MOT. K (Z) -> PERFORMANCE (Y)	0.738	2.933	0.004
PEM. K (X2) -> MOT. K (Z) -> PERFORMANCE (Y)	0.675	2.263	0.007

Source: Primary Data processed using Smart PLS 3.0, 2024

H1: Transformational Leadership Behavior is positive and significant towards Performance

H2: Transformational leadership has a positive and significant influence on work motivation.

H3: Work motivation has a positive and significant effect on performance.

H4: Performance appraisal has a positive and significant effect on performance.

H5: work assessment has a positive and significant effect on performance motivation

CONCLUSION

Transformational Leadership has a significant effect on the Performance of Employees of the Investment and Integrated Service Office (PTSP) of Aru Regency. Thus, the better the implementation of transformational leadership, the better the performance of employees will be.

2. Transformational Leadership has a significant influence on the work motivation of Aru Regency Civil Service Employees (PTSP). It can be explained that the better the Transformational Leadership, the better the work motivation of Aru Regency Civil Service Employees (PTSP).

3. Work Motivation has a positive and significant effect on the Performance of Aru Regency Service Employees (PTSP). This indicates that the more employee motivation increases, the more it will encourage increased performance in Aru Regency Service Employees (PTSP).
4. Division of work has a significant effect on the performance of employees of the Investment and PTSP Office of Aru Regency. This shows that the better the creation of a good division of work procedure, the better the performance of employees of the Investment and PTSP Office of Aru Regency will be.
5. The division of labor has a significant positive effect on the Work Motivation of Employees at the Aru Regency Investment and PTSP Service. Thus, the more procedural the division of labor is carried out, the more it will encourage an increase in the work motivation of employees at the Aru Regency Investment and PTSP Service.
6. Work motivation mediates the influence of Transformational Leadership on the performance of Employees of the Aru Regency Investment Service (PTSP). This means that work motivation plays an important role in driving transformational leadership so that it can further encourage increased employee performance.
7. Work motivation mediates the influence of division of labor on the performance of employees of the Investment and (PTSP) Department of Aru Regency. This means that high employee work motivation will encourage the process of division of labor well by the leadership and will subsequently improve employee performance.

REFERENCE

- Ahuja, S., & Gupta, S. (2019). Organizational commitment and work engagement as a facilitator fo sustaining higher education professionals. *International Journal of Recent Technology and Engineering*, 7(6), 1846–1851.
- Anwar Prabu Mangkunegara (2005), *Evaluasi Kinerja Sumber Daya Manusia*, Penerbit Refika Aditama, Bandung
- Avilla, Glenda. (2017). Gaya Kepemimpinan Transformasional, Keadilan Organisasi, dan Reaksi Karyawan Terhadap Kinerja Karyawan. *Jurnal Manajemen dan Pemasaran Jasa* Vol. 10 No. 1 Maret 2017 : 129 – 140. <http://dx.doi.org/10.25105/jmpj.v10i1.1670>
- Bakker, Arnold B., Jørn Hetland, Olav Kjellevold Olsen, and Roar Espevik. 2022. “Daily Transformational Leadership: A Source of Inspiration for Follower Performance?” *European Management Journal*, no. January. <https://doi.org/10.1016/j.emj.2022.04.004>
- Bass, B. M., & Bass, R. (2008). *The Bass Handbook of Leadership Theory, Research and Managerial Applications*. Free Press. <https://libgen.is/book/index.php?md5=0301F90C0653D4DEE55D42FC466D7C3>
- Buchanan, D. A., & Huczynski, A. A. (2019). *Organizational Behaviour* (9th Ed.). Pearson
- Cahyono, Ujang. 2014. Pengaruh Kepemimpinan Transformasional Terhadap Kinerja Karyawan Di Perusahaan Daerah Perkebunan Jember. *Jurnal Manajemen dan Agribisnis*. Vol 11 (2). 1-20.
- Christ, Jonathan & Mardiana, Tri & Sutanto, Hery. (2020). Pengaruh Kepemimpinan Transformasional, Komitmen Organisasi Dan Burnout Terhadap Kinerja Karyawan:

- (Studi Pada Karyawan Non Manajerial Hotel Grand Aston Yogyakarta). *Dialektika : Jurnal Ekonomi Dan Ilmu Sosial*. 5. 10.36636/Dialektika.V5i2.463. Yogyakarta). DIALEKTIKA: Jurnal Ekonomi dan Ilmu Sosial. 5 (2)
- Darari & Lutfi, (2019), Pengaruh Kepemimpinan Transformasional dan Motivasi Ekstrinsik terhadap Kinerja Karyawan dengan Kepuasan Kerja sebagai Variabel Intervening, pada PT.Dafatan Anugrah Aabadi Serang Banten. *Jurnal Riset dan Manajemen Tirtayasa* Vo.3(1) : hh94-106
- Daft L, Richard. (2018). *Manajemen*. Jakarta : Erlangga
- Ferdy Roring. 2017. Pengaruh Kepemimpinan, Pembagian Kerja Dan Kompensasi Terhadap Kinerja Karyawan Pada PT Bank Danamon Cabang Manado. Vol.4 No.3
- Glenda, Avilla. 2017. Gaya Kepemimpinan Transformasional, Keadilan Organisasi, dan Reaksi Karyawan Terhadap Kinerja Karyawan. *Jurnal Manajemen dan Pemasaran Jasa* Vol. 10 No. 1 Maret 2017 : 129-140
- Hafizh Ash-Shiddiqie Teko Sulaiman (2023). Pengaruh kepemimpinan transformasional terhadap motivasi kerja dan kinerja pegawai Pemkab Malang , studi pada pegawai Dinas Kominfo Kabupaten Malang), *Economics and Business Faculty of Brawijaya University*
- Hakam Soe'loed dan Ika Ruhana,(2015) “ Pengaruh Gaya Kepemimpinan Transformasional Terhadap Kinerja Karyawan Dengan Motivasi Sebagai Variabel Intervening Studi Kasus Pada Karyawan Bank Jatim Cabang Malang”, *Jurnal Administrasi Bisnis*, Vol 3 No. 1.
- Hasana, N., & Helmi, S. (2023). SEIKO : Journal of Management & Business Pengaruh Gaya Kepemimpinan Transformasional, Motivasi Kerja dan Disiplin Kerja terhadap Kinerja Karyawan PT Kereta Api Indonesia (Persero) Divisi Regional III Palembang. *SEIKO : Journal of Management & Business*, 6(2), 329–343.
- Hasibuan, Malayu (2007), *Manajemen Sumber Daya Manusia*, (Ed Revisi 9), Jakarta: PT. Bumi Aksara.
- Hartono, Winastyo Febrianto Dan Rotinsulu, Jopie Jorie. 2015. Pengaruh Gaya Kepemimpinan, Komunikasi Dan Pembagian Kerja Terhadap Kinerja Karyawan Pada Pt. Prima Inti Citra Rasa Manado, *Jurnal Emba* Vol.3 No.2
- I Made Wahyu Aditya Putra, Imade Swasti Puja (2023) Pengaruh Gaya Kepemimpinan Transformasional terhadap Kinerja dimediasi oleh Motivasi kerja, *Jurnal Manajemen, Kewirausahaan dan Pariwisata* , Volime 3 No 8 , 2023
- Indra, K. (2015). Pengaruh Gaya Kepemimpinan Transformasional Terhadap Kinerja Karyawan Dengan Motivasi Kerja Sebagai Variabel Intervening (Studi Pada Karyawan Bank Jatim Cabang Malang). *Insan Nur*, 2019. *Kepemimpinan Transformasional*. Bandung,Penerbit ALFABETA
- Jesslyn Kartawidjaja (2020), Pengaruh Kepemimpinan Transformasional Terhadap Motivasi Kerja Di PT. Mahameru Mekar Djay
- Kartawidjaja, Jesslyn, _Pengaruh Kepemimpinan Transformasional Terhadap Motivasi Kerja Di PT. Mahameru Mekar Djaya', *Jurnal Ilmiah Indonesia*, 5.8 (2020), 578–87 <<https://doi.org/http://dx.doi.org/10.36418/syntax-literate.v5i8.153>

- Maharani, Vivin, et. al. 2013. Organizational Citizenship Behavior Role in Mediating the Effect of Transformational Leadership, Job Satisfaction on Employee Performance: Studies in PT Bank Syariah Mandiri Malang East Java. *International Journal of Business and Management*; Vol. 8, No. 17; 2013
- Masriah et al. (2022). Pengaruh Motivasi Kerja dan Disiplin Kerja Terhadap Kinerja Karyawan pada PT Mitra Adiperkasa di Jakarta Pusat. *Jurnal Ekonomi Efektif*.
- Masturi, H., Hasanawi, A., & Hasanawi, A. (2021). *Jurnal Inovasi Penelitian*. *Jurnal Inovasi Penelitian*, 1(10), 1–208
- Megheirkouni, M. (2017) 'Leadership styles and organizational learning in UK for profit and non-profit sports organizations', *International Journal of Organizational Analysis*, 25(4), pp. 596–612. doi: 10.1108/IJOA-07-2016-2042
- Moehariono. (2014). *Pengukuran Kinerja Berbasis Kompetensi*. Jakarta: PT Raja Grafindo Persada.
- Muizu, W.O.Z., 2014. Pengaruh Kepemimpinan terhadap Kinerja Karyawan. *Jurnal Pendidikan Ekonomi dan Bisnis*, 6(1), pp.1-13.
- Nadya Hasana, Sulaiman Helmi (2023), Pengaruh Gaya Kepemimpinan Transformasional, Motivasi Kerja dan Disiplin Kerja terhadap Kinerja Karyawan PT Kereta Api Indonesia (Persero) Divisi Regional III Palembang, *SEIKO : Journal of Management & Business* SEIKO : Journal of Management & Business, 6(2), 2023 | 329, Volume 6 Issue 2 (2023) Pages 329 - 343
- Nurul Faradila, Yamin Siregar, Isnaniah LKS (2020), Pengaruh Pembagian Kerja dan Wewenang terhadap Kinerja Perawat di Rumah Sakit Umum Mitra Sejati, *Jurnal Ilmiah Manajemen dan Bisnis (JIMBI)* Volume 1 No 1 (2020)
- Nur Wakhidin (2023) Pengaruh Gaya kepemimpinan transformasional, komunikasi organisasi, pembagian kerja terhadap kinerja Guru SMA Negeri 1 Pejagoan Kabupaten Kebumen, Universitas Putra Bangsa.
- Pambudi, D. S., Mukzam, D. & Nurtjahjono, G. E. (2016). Pengaruh Gaya Kepemimpinan Transformasional terhadap Kinerja Karyawan melalui Kepuasan Kerja Karyawan sebagai variabel mediasi (Studi pada karyawan PT Telkom Indonesia Witel Jatim Selatan Malang). *Jurnal Administrasi Bisnis*. 39 (1): 164-171.
- Rahim Fheiren, et.al (2018), Pengaruh Kepemimpinan Transformasional dan Kepemimpinan Transaksional terhadap Kinerja Karyawan pada PT.PLN (Persero) Wilayah Sulutenggo. *Jurnal EMBA* Vol.6
- Rothwell, W. J., Stavros, J. M., & Sullivan, R. (2016). *Practicing organization development : leading transformation and change*. New Jersey: John Wiley & Sons.
- Rothfelder, Kathrin., Ottenbacher, Michael C., and Harrington, Robert J. 2013. The Impact of Transformational, Transactional and Non-Leadership Styles on Employee Job Satisfaction in The German Hospitality Industry. *Tourism and Hospitality Research*. Vol. 12 (4) pp. 201–214
- Robbins, P. S dan Judge, T. A. 2017. *Organizational Behaviour*, Edisi 13, Jilid 1, Salemba Empat. Jakarta

- Sahidillah, Nurdin. Rohendi, Acep. 2016. Gaya Kepemimpinan Transformasional Budaya Organisasi, Dan Kinerja Karyawan Dengan Mediasi Komitmen Organisasi. *Ecodemica*, Vol. IV No.1 April 2016
- Sudarwan Danim (2004) *Motivasi Kepemimpinan & Efektivitas Kelompok*. PT Rineka Cipta. Jakarta.
- Suyadi, Umar Sanusi, Fajar (2020), Pengaruh budaya kerja dan pembagian kerja terhadap kinerja aparat di Kantor Desa Kelaten Kecamatan Penengahan Kabupaten Lampung Selatan, *Jurnal Kalianda Halok Gagas*, Volume 5, No 1, Juni 2022 ISSN 2776-1355
- Wulandari, P. Ayu Asri Wulandari dan W. Bagia. (2020). Pengaruh Motivasi Kerja Terhadap Kinerja Pada Pegawai Puskesmas. *Prospek: Jurnal Manajemen dan Bisnis*. Vol. 2 No. 2, Desember 2020
- Yukl, G. A., & Gardner, W. L. (2020). *Leadership in Organizations*. Pearson Education, Inc. *Journal of Leadership Studies* Volume 16 Issue 3,
- Luthans, Fred. 2011. *Organizational Behavior : An Evidence – Based Approach* 12 th Edition. New York : The Mc Grow – Hill Companies, Inc