

Analysis of the Influence of Workload, Physical Environment, and Work Motivation on the Performance of Field Employees of the Regional Public Drinking Water Company (Perumdham) Tirta Yapono, Ambon City

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ABSTRACT

This study examines the effect of workload, compensation and motivation on work performance on the performance of field employees of the Tirta Yapono Regional Drinking Water Company (PERUMDAM) in Ambon City. This study is an explanatory research type. Explanatory research is a study whose data analysis is to determine the relationship between variables and other variables. Based on the results of the study, it shows that workload (X1) has a t-value of 0.527 and a significant value of 0.601. This shows that $\text{sig. } 0.601 > 0.05$, which means that the hypothesis is rejected, so there is no effect of workload on performance. The work environment variable (X2) has a t-value of 2,240 and a significant value of $0.030 < 0.05$, which means that the hypothesis is accepted, so that the work environment affects performance. The work motivation variable (X3) has a t-value of 2,228 and a significant value of $0.031 < 0.05$, which means that the hypothesis is accepted, so that work motivation affects performance. Based on the F test results table with a significance value of 0.001, which is smaller than 0.05 ($0.000 < 0.05$). From these results, the independent variables, namely workload, work environment, and work motivation, have a significant positive effect on the dependent variable, namely performance.

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INTRODUCTION

Human resources in a company can be assessed and measured through their performance, managing resources is indeed very complete, because it must deal with people who have different educational backgrounds, social life characters. Therefore, there needs to be a policy from a leader who is right and directed from the agency in overcoming this human resource problem, because the implementation of the wrong policy will have a negative impact on the organization as a whole. The company must be able to develop quality human resources, and have the potential to achieve the company's goals, the mindset and innovation that come from each individual in the company will be able to realize the success of the company. The

ability to manage the performance of employees or employees is one of the determinants of the progress of business and organizational performance. (Indrasari, 2017).

Job satisfaction is one of the factors in obtaining and achieving maximum work results. If employees feel satisfied, it will have a positive impact on the development of the company. However, on the contrary, if employees feel dissatisfied, the results will have a negative impact on the company. The object of this study is the Regional Public Drinking Water Company (PERUMDAM) Tirta Yapono, Ambon City, located at Jl. Slamet Riyadi, District. Sirimau, Ambon City. because it is considered appropriate for studying employee performance issues.

This is because the high performance of employees in an organization will greatly affect the overall performance of the organization, especially for corporate organizations engaged in public services such as the Regional Public Water Company (PERUMDAM) of Ambon City, which is one of the regional-owned companies (BUMD) that provides clean water distribution services in the Ambon City area. This will make employee performance a priority because in addition to having to deal directly with customers every day, they must also be responsible to the local government.

This workload refers to MUKI (Individual Work Unit Management), each employee can be seen whether they can complete their tasks on time and on target or not. Sometimes the time given to complete the task is too little. The MUKI is a target that must be completed by each employee. On the other hand, employees with low levels of job satisfaction tend to see their work as boring and tedious so that employees will work reluctantly and carelessly.

The physical work environment in a workplace, whether open or closed, greatly affects various types of production processes in it, one of the factors that affects the work environment is the work climate (Kuswana, 2014). Indonesians generally have a tropical climate, with temperatures around 28-32 0 C with humidity around 85-95% or more. Work and workplaces generally have a hot climate, which usually has heat pressure that exceeds everyday conditions in general (Suma'mur, 2009). Hot temperatures can reduce the ability to think. Such a decrease in the ability to think is extraordinary after the temperature exceeds 320 C. Hot temperatures are a work environment factor that is very closely related to worker health.

Motivation is one of the success factors in achieving performance with the company's operational goals and strategies because motivation can also be said as energy to generate drive within oneself, according to Gibson (2013 p. 165) states that work motivation is the power that drives an employee that causes and directs employee behavior. "There is another definition that further clarifies the understanding of motivation according to Mangkunegara (2009 p. 61) says that: Motivation is a condition or energy that moves employees who are directed or aimed at achieving the goals of the company's organization.

The positive mental attitude of employees towards the work situation is what strengthens their work motivation to achieve performance that strengthens their work motivation to achieve maximum performance. And the definition of condition motivation

according to Robbins. (2008 p.222) is "motivation as a process that explains the intensity, direction and persistence of an individual to achieve goals.

It is known that there are many factors that affect employee performance at the Regional Public Drinking Water Company (PERUMDAM) Tirta Yapono, Ambon City. As stated in the description above which includes workload, physical environment and motivation in the work environment, among the various factors that can affect employee performance. The importance of job satisfaction for employees at PERUMDAM Tirta Yapono, Ambon City can be used as an indication that work does not have to talk about good performance but must also pay attention to job satisfaction. What is meant is job satisfaction in terms of what employees produce through the influence of the physical environment, motivation and employee workload.

METHODS

Performance is the level of achievement of results from the implementation of certain tasks. Agency performance is the level of achievement of results in order to realize agency goals (Simamernjuntak, 2011: 1). The definition of performance is the work results in terms of quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. Performance is the seriousness of an effort made by someone that has an impact on the results obtained (Asmani, 2012: 130).

According to Hasibuan (2013: 94) stated that performance is a work result achieved by someone in carrying out the tasks assigned to him based on skills, experience, and sincerity and time. Performance is a combination of three important factors, namely the ability and interest of an employee, the ability and acceptance of the explanation of the delegation of tasks, and the role and level of motivation of an employee, the higher the three factors, the greater the performance of the employee concerned.

Performance Indicators

Employee performance indicators can be evaluated objectively and accurately through performance level benchmarks. This measurement means giving employees the opportunity to know their performance level. Facilitating employee performance assessment, furthermore Mitchel in the book sedarmayanti (2001: 51) entitled human resource management and work productivity, states the following performance indicators:

1. Quality of work is the quality of work achieved based on the requirements of suitability and high readiness which in turn will give rise to appreciation and progress as well as organizational development through systematic improvement of knowledge and skills in accordance with the demands of science and technology which are increasingly developing rapidly.
2. Timeliness (pompntness) is related to whether or not the completion time of the work is in accordance with the planned time target. Every job is attempted to be completed according to plan so as not to interfere with other jobs.

3. Initiative is having self-awareness to do something in carrying out tasks and responsibilities. Subordinates or employees can carry out tasks without having to depend continuously on superiors.
4. Capability, namely among several factors that influence a person's performance, it turns out that the one that can be intervened or treated through education and training is the capability factor that can be developed.

Education and training are factors of capability that can be developed. Performance assessment is a method and process of assessing the implementation of tasks (performance). A person or group of people or work units in an agency in accordance with performance standards or objectives that have been set in advance. The performance assessment is also a performance evaluation performance appraisal. In short, performance assessment is giving value to the work done by a person and for that is given a reward, compensation, or award (Simanjuntak, 2011: 107).

Definition of workload

The term workload is often interpreted as something that burdens or stresses a person's life (Iskandar and Sembada 2012 29) Based on the Minister of Home Affairs Regulation Number 12 of 2008 Article 1 number 5. It is stated as follows: Workload is the amount of work that must be borne by a position or agency unit and is the result of the multiplication of work volume and time norms.

Workload is a series of activities that must be completed by an agency unit or office holder within a certain time (Anita 2013 70) if the employee's ability is higher than the demands of the job, a feeling of boredom will arise. However, on the contrary, if the employee's ability is lower than the demands of the job, then there will be more fatigue. The workload given to employees can be selected into three, namely a workload that is in accordance with standards, a workload that is too high (over capacity) and a workload that is too low (under capacity) (Sitepu. 2013 1125)

Workload Indicator

The agency should always evaluate the performance of its employees. The agency must know how the physical (physiological) and mental (psychological) workload of the employees. This is very important to ensure the results are in accordance with the targets set by the agency. The workload given to employees should be a balanced workload. If the workload is not balanced, it can have a negative impact on both employees and the agency (Mutia 2014 504)

Adhani (2013:1227) states that workload can be measured as follows:

- 1) The amount of work given to employees
- 2) The level of difficulty of the work given to employees
- 3) Adequate time given to employees to complete work
- 4) Employee knowledge and skills

Definition of Physical Environment

The work environment in a company is very important for management to pay attention to. According to Nitisemito (2010) the work environment is everything that is

around workers that can influence them in carrying out the tasks they carry out. Based on this definition, it can be seen that the work environment is a condition or situation that has a significant influence on employees in carrying out their work or on the running of the company's operations.

According to Sedarmayanti (2009) in general the work environment is divided into 2, namely the physical work environment and the non-physical work environment. The physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. He further said that the physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly.

Physical Environment Indicators

As for the indicators of the physical work environment, Sedarmayanti (2009) stated that there are two categories, namely:

- a. The environment that is directly related to employees (such as: work centers, chairs, tables, and so on).
- b. The intermediary environment or general environment can also be called a work environment that affects human conditions, such as: lighting, humidity, noise, color, space for movement, work safety.

Understanding Motivation

Human resource management basically contains the steps of planning, recruitment, selection, development, maintenance and use of human resources to achieve certain goals, both individual and organizational goals. The success of managing a business company is largely determined by the effectiveness of human resource utilization activities. In this case, a manager must have techniques that can maintain performance and job satisfaction, including by providing motivation to employees so that they can carry out tasks with applicable provisions.

According to Samsudin (2015:281), "motivation is the process of influencing or encouraging from outside a person or a work group so that they are willing to carry out something that has been determined". According to Sunyoto (2015:4), "work motivation is a condition that encourages an individual's desire to carry out certain activities to achieve their desires". According to Fahmi (2013:107), "motivation is a behavioral activity that works in an effort to fulfill desired needs".

Work Motivation Indicators

Motivation is a series of attitudes and values that influence individuals to achieve specific things according to individual goals. These attitudes and values are a force to encourage individuals to behave in achieving goals. Work motivation indicators according to Sedarmayanti (2015:233-239) are:

1. Salary.

For employees, salary is an important factor to meet the needs of themselves and their families. Salary, in addition to functioning to meet the basic needs of each employee, is also intended to be a driving force for employees to be able to work with enthusiasm.

2. Supervision.

Effective supervision will help increase worker productivity through good work organization, as well as providing real instructions according to work standards, and adequate training equipment and other supports. The main responsibility of a supervisor is to achieve the best possible results by coordinating the work system in his work unit effectively.

3. Working relationships.

To be able to carry out work well, it must be supported by a harmonious work atmosphere or work relationship, namely the creation of a close relationship, full of family and mutual support, both relationships between fellow employees or between employees and superiors. Humans as social beings will always need relationships with others, both in the workplace and outside the work environment.

4. Recognition or appreciation (recognition).

Every human being has a need for a sense of appreciation. Recognition of achievement is a powerful motivational tool, even surpassing the satisfaction derived from compensation. Someone who receives recognition or appreciation will be able to increase their work spirit.

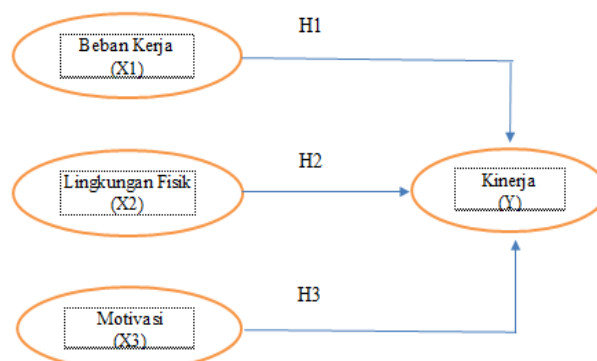
5. Success (achievement).

Everyone certainly wants success in every activity/task that is carried out. Achievement in doing a job will motivate the person concerned to do the next tasks. Thus, the achievements achieved in the job will create a positive attitude, which always wants to do the job with full challenges. Someone who has a desire to achieve as a need can encourage him to achieve the target. The need for achievement is usually associated with a positive attitude and the courage to take calculated risks to achieve the predetermined target.

Framework

Organizations cannot run without the support of human factors which are important aspects in the organization. To achieve the goals set without the human element it is impossible to be in accordance with the desired goals, the achievement of this goal can be achieved by improving employee performance.

Conceptual framework of the research



RESULTS AND DISCUSSION

1. The Influence of Workload on Employee Performance

From the results of the first hypothesis test, it shows that the workload variable does not have a positive effect on the performance of field employees of the Tirta Yapono Regional Drinking Water Company (Perumdam) in Ambon City. This is indicated by the test results obtained by the calculated t value for the workload variable (X1) showing a calculated t value = 0.527 with a significance value of $0.601 > 0.05$, with a significance value above 0.05 indicating that the workload variable does not have a significant effect on performance. The test results statistically prove that the first hypothesis is rejected.

Based on the results of the data validity test used to test the effect of the workload variable (X1) on work performance, it was found that the values generated based on the data above for all indicators in it showed positive results with the calculated r value exceeding the r table (0.4). This shows that all the data obtained are valid. It can be seen from the test data that the statement in table 4.1 is that you can view what is being done positively.

The statistical analysis obtained shows that there is no negative and significant relationship between workload and employee performance. The results of this study prove that excessive workload can reduce employee performance, conversely, if the workload is lower, employee performance will increase. The results of this study are in line with previous research by Kadek Ferrania Paramitadewi (2017) which states that workload has a negative and significant effect on employee performance. This influence means that the lower the employee's workload, the higher the employee's performance. This study is also in line with research conducted by Hendy Tannady, Siti Annisa Wahdiniawati, Ikhsan Amar Jusman, Nanny Mayasari, Alain Rishi Zacharias, Iwan Henri Kusnadi, Irma M Nawangwulan, Samuel PD Anantadjaya (2022) with the research title "Analysis of the Influence of Physical Work Environment and Workload on Employee Performance (Case Study of the South Jakarta Manpower, Transmigration and Energy Sub-dept.)". The results of the study show that the workload shows that the calculated t value is smaller than the t table value ($0.590 < 1.971$) or $\text{Sig} > 0.05$) which indicates that the workload does not have a significant effect on employee performance, and thus H1 is rejected.

The study is in contrast to the study conducted by Krisna Duta Putra, Ilzar Daud (2022) with the research title "The Influence of Workload and Work Environment on Employee Performance at the Class II A Pontianak State Prison Office". The results of the study showed that the workload variable with a t count of -2.532 and a significance level of $0.014 < 0.05$. This shows that the workload variable has a negative and significant effect on employee performance. This study also contradicts the research conducted by Husin, Nurwati, Sitti Aisyah (2021) with the research title "The Influence of Workload and Compensation on Employee Performance at the Financial and Regional Asset Management Agency of South Konawe Regency". The results of the study showed that workload had a positive and significant effect on employee performance in the asset management sector of South Konawe Regency, this explains that the increasing workload of employees will produce good performance. This study also contradicts the study conducted by Rinrin Asyifa

Lutpiah, Syarifuddin (2023) with the research title "The Effect of Workload, Incentives, Non-Physical Work Environment on the Performance of Employees of the Majalengka Regency Social Service". The results of the study showed that the effect of workload on employee performance obtained significant results of $0.016 < 0.05$ and the calculated t was greater than the t table $2.548 > 2.045$. This shows that H_0 is rejected and H_1 is accepted. So it can be stated that workload has a significant partial effect on employee performance

2. The Influence of Physical Environment on Employee Performance

From the results of the second hypothesis test, it shows that the work environment variable has a positive effect on the performance of field employees of the Tirta Yapono Regional Drinking Water Company (Perumdham) in Ambon City. This is indicated by the test results obtained by the calculated t value for the work environment variable (X_2) showing a calculated t value = 2,240 with a significance value of $0.30 < 0.05$, with a significance value above 0.05 indicating that the work environment variable has a significant effect on performance. The test results statistically prove that the second hypothesis is accepted

Based on the results of the statistical analysis obtained, it is known that there is a positive and significant relationship between the work environment and employee performance. The results of this study provide evidence that the work environment can affect employee performance because a sense of comfort and good security in the agency can increase employee motivation in carrying out their work. The results of this study are in line with previous research by Hendy Tannady, Siti Annisa Wahdiniawati, Ikhsan Amar Jusman, Nanny Mayasari, Alain Rishi Zacharias, Iwan Henri Kusnadi, Irma M Nawangwulan, Samuel PD Anantadjaya (2022) with the research title "Analysis of the Influence of Physical Work Environment and Workload on Employee Performance (Case Study of the South Jakarta Manpower, Transmigration and Energy Sub-dept.)". The results of the study show that the variable of the influence of the physical work environment (X_2) on employee performance (Y) can be seen in the results in table 4.17 above based on the results of the t -test, the physical work environment shows that the calculated t value is greater than the t table ($7.940 > 1.971$) or $\text{sig} < \alpha (0.000 < 0.05)$ which shows that the physical work environment has a positive and significant effect on employee performance, and thus H_2 is accepted. This research is in line with the research conducted by Krisna Duta Putra, Ilzar Daud (2022) with the research title "The Influence of Workload and Work Environment on Employee Performance at the Class II A State Prison Office in Pontianak". The results of the study showed that the Work Environment with a t count of 5.529 and a significance level of $0.000 < 0.05$. This shows that the work environment variable has a positive and significant effect on employee performance.

This study is in contrast to the study conducted by Endah Kurniawati, Miftahul Majid (2022) with the research title "The Influence of Physical Work Environment, Work Discipline, and Extrinsic Motivation on Teacher Performance at SMK Negeri 1 Grogol, Kediri Regency". The results of the study showed that the Sig. value was $0.439 > 0.05$ and the calculated t value $< t$ table - $0.786 < 1.701$ in the calculation results above indicated that the physical work environment did not have a partial or significant effect on teacher performance.

3. The Influence of Work Motivation on Employee Performance

From the results of the third hypothesis test, it shows that the work motivation variable has a positive effect on the performance of field employees of the Tirta Yapono Regional Drinking Water Company (Perumdram) in Ambon City. This is indicated by the test results obtained by the calculated t value for the work motivation variable (X3) showing a calculated t value = 2.228 with a significance value of 0.31 <0.05, with a significance value above 0.05 indicating that the work motivation variable has a significant effect on performance. The test results statistically prove that the third hypothesis is accepted

Based on the results of statistical tests, work motivation has a positive and significant influence on the performance (Y) of field employees of the Tirta Yapono Regional Drinking Water Company, Ambon City. Thus, it is suspected that there is a partial influence between work motivation on field employees of the Tirta Yapono Regional Drinking Water Company, Ambon City, which is accepted empirically and proven in this study. This shows that if work motivation increases, it will increase the performance of field employees of the Tirta Yapono Regional Drinking Water Company, Ambon City.

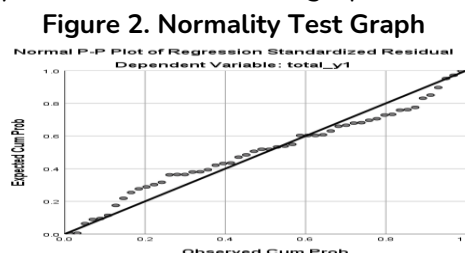
This study uses five indicators to measure work motivation variables. These indicators are achievement influences the motivation of each employee in working, recognition from the company makes employees work harder, employee enthusiasm in working is influenced by whether or not the job is suitable, the responsibility given to an employee motivates the employee in working, and salary/benefits can motivate employees in working.

This study is in line with the research conducted by Therisa Selviyanti, Rike Kusuma Wardhani, Nuri Aulia Munawaroh (2023) with the research title "The Influence of Work Motivation, Non-Physical Work Environment and Work Discipline on Employee Performance at Café Belikopi". The results of the study showed that the partial test of the sig. value of the work motivation variable on employee performance was 0.001 <0.05 and the calculated t value was 3.724 > t table value 1.692. So it can be concluded that H0 is rejected and H1 is accepted, namely that there is a positive and significant influence between work motivation and employee performance.

This study is in contrast to the study conducted by Archie Surya Wiryang, Rosalina Koleangan, Imelda WJ Ogi (2019) with the research title "The Influence of Work Motivation and Workload on Employee Performance at PT. PLN (Persero) Manado Area". The results of the study indicate that Partially Work Motivation Does Not Have a Positive and Significant Effect on Employee Performance at PT. PLN (Persero) Manado Area.

4. Normality test results

The results of the data normality test are shown in the graph below:



Source: SPSS 21 Output Results

In the graph above, it appears that the points spread along the diagonal line, not moving away or spreading far from the line. Thus, in the graph above, it can be concluded that the data in this study is normally distributed.

5. Multicollinearity Test Results

The results of the multicollinearity test can be displayed in the table below:

Table 1. Multicollinearity Test

Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF
1	(Constant)	2,746	4.475			
	total_x1	.095	.180	.071	.830	1.205
	total_x2	.327	.146	.294	.882	1.134
	total_x3	.410	.184	.309	.790	1.266

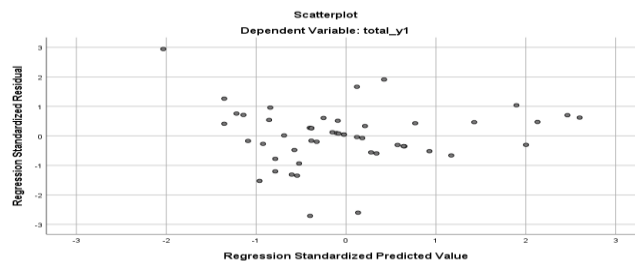
Source: SPSS 21 Output Results

In the multicollinearity test output table above, it can be seen that the VIF values are 1.205, 1.134, 1.266, less than 10. While the Tolerance values are 0.830, 0.882, 0.790, more than 0.01. Thus, it can be concluded that there are no symptoms of multicollinearity in the data of this study.

6. Heteroscedasticity test results

The results of the heteroscedasticity test can be shown in the image below:

Figure 3. Heteroscedasticity Test Graph



Source: SPSS 21 Output Results

In the graph above, it appears that the points spread along the diagonal line, not moving away or spreading far from the line. Thus, in the graph above, it can be concluded that the data in this study is normally distributed.

7. Multiple Linear Regression Analysis

a. Multiple Linear Regression Analysis

The analysis method used to analyze the data in this study is by using multiple linear regression. This analysis method is used to determine the effect of independent variables on dependent variables. The regression equation is used to make it easier to read and interpret the results of this regression analysis. The results of the multiple linear regression test can be seen in the following table:

Table 2. TestR Square

Model Summaryb					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.522a	.272	.227	2.34820	2,351
a. Predictors: (Constant), total_x3, total_x2, total_x1					
b. Dependent Variable: total_y1					

Source: Primary Data processed 2024

The coefficient of determination (R²) essentially measures how far the ability to explain the variation of the dependent variable. The value of the coefficient of determination is between 0 and 1. A small R² value means that the ability of the independent variables to explain the variation of the dependent variable is very limited. A value close to one means that it is needed to predict the variation of the dependent variable. In general, the coefficient of determination for cross-section data is relatively low because of the large variation between each observation, while for time series data, it usually has a high coefficient of determination value (Ghozali, 2005). To find out the magnitude of the independent variable in influencing the dependent variable, it can be seen through the coefficient of determination value indicated by the adjusted r square (R²) value. The adjusted R² value can increase or decrease if one independent variable is added to the model.

R square (R²) or R square indicates the correlation coefficient. This number is converted into a percentage, meaning the percentage contribution of the influence of the independent variable to the dependent variable. The R² value of 0.272 means that the percentage contribution of the influence of the workload, work environment, and work motivation variables to performance is 27.2% while the remaining 72.8.5% is influenced by other variables not included in this model.

b. Partial Test

Table 3. Partial Test (t-Test)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,746	4.475		.614	.542
	total_x1	.095	.180	.071	.527	.601
	total_x2	.327	.146	.294	2.240	.030
	total_x3	.410	.184	.309	2.228	.031

Source: Primary Data processed 2022

Based on table 3, it shows that the workload (X1) has a t-value of 0.527 and a significant value of 0.601. This shows that sig. 0.601 > 0.05, which means that the hypothesis is rejected, so there is no effect of workload on performance. The work environment variable (X2) has a t-value of 2.240 and a significant value of 0.030 < 0.05, which means that the hypothesis is accepted, so that the work environment affects performance. The work motivation variable (X3) has a t-value of 2.228 and a significant value of 0.031 < 0.05, which means that the hypothesis is accepted, so that work motivation affects performance.

c. F Test

The F test is conducted to determine the effect of independent variables on dependent variables. The F test criteria if the significance value is less than 0.05 (sig value <0.05). In this study, the F test was conducted using SPSS Version 25 with the following results:

Table 4. F Test Results

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	99.018	3	33,006	5.986	.001b
	Residual	264,675	48	5,514		
	Total	363,692	51			
a. Dependent Variable: total_y1						
b. Predictors: (Constant), total_x3, total_x2, total_x1						

Source: SPSS output data by researchers 2024

Based on table 4 above obtained the results of the F test with a significance value of 0.001 which is smaller than 0.05 (0.000 <0.05). From these results, the independent variables, namely workload, work environment, and work motivation have a significant positive effect on the dependent variable, namely performance.

CONCLUSION

Workload does not have a negative and significant effect on Employee Performance at the Regional Public Drinking Water Company (PERUMDAM) Tirta Yapono, Ambon City. Work Environment has a positive and significant effect on Employee Performance at the Regional Public Drinking Water Company (PERUMDAM) Tirta Yapono, Ambon City. Work motivation has a positive and significant effect on Employee Performance at the Regional Public Drinking Water Company (PERUMDAM) Tirta Yapono, Ambon City

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