

The Effect of Motivation and Work Environment on Employee Performance at PT. Gapura Angkasa at Lombok International Airport

Dhita Nilma Rizkillah¹ Septiyani Putri Astutik²

Air Transportation Management D-IV Study Program, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta, Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia^{1,2}

Email: dhitanilma@gmail.com¹

Abstract

Advances in technology and information development affect a performance achievement. Employee performance can be influenced by motivation. In addition to motivation, employee performance is also influenced by the work environment. One of the main problems in human resources is how to improve the performance of employees. This study used a quantitative method by distributing questionnaires. The questionnaire in this study was distributed to 46 respondents. This study used data analysis techniques, namely instrument testing, classical assumption testing, regression analysis and hypothesis testing. The results of this study are that there is a joint influence between motivation and work environment on the performance of employees of PT. Gapura Angkasa at Lombok International Airport. This is reinforced by the results of the calculation of the coefficient of determination where R is 0.768 with R² of 58.9%.

Keywords: Motivation, Work Environment, Employee Performance



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INTRODUCTION

Advances in technology and information development without good human resources will be difficult for organizations to achieve their goals. Good human resources will affect the achievement of performance. Employee performance can be influenced by motivation. Ghacengo and Wekesa (2017) state that employee motivation is an important matter for all organizations because it can encourage increased productivity and performance. If employee motivation is higher, the resulting performance will generally also be better. In addition to motivation, employee performance is also influenced by the work environment. Naharuddin and Sadegi (2013) argue that employee performance depends on the quality of the work environment including the physical and non-physical work environment (work relations with superiors, work relationships with colleagues).

PT. Gapura Angkasa is a joint venture company established by three BUMNs, namely PT. Garuda Indonesia (Persero), Angkasa Pura Airports and PT. Angkasa Pura II (Persero). Established in 1998 as a provider of ground handling services for airlines operating in Indonesia, covering cargo and warehousing, passenger and baggage handling, flight operations and aircraft servicing, as well as other business activities that can support the aviation business in the work area of Angkasa Pura Airports and PT. Angkasa Pura II (Persero).

Along with the times and technology, a company makes changes within an organization with the aim that a company can survive and compete with other companies. One of the main problems in human resources is how to improve the performance of employees. In general, employees have different backgrounds, experiences, hopes, desires and ambitions. They view events or incidents from many different points of view, and their reactions to each other's

employees, and to their environment is a matter of great variety.

Employees are the main asset of the organization and have a strategic role within the organization or company in order to achieve organizational goals, employees need motivation to work more diligently, because with the work motivation given, employees are more active and enthusiastic in doing their jobs so that company goals are achieved. Work motivation is a process that moves or encourages someone to do work to achieve the expected goals (Surya, 2017). So basically if the company wants to achieve optimal performance in accordance with predetermined targets, the company must provide motivation to employees so that employees want to devote their energy and thoughts to work.

In addition to motivational factors, the environment in which employees work is equally important in employee performance. If the work environment and motivation are good, the resulting performance will also be good. The work environment can create a binding working relationship between people in their environment. Aziz (2019) argues that the work environment is something that exists around workers and can influence them in carrying out the tasks assigned to them, agencies must be able to pay attention to the conditions in the company both inside and outside the workplace, so that employees can work smoothly and feel comfortable. safe. The condition of the work environment is said to be good if employees carry out activities optimally, healthy and comfortable. Meanwhile, according to Nurjannah (2020) which shows that partially the work environment does not have a significant effect on employee performance because companies only focus on employee abilities without paying attention to the fact that the work environment is important for improving employee performance. The following is the number of employees of PT. Gapura Angkasa Lombok International Airport from 2015-2019:

Table 1. Total Employees of PT. Gapura Angkasa BIL 2015-2019

Year	Number of Employees
2015	152
2016	153
2017	155
2018	169
2019	179

Source: PT. Gapura Angkasa Lombok International Airport

Based on the description above, it can be concluded that the provision of motivation and work environment really supports employees in carrying out a job, and can improve employee performance. The author is interested in conducting research by choosing the title: "The Influence of Giving Motivation and the Work Environment on Employee Performance at Pt. Gapura Angkasa at Lombok International Airport". The formulation of the problem in this study is as follows: Does motivation affect the performance of PT. Gapura Angkasa at Lombok International Airport? Does the work environment affect the performance of employees of PT. Gapura Angkasa at Lombok International Airport? Do motivation and work environment together influence the performance of employees of PT. Gapura Angkasa at Lombok International Airport? How much influence does motivation and work environment have on the performance of employees of PT. Gapura Angkasa at Lombok International Airport?

Problem boundaries are used to avoid discussing the main issues that deviate or get out of the topic they should be. In order to make it easier for researchers to achieve research objectives, in this study the authors limit the discussion only to the influence of internal motivation and the work environment on employee performance. Based on the background of these problems, the research objectives to be achieved in this study are: To find out whether

the provision of motivation affects the performance of employees of PT. Gapura Angkasa at Lombok International Airport. Knowing whether the work environment affects the performance of employees of PT. Gapura Angkasa at Lombok International Airport. Knowing whether motivation and work environment together influence the performance of employees of PT. Gapura Angkasa at Lombok International Airport. Knowing how much influence motivation and work environment have on the performance of employees of PT. Gapura Angkasa at Lombok International Airport.

Airport

Airport or Airport has a meaning that comes from the words "Bandar" (anchored) and "Air". Airport is defined as a place on land or on water where aircraft can land to disembark or transport passengers and goods, make repairs or refuel. According to Annex 14 of ICAO (International Civil Aviation Organization) airport is a certain area on land or water (including buildings, installations and equipment) which is intended either in whole or in part for the arrival, departure and movement of aircraft.

Lombok International Airport

Lombok International Airport is a Domestic and International airport located in Central Lombok Regency, West Nusa Tenggara Province, Indonesia. This airport is managed by PT. Angkasa Pura I and opened for the first time on October 1, 2011 to replace Mataram's Selaparang Airport. In its construction, this airport has carried out two development stages, namely the first stage in 2006-2009, the second stage in 2013-2015 and will be continued later in the third stage in 2028.

PT. Gapura Angkasa

PT. Gapura Angkasa is a joint venture company established by three BUMNs, namely PT. Garuda Indonesia (Persero), Angkasa Pura Airports and PT. Angkasa Pura II (Persero). Established in 1998 as a provider of ground handling services for airlines operating in Indonesia, covering cargo and warehousing, passenger and baggage handling, flight operations and aircraft servicing, as well as other business activities that can support the aviation business in the work area of Angkasa Pura Airports and PT. Angkasa Pura II (Persero).

Motivation

According to Karyoto (2016) motivation can be interpreted as encouragement, something that is given a push will certainly move. Meanwhile, according to Afandi (2018) motivation is a desire that arises from within a person or individual because he is inspired, encouraged, and compelled to carry out activities with sincerity, pleasure and earnestness so that the results of the activities carried out get good and quality results.

Work Environment

According to Afandi (2016) the work environment is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and adequate absence of work equipment. Meanwhile, according to Sunyoto (2012) the work environment is everything that is around workers and that can affect them in carrying out assigned tasks, for example cleanliness, lighting and others.

Performance

The definition of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him (Mangkunegara, 2015). According to Robbins (2016) performance indicators are a tool to measure the extent to which employee performance is achieved. Here are some indicators to measure employee performance:

1. Quality of work. The quality of employee work can be measured from employee perceptions of the quality of work produced and the perfection of tasks on employee skills and abilities (Robbins, 2016). Quality of work can be described from the good or bad level of the work of employees in completing work as well as the abilities and skills of employees in carrying out the tasks assigned to them.
2. Quantity. Quantity is a measure of the amount of work units and the number of activity cycles completed by employees so that employee performance can be measured by the number (unit/cycle). For example, employees can complete their work quickly from the time limit set by the company.
3. Punctuality. Timeliness is the level of activity completed at the stated time, from the point of view of coordination with output results and maximizing the time available for other activities (Robbins, 2016). Employee performance can also be measured by the timeliness of employees in completing the work assigned to them. So that it does not interfere with other work which is part of the employee's duties.
4. Effectiveness. Effectiveness is the level of use of organizational resources (energy, money, technology and raw materials) is maximized with the intention of increasing the results of each unit in the use of resources (Robbins, 2016).
5. Independence. Independence is the level of someone who will be able to carry out their work functions without receiving help, guidance from or supervisors (Robbins, 2016).

Relevant Research

Relevant research is research that has previously been made and is considered quite relevant or related to the title and topic to be studied which is useful to avoid repeating research with the same subject matter. The following is relevant research below:

Table 2. Relevant Research

No	Name	Year	Title	Research Result
1.	Puspita Dinna Rahmatika	2019	The Influence of Leadership Style, Motivation, and Work Stress on Employee Performance at PT. Angkasa Pura I (Persero) Sultan Aji Muhammad Sulaiman Sepinggan International Airport Balikpapan	The results of the F test show that the variables of leadership style (X1), motivation (X2), and work stress (X3), together have a significant effect on employee performance (Y) at PT. Angkasa Pura I (Persero) Sultan Aji Muhammad Sulaiman Sepinggan International Airport - Balikpapan.
2.	Rian Wahyudi	2019	Analysis of the Influence of Motivation, Leadership Style, Discipline and Facilities on Employee Performance at the Domestic Cargo Terminal Pt. Angkasa Pura I (Persero) Ahmad Yani International Airport Semarang	The results of the multiple linear regression equation show that there is a positive and independent variable influence (motivation, leadership style, discipline and facilities) on the dependent variable (employee performance).
3.	Stefani Abelina Tiur Napitupulu	2019	The Effect of Leadership Style and Work Environment on Employee Performance Through Work Motivation at Pt Garuda Indonesia	The results of this study indicate that leadership style has a significant effect on work motivation and employee performance, work environment has a significant effect on

			Branch Office Surabaya	work motivation, and leadership style and work environment have a significant effect on employee performance through the mediation of work motivation with an influence value of 62% while the other 38%. can be influenced by other variables.
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Hypothesis

The hypothesis is a temporary answer to the research problem formulation, where the research problem formulation has been stated in the form of a question sentence. It is said temporarily, because the answers given are only based on relevant theory, not yet based on empirical facts obtained through data collection. There are 3 hypotheses in this study:

1. H1: Motivation influences the performance of employees of PT. Gapura Angkasa Lombok International Airport.
2. H2: The work environment influences the performance of employees of PT. Gapura Angkasa Lombok International Airport.
3. H3: Motivation and work environment affect the performance of employees of PT. Gapura Angkasa Lombok International Airport.

Hakim and Alfiyah (2021) state that motivation has a positive effect on employee performance. Motivation or encouragement in a person aims to foster morale that can improve one's performance. Based on previous research researched by Rian Wahyudi in 2019 with the title Analysis of the Influence of Motivation, Leadership Style, Discipline and Facilities on Employee Performance at the Domestic Cargo Terminal PT.Angkasa Pura I (Persero) Ahmad Yani International Airport Semarang, the research results show that there is a positive and significant influence of leadership style, work environment, work discipline on employee performance, either partially or simultaneously. H1: Motivation influences employee performance.

Pratama (2015) A work environment that is satisfying enough for company employees will encourage employees to work as well as possible, so that the implementation of work in the company will also run well. Rahayu (2021) says that the work environment has a significant effect on employee performance. Based on previous research conducted by Fitri Devi Lestari Izaak in 2019 with the title Influence of Leadership, Work Environment and Motivation on Employee Performance at PT. Garuda Indonesia Makassar Hasanuddin Airport, the results of the study showed that the F test of the independent variables (leadership, work environment and motivation) together had a positive and significant effect on the dependent variable (employee performance). H2: The work environment influences employee performance.

Pratama (2015) revealed that with motivation, there is a willingness to work and with a willingness to work and with cooperation, performance will increase. Research conducted by Arianto and Kurniawan (2020) explains that motivation and work environment have an influence both partially and simultaneously, while from the results of the correlation, motivation and work environment have a very strong relationship to performance. Based on the results of the previous research conducted by Stefani Abelina Tiur Napitupulu in 2019 with the research title The Effect of Leadership Style and Work Environment on Employee Performance Through Work Motivation at PT. Garuda Indonesia Branch Office Surabaya, from the results of research showing that leadership style has a significant effect on work motivation and employee performance, the work environment has a significant effect on work motivation, and leadership style has a significant effect on employee performance through the

mediation of work motivation with an influence value of 62% while the other 38% can be influenced by other variables. H3: Motivation and work environment affect employee performance.

RESEARCH METHODS

Research Design

This research design uses quantitative research. Quantitative research is defined as a work process that takes place in a concise, limited manner and sorts problems into parts that can be measured or expressed in numbers. This research was conducted to explain, test the relationship between variables, determine the causality of the variables, test the theory and look for generalizations that have predictive value (to predict a symptom). Quantitative research uses instruments (data collection tools) that produce numerical data (numbers). Quantitative research is inductive, objective and scientific in nature, where the data obtained is in the form of numbers (scores, values) or statements which are assessed and analyzed by statistical analysis.

Population

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. In this study, the population was 46 employees of PT. Gapura Angkasa Lombok International Airport.

Sample

The sample is part of the number and characteristics possessed by the population. If the population is large and it is impossible for the researcher to study everything in the population, due to limited funds, manpower and time, the researcher can use samples taken from a representative population. This sampling is guided by the opinion of Arikunto (2016) which says if the population is less than 100, it is better if all are taken as samples, so this research is a population study (census). The number of samples used in this study were 50 employees of PT. Gapura Angkasa Lombok International Airport.

Research Instruments

This study uses a research instrument in the form of a questionnaire. Here the author chooses to use a closed questionnaire, with closed questions or statements because it will help respondents to answer quickly by choosing one of the alternative answers that have been provided and also makes it easier for the writer to analyze data on all the results of the questionnaire that has been collected. Processing of the results of the questionnaire is used by using a Likert scale. According to Sugiyono (2016) the Likert scale is a scale used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. Through a Likert scale, the variables to be measured are translated into variable indicators. Then these indicators are used as a starting point for compiling instrument items which can be in the form of questions or statements.

Table 3. Likert Scale Table

Statement	Score
Strongly agree	5
Agree	4
Disagree	3
Don't agree	2
Strongly disagree	1

Data Type

1. Primary Data. Primary data according to Sugiyono (2018) is a data source that directly provides data to data collectors. The primary data in this study were obtained by distributing questionnaires to employees at PT. Gapura Angkasa at Lombok International Airport.
2. Secondary Data. Secondary data according to Sugiyono (2018) is a data source that does not directly provide data to data collectors, for example through other people or through documents.

Data Collection

The method used to collect data in this study are:

1. Questionnaire. The questionnaire is a data collection technique that is carried out by giving a set of questions or writing to the respondent to answer. Questionnaires are an efficient data collection technique if the researcher knows the exact results of the variables to be measured and knows what the respondents can expect.

RESEARCH RESULTS AND DISCUSSION

This research was conducted to examine the effect of motivation and work environment on the performance of employees of PT. Gapura Angkasa at Lombok International Airport. Based on the results of the data collected and the distribution of questionnaires to all employees of PT. Gapura Angkasa Lombok International Airport can be explained as follows:

Based on the research output of multiple linear regression using IBM SPSS 26 Statistics for Windows, it shows that motivation has a significant effect on employee performance with a coefficient value of 5,113, work environment also has a significant effect on employee performance with a coefficient value of 2,553. Based on the results of the T test, the calculated T score of the motivation variable is $0.000 <$ from T table (Probability 0.05), which is 2,016 with a significant score of 0.000. Whereas for the T test results the Tcount score of the work environment variable is $0.014 <$ of Ttable (probability 0.05) which is 2.016 with a significant score of 0.014, so it can be concluded that the influence of motivation and work environment has a significant influence on employee performance.

This states that with the motivation of employees and a good work environment, employee performance will increase. Based on the results of hypothesis testing using the T test with the results of the coefficient table it is known that there is a significant influence between the variables X1 (Motivation) and X2 (Work Environment) on Y (Employee Performance). This is evidenced by the motivation variable with the results of the T test of 5,113 with T table of 2,016 at a significant level of 0.05 which means that the hypothesis H_0 is rejected and H_1 is accepted, while in the work environment variable with the results of the T test test of 2,553 with T table 2,016 at a significant level of 0.05 which means that H_0 is rejected and H_2 is accepted, thus showing the result that there is an effect of motivation and work environment on the performance of employees of PT. Gapura Angkasa at Lombok International Airport.

Based on the results of hypothesis testing using the simultaneous test or F test taken from the ANNOVA test, the calculated F value is 30.833 with a significant level of 0.000, the significant probability is much smaller than 0.05 and the calculated F value is $30.833 >$ F table 3.21, so this shows that the simultaneous H_3 states that there is an influence of motivation and work environment that jointly affect the performance of employees of PT. Gapura Angkasa at Lombok International Airport.

Based on the results of the hypothesis test using the coefficient of determination test, the R value is 0.768 with the results of calculating the coefficient of determination (R²) of 58.9%. This means that the effect of variable X1 (Motivation) and variable X2 (Work Environment) on variable Y (Employee Performance) is 58.9% and the remaining 41.1% is influenced by other factors not examined by researchers. Motivation has a positive influence on employee performance and the work environment also has a positive effect on employee performance. Employee performance will increase if the influencing factors are aligned and positive. This research is supported by previous research conducted by Stefani Abelina Tiur Napitupulu (2019) with the title The Influence of Leadership Style and Work Environment on Employee Performance Through Work Motivation at PT. Garuda Indonesia Branch Office Surabaya with research results showing that leadership style has a significant effect on work motivation, leadership style and work environment have a significant effect on employee performance through the mediation of work motivation with an influence value of 62%.

Motivation plays a very important role in achieving performance. Motivation arises from within humans because of encouragement by the existence of an element of purpose. Motivation affects employees in completing their work, if employees have high work motivation then employees will be more active and eager to work optimally, so that employee performance will automatically be better and of better quality. In addition, the work environment is no less important to employee performance, a healthy, clean, comfortable and pleasant work environment, employees will feel valued and cared for so that employees will be more enthusiastic about improving performance in completing their work. An inadequate work environment will interfere with the concentration of employees in completing their work, while a good work environment will improve employee performance.

CONCLUSION

The influence of motivation and work environment on the performance of employees of PT. Gapura Angkasa at Lombok International Airport, where t count is greater than t table, namely the T count of the motivational variable is $0.000 < T$ table (probability 0.05) which is 2.016 with a significant score of 0.000. Whereas for the results of the T test the Tcount score of the work environment variable is $0.014 < T$ table (probability 0.05) which is equal to 2.016 with a significant score of 0.014. Based on the results of hypothesis testing using the T test with the results of the coefficient table it is known that there is a significant influence between the variables X1 (Motivation) and X2 (Work Environment) on Y (Employee Performance). This is evidenced by the variable motivation with the results of the T test of 5,113 with T table 2,016 at a significant level of 0.05 which means that the hypothesis H₀ is rejected and H₁ is accepted, whereas in the work environment variable the results of the T test test are 2.553 with T table 2.016 at a significant level of 0.05 which means that H₀ is rejected and H₂ is accepted. The results of hypothesis testing using the simultaneous test or F test taken from the ANNOVA test obtained an calculated F value of 30.833 with a significant level of 0.000, a significant probability much smaller than 0.05 and a calculated F value of $30.833 > F$ table 3.21, this shows that Simultaneously H₃ states that there is an influence of motivation and work environment that jointly affect the performance of employees of PT. Gapura Angkasa at Lombok International Airport. The results of this study were strengthened by the results of calculating the coefficient of determination, which obtained an R value of 0.768 with the result of calculating the value of the coefficient of determination (R²) of 58.9%. This means that the effect of variable X1 (Motivation) and variable X2 (Work Environment) on variable Y (Employee Performance) is 58.9% and the remaining 41.1% is influenced by other factors not examined by researchers.

Based on the results of the research, discussion, conclusions obtained, the suggestions that the writer can give are as follows: Suggestions for Companies; The results of this study are expected that companies must be able to pay more attention to employee motivation at work, by looking at what can affect employee motivation so that performance will be better maintained. It is also hoped that the company will pay more attention to the existing work environment such as facilities, lighting, wall color, etc. so that employees will be more enthusiastic at work and employee performance will also be better. Suggestions for Future Researchers; The results of this study are expected to provide information and help increase knowledge for future readers or researchers. For future researchers who will conduct research with the same title on different objects in order to add other independent variables that are not discussed in this study so as to obtain even more optimal research results.

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