

Effect of Competency and Workload on Work Stress on Employees of PT. Pramadani Cipta Kreasi Kab. Cirebon

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Abstract

This study aims to determine the effect of Competence and Workload on Work Stress at PT. Pramadani Cipta Kreasi Kab. Cirebon. The research method used is quantitative research methods. The population in this study were employees of PT. Pramadani Cipta Kreasi Kab. Cirebon. The technique used in sampling is saturated sample, where the total population is used as a sample of 52 respondents. The method of collecting data is using a questionnaire, while the method in this study uses multiple linear regression analysis. The results of this study indicate that competence has no significant effect on work stress as seen from $t_{count} < t_{table}$ that is $-1.957 < 2.00856$, Workload has a significant effect on work stress seen from $t_{count} > t_{table}$ which is $3.126 > 2.00856$ and simultaneously Competence and Workload have a positive and positive effect. significant effect on work stress is shown by $F_{count} > F_{table}$ which is $6.473 > F_{table}$ of 3.19. From the partial results, Competence has a sig value of 0.000 and Workload has a sig value of 0.000, and the simultaneous results have a sig < 0.05 or $0.000 < 0.05$.

Keywords: Competence, Workload, Work Stress.

1. Introduction

Human resources at this time become a very important existence, one of the efforts that must be achieved by government agencies is to improve the quality of human resources. In today's environment, there has been a change in views regarding various strategic resources for the organization. PT. Pramadani Cipta Kreasi Cirebon refers to existing developments, namely knowledge-based management. Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job.

Competence as a person's ability to produce at a satisfactory level in the workplace also shows the characteristics of the knowledge and skills possessed or required by each individual who are able to perform their duties and responsibilities effectively and raise the standard of professional quality in work. According to (Sutrisno E. , 2019) Competence has several aspects, namely knowledge, understanding, abilities/skills, values, attitudes, interests. However, what will be discussed in more depth by this research is only the knowledge, skills and abilities of employees to achieve results. According to (Edison E. , 2017), employee performance is influenced by several factors, namely work competence which includes abilities and skills. Efforts to improve employee performance require adequate knowledge, skills and abilities.

At the company PT. Pramadani Cipta Kreasi for job training has not yet been implemented or is only a formality, even though behind this training it can help to improve the quality, quality and insight of working employees. It can be seen in table 1.

It can be seen from table 1, PT. Pramadani Cipta Kreasi held job training in 2018 with a total of 2 trainings, namely first, the managerial course this managerial course was carried out by only a few employees in the engineering division and the technical course section for several employees who were in the engineering division in the highway planning section. the highway division had a higher level of interest than other planning engineering divisions that year, in 2019 with 1 training held, namely technical courses for only a few employees who were in the engineering division in the

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planning section, in 2020 with a total of 1 The training held 1 is a managerial course held by only a few employees in the project management engineering division.

Job training at PT. Pramadani Cipta Kreasi has not yet been carried out intensely, it can be seen from table 1.3 that the most training obtained in 2018 was 2 trainings and the increasing number of years of training being carried out only once a year, even though behind this training it can help to improve the quality, quality and insight on employees who work at PT. Pramadani Cipta Kreasi Kab. Cirebon.

Table 1. Training Work

Year	Number of Training	Training Type
2018	2	Managerial course
		Technical courses
2019	1	Technical courses
2020	1	Managerial course
2021	1	Technical courses

Source: PT.Pramadani Cipta Kreasi Kab. Cirebon

In addition to competence, workload is also a factor in the occurrence of work stress. Excessive workload can cause an uncomfortable working atmosphere for workers. Excess workload can trigger the onset of work stress more quickly. On the other hand, a lack of workload can cause losses for organizations/agencies. This is because the responsibility given by the government to the work is not in accordance with the abilities possessed by the employee so that it can result in errors in financing workers in each field.

The problems that occur due to the diverse character of the human resources owned and the incompatibility of the workload with the capabilities of human resources can result in the work given being of low quality. Poor individual performance in carrying out work that does not match the workload can result in poor performance of the agency. The following below is a data work program at PT. Pramadani Cipta Kreasi Kab. Cirebon in table 2.

Table 2. Work Program Data at PT. Pramadani Cipta Kreasi Kab. Cirebon

Year	Work Program Implemented	Work Program Not Implemented	Number of Work Programs
2018	8	-	8
2019	8	-	8
2020	5	3	8
2021	3	5	8

It can be seen from table 1.4 in 2018 the number of work programs that have been carried out as many as 8 units, of which 8 units were carried out in the first, the engineering division, namely in the building and building planning section, then carried out by the engineering division in the urban drainage planning section, the engineering division, namely the road and bridge plan section, the environmental engineering division for water and waste planning, the planning division for urban development planning, the highway engineering division, the engineering division for the building and building planning section and finally the engineering division for the topographical survey and mapping section. In 2019 the number of work programs that have been carried out is 8 units, including the engineering division with the building planning section and interior design buildings, engineering division in topographic survey and mapping, engineering division in road and bridge planning, engineering division in clean water and waste planning, engineering division in buildings and buildings, engineering division in interior design, engineering division in environmental sanitation planning , engineering division in the topographic survey section. In 2020 the number of work programs that have been carried out is 5 units including the engineering division in the mechanical and electrical section, the engineering division in the planning and waste section, the engineering division in the clean water planning section, the engineering division in the road planning section, the engineering division in the planning section. water building.

The decline in work programs in 2020 and 2021 is due to the current condition being hit by a crisis caused by COVID-19, the country of Indonesia is one of those affected by Covid-19. This has resulted in all sectors, both education with home study programs to the economy, namely with workers who are not carried out directly but are done from home. Based on these conditions resulted in a workload for employees of PT. Pramadani Cipta Kreasi Kab. Cirebon. Stress is a problem experienced by workers because excess and discomfort and a low level of satisfaction will affect the health

and welfare of employees. This form of stress usually produces negative consequences for a person. Work stress that is too high has a negative impact on employees. Stress that lasts continuously for a long time at high intensity. PT. Pramadani Cipta Kreasi can be caused by several factors, one of which is competence and workload.

Job stress is a person's adaptive response to stimuli that place excessive psychological or physical demands on him which causes individuals to respond to these stimuli in a number of ways (Busro, 2018). Work stress according to (Edison E. Y., 2020) is a condition of tension that creates a physical and psychological imbalance, which affects emotions, thinking processes, and the condition of an employee. Stress is a negative thing caused by something bad accompanied by negative events due to excessive pressure and unreasonable demands on time.

This form of stress usually produces negative consequences for a person. Work stress that is too high has a negative impact on employees. Stress that lasts continuously for a long time in high intensity can result in physical or mental fatigue of an employee. Work stress of employees in a PT. Pramadani Cipta Kreasi can be caused by several factors, one of which is competence and workload. The following is a work accident data that can cause work stress experienced by employees of PT. Pramadani Cipta Kreasi Kab. Cirebon.

Table 3. Work Accident Data for the 2018-2020 Period at PT. Pramadani Cipta Kreasi Kab. Cirebon

Year	Category			Chronology of Events
	Low	Currently	Tall	
2018	-	1 person	-	• Road accident during site survey
2019	-	2 persons	-	• Road accident during survey • Leaked car tire when conducting a site survey
2020	-	1 person	-	• Road accident during site survey

It can be seen from table 3, based on observations at PT. PT. Pramadani Cipta Kreasi is related to work accidents at the company that befall employees, which every year experiences ups and downs. In 2018 there was 1 work accident case, in 2019 2 work accident cases occurred, while in 2020 there was 1 work accident case in one year. Work accidents that occur in this company are motivated by different reasons, including work stress that makes employees unable to concentrate on work and results in work accidents.

2. Theoretical Review

According to Spencer and Spencer in (Edison E. , 2017) suggest that "the characteristics that underlie individuals related to causal or causal relationships of effective and/or superior performance in work or circumstances". According to (Sutrisno E. , 2019), competence is a basic characteristic of a person that allows him to give superior performance in certain jobs, roles, or situations. The dimensions of competence according to (Edison E. , 2017) are: (1) Knowledge, Having knowledge that supports work and Having a willingness to increase knowledge. (2) Expertise, Having technical expertise in accordance with the field of work being handled, Having the ability to identify problems, Having the ability to find solutions to the problems encountered. (3) Attitude, Have the initiative in helping colleagues, Have friendliness and courtesy in carrying out the work, Seriously respond to any customer complaints.

2.1. Workload

According to Soleman, (Solaeman, 2011) defines the workload as follows: "The human body is designed to be able to carry out daily work activities. The presence of muscle mass that weighs almost more to move and do work. Siditu's work has an important meaning for progress and achievement improvement, so as to achieve a productive life as a life goal. On the other hand, work means that the child's body receives a burden from outside his body. In other words, every job is a burden for the person concerned.

According to Monik (Monika, 2013)(, "Workload is a process carried out by a person in completing the tasks of a job or group of positions carried out under normal circumstances within a certain period of time".

According to Soleman, (Solaeman, 2011) says that the workload is influenced by the following factors: (1) External factors, physical tasks, work organization, work environment. (2) Internal factors, somatic factors, psychological factors.

2.2. Work Stress

Understanding work stress in the opinion of (Afandi, 2016) "work stress is an adaptive response that is connected by differences in external situations that place excessive psychological and or physical demands on someone". The definition of work stress in (Hamali, 2018) suggests that "work stress is a growing concern in the current economic situation, where employees encounter conditions of overwork, work discomfort, low levels of job satisfaction and lack of autonomy". Understanding work stress according to Cooper's opinion in (Umam, 2018) suggests that "work stress is an internal or external response or process that reaches the level of physical and psychological tension to the limit or exceeds the subject's ability limit".

The 2 dimensions of work stress proposed by Coper and Dvidson in (Umam, 2018): 1. Group Stressors. 2. Individual Stressors. The explanation of indicators according to Cooper and Davidson in Umam (2018), is as follows: (1). Conflict "a problem that must be resolved properly and fairly", (2). Environment "Able to create a comfortable and conducive work environment". (3). Working group "A teamwork that works well together". (4). The pressure and attitude of the leader "does not get inner pressure at work and gets the leader's fair attitude". (5). Workload "Does not feel disadvantaged at work and does not have a burden". (6). Personality "A good attitude at work is very necessary because if an employee has a good personality attitude and a good attitude will produce goodness". (7). Family "Family is one of the motivations in work". (8). Finance "Finance is one of the influences on employee performance".

2.3. Related Previous Research

(Fakhri M & Tasya, 2021) conducted a study entitled "The Influence of Workload and Competence on Employee Performance (The Influence of Workload and Competence on Employee Performance)". Research by (Fakhri M & Tasya, 2021) used the product moment quantitative method to test the hypothesis. The results of research by (Fakhri M & Tasya, 2021) show that the results of this study indicate that competence affects performance. Impact of Workload on employee performance. The results of data analysis in this study indicate that workload has a negative and insignificant effect on employee performance. The results of statistical data analysis can prove that there is a significant and partially positive effect of the competence variable on worker performance with a regression coefficient value of 0.536. This shows that competence has a direct effect on performance. Therefore, hypothesis one is accepted.

(Rizal, 2019) The Influence of Work Environment, Job Satisfaction and Workload on Employee Performance. This study uses quantitative methods. The results of (Rizal, 2019) show that Job satisfaction variable partially has no significant effect on employee performance variables. Workload variable partially has a significant effect on employee performance variables. The results showed that the effect of job satisfaction on employee performance had a positive and significant effect. The results showed that there was a positive and significant influence between the variables of Work Environment, Job Satisfaction and workload on employee performance at the Public Works and Public Housing Office of Aceh Tamiang Regency. (Sigit, 2013) conducted a study entitled "The Influence of Competence and Work Motivation on Employee Performance at PT. The Core of the Prosperous Gardens". Competence has a positive and significant effect on the performance of wholesale employees.

(HS Sufyanti, 2020) conducted research on the Effect of Leadership, Competence, Workload, and Work Environment on Employee Performance at the Regional III Jakarta Higher Education Service Institution (LLDIKTI). According to (Sudaryo Y. , 2019.) the variables that affect the performance of the state civil apparatus are transformational leadership style, burnout and quality of work life variables. The method used by a Sufyati (HS Sufyanti, 2020) is a quantitative research method with a survey approach. Sufyati HS & Mila Risa.

(Syabani Refiyandi, 2019) conducted a research on Analysis of Workload and Motivation on Employee Performance as Burnout Mediation Effects. (Syabani Refiyandi, 2019) using a qualitative methodology, (Syabani Refiyandi, 2019) the results of this study Workload on the Burnout variable has a significant effect, workload on performance has a significant effect, and motivation on the Burnout variable has a significant effect.

3. Method

The type of data in this study is quantitative data using a questionnaire. The data collection in this study was carried out using a survey method, namely using a questionnaire containing items measuring the constructs or variables used in the research model. Dissemination and data collection was carried out directly by asking the respondent's willingness to fill out a questionnaire.

4. Results and Discussion

4.1. Results

Multiple Regression Analysis

Multiple regression analysis was used by the author to determine the magnitude of the influence of several independent variables (X1 and X2) on the dependent variable (Y). The following are the results of the calculation of SPSS 25.0 for windows about the influence of competence and workload on work stress in employees of PT. Pramadani Cipta Kreasi Kab. Cirebon can be seen in the Coefficients table 4.

Table 4. Multiple Analysis Test Results

	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23,354	7.659		3.049	.004
	Competence	-.320	.163	-.249	-1.957	.056
	Workload	.546	.175	.398	3.126	.003

a. Dependent Variable: Job Stress

Source: SPSS Output Results 25.0

The results of the Coefficient table above, can be arranged multiple linear equations as follows:

$$Y = 23,354 + -0.320 (X1) + 0.546 (X2)$$

Based on the linear equation above, it shows the direction of each independent variable to the dependent variable which can be described as follows:

The constant value is 23,354 which shows that if there is no Competence and Workload, the amount of Work Stress is 23,354.

- The regression coefficient on the Competency variable is -0.320, meaning that if the competency is improved properly, there will be a decrease in work stress of 0.320.
- The regression coefficient on the workload variable is 0.546, meaning that if the workload is increased properly, there will be an increase in work stress of 0.546.

4.2. Hypothesis testing

4.2.1. T Test (Partial)

a. The Effect of Competence (X1) on Work Stress (Y)

Based on the table 4, the results of the Competency Variable T Test (X1) obtained that the number $t_{count} < t_{table}$ is $-1.957 < 2.00856$. This means that H_0 is accepted and H_a is rejected, where there is no influence between Competence on Work Stress.

b. Effect of Workload (X2) on Work Stress (Y)

Based on the table 4, namely the results of the T-Test of the Workload variable (X2), the number $t_{count} > t_{table}$ is $3.126 > 2.00856$. This means that H_0 is rejected and H_a is accepted, where there is a positive and significant influence between workload and work stress.

4.2.2. F test (simultaneous)

Table 5. F Test Results (Simultaneous)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	122.409	2	61.205	6.473	.003b
	Residual	463.283	49	9.455		
	Total	585.692	51			

a. Dependent Variable: Job Stress

b. Predictors: (Constant), Workload, Competence

Source: SPSS Output Results 25.0

Based on the table 5, F_{count} is $6.473 > F_{table}$ is 3.19. Thus, H_0 is rejected and H_a is accepted. This means that there is a significant and positive influence between Competence and Workload simultaneously on Work Stress.

4.3. Discussion

Based on the first hypothesis testing, the results were obtained which stated that the competency variable (X1) had no significant effect on the work stress variable (Y) PT. Pramadani Cipta Kreasi Kab. Cirebon. This is evidenced by looking at the value of $t_{count} > t_{table}$ which is $-1.957 > 2.00856$ and a significance value of $0.000 < 0.05$, it can be stated that H_0 is rejected and H_a is accepted.

The results of this study are in line with research conducted by (Rizky, 2019.) which shows that competence has a positive and significant effect on employee performance. That emotional competence affects the work stress of collector employees with a large influence of 87.6%. This research is supported by previous research by Ciptomulyono, et al (2017:11) the results of the above research that the aspect of competence plays a very important role in the application of stress management and improving employee performance in government agencies. Because with good competence, it can make it easier for companies to carry out coaching, so that employees will work in accordance with company guidelines in order to be able to produce maximum performance.

Based on the second hypothesis testing, the results showed that the workload variable (X2) had a significant effect on the work stress variable (Y) PT. Pramadani Cipta Kreasi Kab. Cirebon. This is evidenced by looking at the results of the $t_{count} > t_{table}$ which is $3.126 > 2.00856$ and the significance value is $0.000 < 0.05$, it can be concluded that H_0 is rejected and H_a is accepted.

The results of this training are in line with research conducted by Maria Apriyani (2021) which shows that the workload variable has a positive and significant effect on work stress. Based on previous research, it can be concluded that the workload has a positive and significant effect on work stress, therefore the workload needs to be managed so as not to cause work stress. With the provision of a good workload, it will have an effect on increasing its performance, but if it is not enough, the performance will decrease.

Based on the third hypothesis testing, the results obtained which state that Competence (X1) and Workload (X2) simultaneously have a significant effect on Work Stress (Y) PT. Pramadani Cipta Kreasi Kab. Cirebon. This can be proven by looking at the results of $F_{count} 6.473 > F_{table} 3.19$ and a significant value of $0.000 < 0.05$, it can be concluded that H_0 is rejected and H_a is accepted.

The results of this study are in line with research conducted by Fakhri (2021) which states that Workload and Competence simultaneously have a positive and significant effect on employee performance. Based on previous research, it can be said that Workload and Competence simultaneously have a positive and significant effect on Work Stress, with a good Workload and Competence so that employees can improve employee performance better.

5. Conclusions

The conclusion from the results of data analysis regarding Competence and Workload on Work Stress at PT. Pramadani Cipta Kreasi Kab. Cirebon are as follows: Competence has no positive and significant effect on work stress at PT. Pramadani Cipta Kreasi Kab. Cirebon, meaning that if competence is increased, there will be a decrease in work stress on employees, this can be proven by the results of the T test analysis which shows the t_{count} value is less than t_{table} . Workload has a positive and significant effect on work stress, meaning that if the workload is increased, there will be an increase in work stress, this can be proven by the results of the T test analysis which shows the t_{count} value is greater than t_{table} . Competence and workload simultaneously have a positive and significant effect on work stress at PT. Pramadani Cipta Kreasi Kab. Cirebon, which means that the better the competence and the provision of workloads simultaneously, the better the work stress. This can be proven by the results of the F test analysis which shows the value of f_{count} is greater than f_{table} .

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