



## THE INFLUENCE OF WORK ETHOS, WORK ENVIRONMENT AND WORK MOTIVATION ON THE PERFORMANCE

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### Abstract

This study aims to examine how the influence of work ethic, work environment and work motivation on the performance of public high school education personnel in the city of Padangsidempuan partially and simultaneously. This research was conducted using a quantitative approach with a survey method. From the results of the partial hypothesis test, it is stated that the work ethic variable has a positive and significant effect on the performance of educational staff, the work environment variable has a positive but not significant effect on educational staff, and work motivation has a positive and significant effect on the performance of educational staff. From the results of the simultaneous test, it is known that the variables of work ethic, work environment and work motivation have a positive and significant influence on the performance of educational staff.

**Keywords:** work ethic; work environment; work motivation performance

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## INTRODUCTION

Every educational institution must have a precise strategy to maintain its existence because the challenges and competition in the world of education are getting tougher and more complex. The most decisive human resources in the field of education apart from educators (teachers) are also educational staff (administrative staff). The presence of education personnel is very important as part of the educational unit apparatus. Educational administration activities are the management of existing components in the process of providing education to achieve educational goals. The better the performance of the education staff, the better the results of education, especially in supporting the smooth process of teaching and learning activities in schools. Performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2016). Work ethic and employee performance are two things that are interrelated and influence each other (Purwanti et al., 2019). Employees who have a good work ethic will show character and attitude and have confidence in a job by working and acting optimally.

Problems regarding human resources, especially employee performance problems are often experienced by organizations, not least in the education unit in managing education administration in schools. This study took the object of a State High School in the city of Padangsidempuan. Researchers found that there are still employees who have a low work ethic and motivation. From data obtained from the Sidempuan Education Office Branch office that in 2020 there were several schools late in reporting some administrative reports from the specified time as shown in the table At the beginning of 2021, there were still educational staff who came late to the office, hurry home from the schedule should even be absent during working hours. The recapitulation of the e-attendance of education personnel from January to April 2021 is listed in Table 1.

Table 1. Recapitulation of e-attendance for ASN Education Personnel at SMAN Padangsidimpuan City

No	Month	Frequency of Attendance Appears													
		TWD	A	IT	P	OD	NAH	L1	L2	L3	L4	GH1	GH2	GH3	GH4
1	Jan	20	5	-	6	2	4	10	8	4	5	3	4	-	-
2	Feb	19	3	2	3	1	6	8	7	5	9	3	1	2	-
3	March	22	6	3	5	1	5	8	10	6	8	4	-	-	-
4	Apr	21	6	-	1	-	8	14	4	3	8	2	2	4	-

(Source: Sidimpuan Education Office Branch Data May 2021)

Description:

TWD: Total Working days

A : Alpha

IT : It hurts

P : Permission

OD : Outside duty

NAH: Not Absent Home

L1 : Late Under 15 Minutes

L2 : Between 15-30 Minutes Late

L3 : Between 30-50 Minutes Late

L4 : Late more than 1 hour

GH1 : Go home in under 15 minutes

GH2 : Quickly Go Home Between 15-30 Minutes

GH3 : Quickly Go Home Between 30-60 Minutes

GH4 : Quickly go home after 1 hour

This shows that the performance of education personnel in schools has not been maximized. There are still educational staff who are relaxed and not punctual in completing their work responsibilities. Research that examines the relationship between work ethic and employee performance has been carried out previously including: (Faisal et al., 2017) which examines the influence of organizational culture and work ethics on job satisfaction and employee performance. The results of this study provide evidence that organizational culture and work ethic are proven to increase employees' perceptions of job satisfaction.

Education staff in each high school education unit in the city of Padangsidimpuan work in different work environments and situations. Based on interviews with several educational staff, the researcher saw that there was still ineffective communication between superiors and subordinates. This causes important information cannot be received or conveyed quickly and accurately. Such a situation results in the completion of tasks and work will be hampered. Besides the work ethic and work environment, motivational factors also play an important role in the weak performance of public high school education staff in the city of Padangsidimpuan. With a small wage can reduce their motivation to work. In previous research, (Bagus & Imron, 2019) has examined work motivation with the performance of educational staff at the State University of Malang which shows that there is a significant positive relationship between work motivation and the performance of education personnel.

From the research of (Hardiansyah, 2017) conducted research on the effect of work ethic variables on employee performance at the Magelang City Public Works Department and proved that work ethic and work discipline had a simultaneous positive effect on employee performance. (Valentina et al., 2018) conducted research on competence and motivation on the performance of school administrative staff and the results showed that there was a positive relationship so that there was a significant relationship between competence and work motivation with the performance of school administrative staff in public high schools.

From the research of (Tulandi et al., 2015) the work environment was found to have a significant effect on employee performance. A satisfactory work environment for employees can improve performance. An employee or employee in an organization of course has different needs, so the motivation needed by the employee is also different from one another. (Dolonseda & Watung, 2020) conducted research on the influence of the work environment and motivation on performance which proved that there was a positive influence of the work environment on performance, there was a positive influence of work ethic on performance, and there is a positive and significant influence together on the work environment and work ethic variables on performance.

Work motivation is an important part in an organization that functions as a tool for achieving goals or objectives to be achieved. (Mariah, 2013) have conducted research on the motivation variable and the

results obtained that motivation has a positive and significant effect on the quality of academic administration services at the academic directorate of the Indonesian Education University. Meanwhile, (Nurcahyani, N. M and Adnyani, 2016) also conducted research on motivational variables on performance, the results of which showed that motivation had a positive and significant influence on employee performance.

## METHOD

This study uses a quantitative approach because the purpose of this study is to measure the performance of education personnel. The data used in this study is expressed in the form of numbers to describe the causal relationship between the variables of work ethic, work environment and work motivation on the performance of public high school education staff in the city of Padangsidempuan.

The object of this research is the school administration staff/educational staff of State Senior High Schools in the city of Padangsidempuan. This research was carried out from March to September 2021. The location of this research is in all public high schools in the city of Padangsidempuan, totaling 8 schools.

If the total population is less than 100, then 100% of the population is taken as the research sample. The population and sample in this study were all education staff who worked in Public Senior High Schools in the city of Padangsidempuan, amounting to 54 people.

The variables in this study include 4 (four) variables, consisting of 3 (two) independent variables (X) and 1 (one) dependent variable (Y), namely: Work ethic (X1), Work Environment (X2), Work Motivation (X3), Performance of Education Personnel (Y).

All data processing was carried out using statistical analysis with the SPSS 22 application. The validity test was conducted to determine the validity of the questions used in the questionnaire or research questionnaire. According to (Sugiyono, 2017) valid means that there are similarities between the data collected and the actual data. If  $r \text{ count} > t \text{ table}$  then the item is declared valid. If  $r \text{ count} < t \text{ table}$  then the item is declared invalid at  $\alpha = 0.05$ .

To determine the validity of the questions that will be distributed in this study, the researchers conducted a validity test on 30 education staff. The validity test was carried out on a population that was not the sample of the study, namely the education staff who worked in public high schools in the South Tapanuli and Mandailing Natal districts. So if the sample is 30, then  $df = 30 - 2 = 28$ , so the  $r \text{ table}$  value in this study is 0.374.

In the work ethic variable instrument (X1) of the 12 statement items there are 10 statement items having a coefficient value of  $r \text{ arithmetic} > r \text{ table}$  (0.374) and 2 statement items having an  $r \text{ arithmetic}$  value  $< r \text{ table}$  (0.374), namely the 3rd and third items. -9. So that there are 10 statement items that have a significant correlation with the item-total statistics (stated valid) and 2 statement items that are not significantly correlated with the item-total statistics (stated invalid).

The work environment variable instrument (X2) all items (8 statements) have a coefficient value of  $r \text{ arithmetic} > r \text{ table}$  (0.374). So that all statement items are significantly correlated.

In the work motivation variable instrument (X3) all items (12 statements) have a coefficient value of  $r \text{ arithmetic} > r \text{ table}$  (0.374). So that all statement items are significantly correlated with item-total statistics (validated) and can be used in further analysis.

In the performance variable instrument (Y) of the 14 statement items, there are 13 statement items having a coefficient value of  $r \text{ count} > r \text{ table}$  (0.374) and 1 statement item having an  $r \text{ arithmetic}$  value  $< r \text{ table}$  (0.374), which is the 1st item. So that there are 13 statement items that are significantly correlated with the item-total statistics (stated valid) and 1 statement item is not significantly correlated with the item-total statistics (stated invalid).

After conducting the validity test, the researcher conducted a reliability test on the instrument being tested. A reliable instrument is an instrument which, when used several times to measure the same object, will produce the same data.

The benchmark of reliability is the Cronbach's Alpha value obtained through statistical analysis of the SPSS 22 program. Based on the results of the reliability test, the Cronbach's Alpha coefficient value for the work ethic variable questionnaire (X1) is 0.847, the work environment variable (X2) is 0.799, the work motivation variable (X3) is 0.871 and the performance variable (Y) is 0.938. Based on this value, all items on the questionnaire all variables have a Cronbach's Alpha value  $> 0.6$ . Thus, all questions on the work ethic (X1), work environment (X2), work motivation (X3) and performance (Y) variables were declared reliable. Used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the public or generalizations (Sugiyono, 2017). Normality Test: The normal distribution test is carried out to find out whether in the regression model the confounding or residual variables follow the normal distribution (Ghozali, 2016). Multicollinearity Test: Aims to find out the perfect relationship between independent variables in the regression model. Heteroscedasticity Test: If the variance of the residual

from one observation to another observation is fixed, it is called homoscedasticity and if the variance is different it is called heteroscedasticity.

Aims to determine the effect of the independent variable on the dependent variable and how the criteria (dependent variable) can be predicted through the predictor (independent variable) partially or simultaneously with the following equation:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Description:

Y = Performance of education personnel

a = constant

b = Regression coefficient

X1 = Work ethic

X2 = Work environment

X3 = Work motivation

E = Standard Error

The t-test aims to see partially whether there is an effect of the independent variables (X1, X2, X3) on the dependent variable (Y). The F test was conducted to determine whether the independent variables (X1, X2, X3) together have a significant effect on the dependent variable (Y).

## RESULT

Characteristics of respondents in this study include gender, age, last education and length of work as presented in Table 2.

Character	Character Type	Total	Percentage (%)
Gender	Man	25	46,29
	Women	29	53,70
Age (Year)	21-30	17	31,48
	31-40	21	38,89
	41-50	8	14,81
	>50	8	14,81
Last Education	SMA Sederajat	20	37,03
	D.IV/ S1	32	59,25
	S2	2	03,70
Length of Work (Year)	1 – 5	16	29,63
	6 – 10	12	22,22
	11 – 20	21	38,89
	>20	5	09,26

Source: Primary Data processed 2021

The descriptive statistics of the four variables in this study can be seen in Table 3.

**Table 3. Descriptive Statistics of Variable**

Variabel	N	Minimum	Maksimum	Rata-rata	Rata2 Std. Deviasi
Etos Kerja	54	2	5	4,45	0,493
Lingkungan Kerja	54	2	5	4,29	0,546
Motivasi Kerja	54	2	5	4,29	0,521
Kinerja	54	2	5	4,27	0,535
Rata-rata		2	5	4,33	0,524

Source: Primary Data processed 2021

Table 3 shows the number of respondents is 54 people with a minimum value of work ethic variable of 2 while the maximum value of work ethic is 5. The average score of the work ethic respondent's response assessment is 4.45 and the standard deviation of work ethic is 0.493. This shows that the work ethic fluctuates greatly because the difference between the maximum work ethic and the minimum work ethic is quite large. The standard deviation value of work ethic is smaller than the average value of work ethic. This shows that the work ethic variable is normally distributed. On average, the response value of the work ethic variable is 4.45 (very high).

The number of respondents from the work environment variable is 54 people with the minimum value of the work environment variable being 2 while the maximum value of work ethic is 5. The average score from the assessment of the work environment respondents' responses is 4.29 and the standard deviation of the work environment is 0.546.

The number of respondents from the work motivation variable is 54 people with a minimum value of work motivation variable of 2 while the maximum value of work motivation is 5. The average score of the assessment of work motivation respondents' responses is 4.29 and the standard deviation of work motivation is 0.521. This shows that work motivation fluctuates greatly because the difference between maximum work motivation and minimum work motivation is quite large. The value of the standard deviation of work motivation is smaller than the average value of work motivation. This shows that the work motivation variable is normally distributed.

The number of respondents for the performance variable is 54 people with the minimum value of the performance variable being 2 while the maximum value of performance is 5. The average score of the respondents' assessment of performance is 4.27 and the standard deviation of the performance is 0.535. This shows that the performance fluctuates greatly because the difference between the maximum performance and the minimum performance is quite large. The value of the standard deviation of performance is smaller than the average value of performance. This shows that the performance variable is normally distributed. In average, the response value of the performance variable respondents was in the high category (4,72). So that the performance of education personnel needs to be further improved in all aspects in order to obtain a very high category.

In answering the hypothesis, the researcher conducted an analysis based on the results of statistical data processing with SPSS 22. Here are the results of the regression test, partial t test, simultaneous F test and the coefficient of determination in Table 4, Table 5, Table 6 and Table 7

Table 4. Multiple Linear Regression Test Results  
Coefficients<sup>a</sup>

Model	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
		1	(Constant)	,146		
	ETOS KERJA(X1)	,363	,169	,257	2,146	,037
	LINGKUNGAN KERJA (X2)	,032	,227	,020	,141	,888
	MOTIVASI KERJA (X3)	,741	,152	,667	4,863	,000

a. Dependent Variable: KINERJA(Y)

Table 5. T Test Results (Partial)  
Coefficients<sup>a</sup>

Model	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
		1	(Constant)	,146		
	ETOS KERJA(X1)	,363	,169	,257	2,146	,037
	LINGKUNGAN KERJA (X2)	,032	,227	,020	,141	,888
	MOTIVASI KERJA (X3)	,741	,152	,667	4,863	,000

a. Dependent Variable: KINERJA(Y)

Table 6. F Test Results (Simultaneous)  
ANOVA<sup>a</sup>

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2141,013	3	713,671	83,800	.000 <sup>b</sup>
	Residual	425,820	50	8,516		
	Total	2566,833	53			

a. Dependent Variable: KINERJA(Y)

b. Predictors: (Constant), MOTIVASI KERJA (X3), ETOS KERJA(X1), LINGKUNGAN KERJA (X2)

Table 7. Coefficient of Determination Test Results (R2)  
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.913a	.834	.824	2.918

a. Predictors: (Constant), MOTIVASI KERJA, ETOS KERJA, LINGKUNGAN KERJA

## DISCUSSION

Based on the results of the regression test, the following regression equation was obtained  $Y = 0.146 + 0.363X1 + 0.032X2 + 0.741X3 + e$ . The results of the analysis indicate that the value of the work ethic regression coefficient is 0.363, meaning that if the work ethic variable (X1) increases by 1% assuming the work environment variable (X2), work motivation (X3) and constant a is 0 (zero), then the performance of the workforce The education level of SMA Negeri in the city of Padangsidimpun is 0.363 (positive). In the partial t test, the significant value of work ethic (X1) is  $0.037 < 0.05$  and the value of t arithmetic  $> t$  table ( $2.146 > 2.021$ ). This means that the hypothesis H0 is rejected and H1 is accepted, meaning that work ethic has a positive and significant effect on the performance of public high school education staff in the city of Padangsidimpun partially. This is in accordance with the proposed hypothesis, which means that the better the work ethic applied by public high school education staff in the city of Padangsidimpun, then their performance will also increase and if there is a decrease in work ethic, there will be a decrease in the performance of public high school education staff in the city. Padangsidimpun. The work ethic possessed by the public high school education staff in the city of Padangsidimpun is the totality of his personality and the way he expresses, views, believes and gives meaning that drives him to act. Based on the research data obtained, the work ethic of public high school education staff in the city of Padangsidimpun is also shown by their dedication, hard work, and good honesty at work. From the descriptive statistical analysis in this study, it indicates that the work ethic of public high school education staff in the city of Padangsidimpun it is good enough but not very good so there needs to be an increase in each indicator, namely discipline and punctuality in work, increasing compliance in carrying out organizational regulations, increasing discipline in the use of office facilities according to the main tasks and functions and getting used to arriving early during working hours.

The regression coefficient value of the work environment variable in the linear regression test is 0.032, meaning that if the work environment variable (X2) increases by 1% with the assumption that the work ethic variable (X1), work motivation (X3) and constant a is 0 (zero), then the performance education staff in the city of Padangsidimpun SMA is 0.032 (positive). This shows that the work environment variable has a positive but very small contribution to improving the performance of public high school education personnel in the city of Padangsidimpun. In the partial t test, the significant value of the work environment (X2) is  $0.888 > 0.05$  and the t count  $< t$  table ( $0.141 < 2.021$ ). Thus the hypothesis H0 is accepted and H1 is rejected, meaning that the work environment has a positive but not significant effect on the performance of public high school education staff in the city of Padangsidimpun partially. Based on the facts obtained in the field from the results of the partial T test, it is proven that the working environment conditions have no significant effect on performance, meaning that any increase in performance in this study is not fully influenced by changes in the work environment. This explains that partially the work environment does not provide significant changes for the increase or decrease in the performance of public high school education personnel in the city of Padangsidimpun.

Based on field data and facts, the results of the research, especially on the work environment variable, turned out to be contrary to the theory of several experts, from the data and facts in the field it showed that the education staff of Public Senior High Schools in the city of Padangsidimpun remained focused on their routine work despite changes in the conditions of their work environment. This at the same time subverts the researchers' assumptions about the significant influence of the work environment on performance. Although it contradicts several expert theories, this research supports previous research conducted by (Ratnasari, S.L and

Sutjahyo, 2017) which has proven that the work environment has an insignificant but not significant effect on the morale of the education staff at the University of Riau Islands.

In connection with this, researchers pay attention to the phenomena that occur during the Covid-19 pandemic. Researchers can explain and strengthen the fact that the work environment does not always affect employee performance significantly, for example during this pandemic where most employees are forced to work from home (other locations outside the office) with a drastically changing work environment both physical and non-physical. (Mungkasa, 2020). Working without complete work facilities like an office, such as the availability of supporting infrastructure, the room is no longer air-conditioned even with the condition of family members at home in a situation of being alert to the Covid-19 virus. With only facilities in the form of laptops and internet networks, employees strive to be able to work optimally from home and carry out work activities in an optimal, healthy, safe and comfortable way. In fact, Work From Home can affect employee performance, such as online zoom meeting services often experience internet disturbances so that when zooming meetings are disrupted and information is not clear, the completeness of work equipment in the form of laptops, prints and limited desks, internal office communications and work units than usual. face to face to be online, coordination with leadership and staff cannot be monitored in detail and is less efficient but employee performance can still be improved. This is supported by research by (Ashal, 2020) on the Effect of Work From Home on the Performance of State Civil Apparatus at the Immigration Office Class I Special TPI Medan which proves that the implementation of Work from Home at the Immigration Office Class I Special TPI Medan is going well, no significant inhibiting factor was found on the performance and the performance of the employees was maintained while prioritizing excellent service.

Descriptive analysis of the work environment variables in this study indicated that the work environment of public high school education staff in the city of Padangsidempuan was supportive. The average value of the assessment of respondents' answers about the work environment is 4,299 (very good category). However, there are 2 indicators whose mean value is below the mean variable (work environment) namely the indicator of the condition of work equipment (4.25) and the indicator of facilities to support the work of employees (4.18). For this reason, it is necessary to become material for leaders in making improvements to indicators of work equipment and facilities in supporting the work of educational staff in schools.

The regression coefficient value of the work motivation variable in the linear regression test is 0.741, meaning that if the work motivation variable (X3) increases by 1% with the assumption that the work ethic variable (X1), work environment (X2) and constant a is 0 (zero), then the performance Padangsidempuan City Senior High School education staff was 0.741 (positive). In the partial t test, the significant value of work motivation (X3) is  $0.000 < 0.05$  and the value of  $t_{\text{arithmetic}} > t_{\text{table}}$  ( $4.863 > 2.021$ ). Thus the hypothesis  $H_0$  is rejected and  $H_1$  is accepted, meaning that work motivation has a positive and significant effect on the performance of public high school education staff in the city of Padangsidempuan partially. So at every increase in work motivation of public high school education staff in the city of Padangsidempuan, it will be followed by an increase in their performance and if there is a decrease in work motivation there will be a decrease in performance. The results of this study are in line with the opinion of (Rivai, 2011) that the stronger the work motivation, the higher the employee's performance. This means that if tendik has good motivation, it will provide a very significant increase for improving performance in carrying out his work.

The results of descriptive statistical analysis indicate that the work motivation of public high school education staff in the city of Padangsidempuan is good. To increase the category of respondent responses to be very good in all aspects, it is necessary to pay attention to the principal as a leader to further increase his role in strengthening motivation to employees such as giving awards more often, trying to adjust salaries with the workload received by employees, giving bonuses more often so that employees are more diligent in their work, fostering staff and becoming rule models in fostering a sense of solidarity among fellow educational staff and making employee work reports as an objective assessment material.

This study supports previous research by (Bagus & Imron, 2019). which examined the relationship between work motivation and the performance of education personnel at the State University of Malang with the results showing that there was a significant positive relationship between work motivation and the performance of education personnel at the environmental faculties of the State University of Malang.

Based on the results of the simultaneous F test, the  $F_{\text{count}}$  value is 83.800 and the  $F_{\text{table}}$  value is 2.79 so it is known that the  $F_{\text{count}} > F_{\text{table}}$  ( $83.800 > 2.79$ ). That the significance level is known to be  $0.000 < 0.05$ . Based on this, it can be explained that the variables of work ethic (X1), work environment (X2) and work motivation (X3) together (simultaneously) have a significant effect on the performance of public high school education staff in the city of Padangsidempuan. This means that if the work ethic is good, the working environment is good and the work motivation is strong, they will jointly influence and give meaningful meaning to improving the performance of public high school education staff in the city of Padangsidempuan.

This study supports previous research conducted by (Dolonseda & Watung, 2020) regarding work ethic and work environment factors that can jointly affect performance, which shows that the work environment and work ethic have a positive and significant effect on performance. Previous research that also supports this research was carried out by (Purwanti et al., 2019) which showed the results that work ethic and motivation variables simultaneously affected performance. The results in this study are also relevant to the research of (Sulistiyono et al., 2018) which proves that the motivation and work environment variables simultaneously affect performance.

From the results of the coefficient of determination ( $R^2$ ) to find out how much the ability of the independent variables (work ethic, work environment and work motivation) to explain the dependent variable (Performance) it was found that the adjusted R square value was 0.824, meaning that the work ethic variable (X1), environment work (X2) and work motivation (X3) provide almost all the information needed (by 82.4%) in explaining and predicting the performance variable (Y).

## CONCLUSION

The work ethic had a positive and significant effect on the performance of public high school education staff in the city of Padangsidimpuan. Partially the work environment had a positive but not significant effect on the performance of public high school education staff in the city of Padangsidimpuan. Partially work motivation had a positive and significant effect on the performance of public high school education staff in the city of Padangsidimpuan. The results showed that simultaneously work ethic, work environment and work motivation had a significant effect on the performance of public high school education staff in the city of Padangsidimpuan. From the adjusted R square value of 0.824, it means that the work ethic variable (X1), work environment (X2) and work motivation (X3) are able to explain information on the performance variable (Y) by 82.4%, the rest is 17.6% Performance variables are influenced by other factors that are not discussed in this study.

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