
**THE IMPACT OF WORK ENVIRONMENT TOWARD JOB SATISFACTION AT PT. POST
MAIN BRANCH OFFICE IN MANADO***PENGARUH LINGKUNGAN KERJA TERHADAP KEPUASAN KERJA DI PT.POST KANTOR
CABANG UTAMA MANADO*

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Abstract: Job satisfaction is a worker's sense of achievement and success on the job. The concept of 'workplace performance' means that the factor of workplace environment that is being provided by the employer to their employees that could support the employees performance at work. The purpose of this research is to know the impact of work environment toward job satisfaction at PT. Post Main Branch Office Manado. This research is using a Simple Linear Regression Analysis with total sample 40 respondents that were obtained from the employee at PT. Post Main Branch Office Manado. The result shows that work environment is significantly and positively impacts the job satisfaction. Which is mean that the environment of the company is really good. The employees feel comfortable and feel safety during their work at the office. The company also provide a good facilities and treatments. Also, a factor that impact the job satisfaction at the company is effective communication between each employee and between the employees and the superiors. PT Post Main Branch Office Manado need to keep their work environment and keep maintain good relationship its employees.

Keywords: *work environment, job satisfaction*

Abstrak: *Kepuasan kerja adalah rasa prestasi dan kesuksesan karyawan ditempat kerja. Konsep 'kinerja tempat kerja' berarti bahwa faktor lingkungan tempat kerja yang disediakan oleh kantor kepada karyawan mereka yang dapat mendukung kinerja karyawan di tempat kerja. Tujuan penelitian ini adalah untuk mengetahui pengaruh lingkungan kerja terhadap kepuasan kerja pada PT. Post Kantor Cabang Utama Manado. Penelitian ini menggunakan analisa regresi linier sederhana dengan jumlah sampel 40 responden yang diperoleh dari karyawan di PT. Post Kantor Cabang Utama Manado. Hasilnya menunjukkan bahwa lingkungan kerja berpengaruh positif dan signifikan terhadap kepuasan kerja. Yang berarti bahwa lingkungan perusahaan sangat bagus. Karyawan merasa nyaman dan merasa aman selama bekerja dikantor. Perusahaan juga menyediakan fasilitas perawatan yang baik. Juga, faktor yang mempengaruhi kepuasan kerja diperusahaan adalah komunikasi yang efektif antara setiap karyawan dan antara karyawan dan atasan. PT. Post Kantor Cabang Utama Manado sebaiknya menjaga lingkungan kerja mereka dan tetap menjaga hubungan baik setiap karyawannya.*

Kata kunci: *lingkungan kerja, kepuasan kerja*

INTRODUCTION

Research Background

Human resource management is very important and must be considered by manager to keep the company existence. In order to maintain the success and sustainability of the company, the manager should repetition and maintaining the resources as well as the employee's performance. The availability of human resources is an important factor in a company, it is necessary for the involvement of employees in carrying out all the activities of the company. Employees are very valuable company assets that must be managed well by the company in order to contribute the maximum.

One of the things that should be the company's attention is job satisfaction of employees. Employees who are working but do not feel comfortable, less appreciated, and cannot develop any potential they have, then automatically employees cannot focus and concentrate fully on the work. Employee job satisfaction can be seen not only while doing the work, but also related to other aspects such as interaction with colleagues, superiors, following rules, and work environment.

Employee job satisfaction is an important factor in a company that is to support the achievement of corporate goals. Achievement company goals require intervention from the leadership. Monitoring and evaluation is useful as a benchmark for program or policy success. Monitoring and evaluation play a role in job satisfaction because it can have a positive impact on employees as will make the job more controlled so that employees will be satisfied with their work and support the success of the company's work. The success of the company's work will not run smoothly without the intervention of the leadership.

Job satisfaction reflects a person's feelings toward his work that can be seen from the attitude of the employee to the job and everything in the work environment. The concept of 'workplace performance' means that the factor of workplace environment that is being provided by the employer to their employees that could support the employees performance at work. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. Stating from the above, of job satisfaction is an element important that cannot be ignored by any company. In fact, job satisfaction is often not getting the attention of every company. One of them is PT POS Indonesia (Persero) Manado which is become the place of research. PT POS Indonesia (Persero) Manado is a State-Owned Enterprise engaged in services delivery of goods.

Research Objective

Based on the research problem, the objectives of this research is to know the impact of work environment on job satisfaction at PT. Post Main Branch office Manado.

THEORETICAL REVIEW

Human Resource Management

Nankervis *et al* (2011:7) defines that human resources management can be simply defined as the convergence of three factors: human beings, resources and management, where human beings have the actual and potential resources (knowledge, skills, and capabilities) that can be harnessed through effective management techniques to achieve short and long term organizational goals as well as personal needs. In other words, Human Resources Management is the process of hiring and developing employee to become better and more productive like organizations wants them to be and is one essential part of the organization operations. An organization must have a good management system to create effectiveness and efficiency in terms of Human Resources in order to accomplish the goal and objectives. Human resource management is primarily concerned with how people are managed within organizations, focusing on policies and systems. Human resource management (HRM) is the strategic and coherent approach to the management of an organization's most valued assets - the people working there who individually and collectively contribute to the achievement of the objectives of the business.

Job Satisfaction

Job satisfaction and dissatisfaction not only depends on the nature of the job, it also depend on the expectation what's the job supply to an employee (Hussami, 2008). Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to

personal well-being. Job satisfaction is the key ingredients that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment (Kaliski, 2007). The concept of 'workplace performance' means that the factor of workplace environment that is being provided by the employer to their employees that could support the employees performance at work (Clements-Croome, 2006). Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. By having a high level performance of employees, it will increase the level of the corporate productivity, and thus will increase the company's profit. The term job satisfaction refers to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006). Job satisfaction is the collection of feeling and beliefs that people have about their current job. People's levels of degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction.

Work Environment

The employees' satisfaction determined by an inordinate level, on the environment in which they work. Work environment involves all the aspects which act and react on the body and mind of an employee. Under Organizational psychology, the physical, mental and social environment where employees are working together and the work to be analyzed for better effectiveness and increase productivity. Effective work environment encourages the happier employee with their job that ultimately influence the growth of an organization as well as growth of an economic. The major purpose is to generate an environment which ensures the ultimate ease of effort and eliminates all the causes of Frustration, anxiety and worry. The concept of work environment is an actual comprehensive one including the physical, psychological and social aspects that mark up the working condition. Work environment performs to have both positive and negative effects on the psychological and welfare of employees. Important factors in the work environment that should be considered include building design and age, workplace layout, workstation set-up, furniture and equipment design and quality, space, temperature, ventilation, lighting, noise, vibration, radiation, air quality. An employee could be affected depending on the task they are given and also the environment of the place they are working. By having a good environment, the employees could apply their energy and their full attention to perform work (Vischer, 2007).

Previous Research

Jain and Kaur (2014). Impact of Work Environment on Job Satisfaction. The purpose of this research is to know the impact of work environment on job satisfaction at Domino's Pizza in Jaipur City. The result of the study indicates that workload, stress, overtime, fatigue, boredom are some factors to increase job dissatisfaction. On the other hand good working condition, refreshment & recreation facility, health & safety facility, fun at workplace increase the degree of job satisfaction. Effectual human resource management and preserving progressive work environment would consequences the job satisfaction and performance of organization as well as entire economy. Hence, for the success of organization it is vital to accomplish HRM successfully and find whether the work environment is satisfied for employees or not.

Raziq and Maulabakhsha (2015). Impact of Working Environment on Job Satisfaction. The objective of this paper is to analyse the impact of working environment on employee job satisfaction. The results show a positive relationship between working environment and employee job satisfaction. The study concludes with some brief prospects that the businesses need to realize the importance of good working environment for maximizing the level of job satisfaction. This paper may benefit society by encouraging people to contribute more to their jobs and may help them in their personal growth and development.

Abgozo *et al* (2017). The Effect of Work Environment on Job Satisfaction: Evidence from the Banking Sector in Ghana. This paper examined the effect of work environment on job satisfaction with the spotlight on a merchant bank in Ghana. The overall level of job contentment in the bank was fairly satisfactory. most of the staff of the bank were content with their current work environment. Those who were satisfied ranked that to a large extent of satisfaction and majority of the respondents indicated that they were fairly satisfied. It was also known that, the overall level of job contentment in the bank was fairly satisfactory. A few number of the respondents also affirmed that, confidence on the job in general was not high.

Sukdeo (2017). The effect of the working environment on employee satisfaction and productivity: a case study in a clothing manufacturing factory. The main purpose of the study is to examine how employee satisfaction and performance leads to increased productivity. This resulted in a fairly high response rate of 89%. The results of the study indicated that employees are highly satisfied with their jobs as this was due to good

remuneration, fairness of treatment, conducive working conditions, greater job security and more training and development. Employees considered the organization to be pleasant and comfortable place to work as well greater job satisfaction which led to happier and more productive workers.

Conceptual Framework

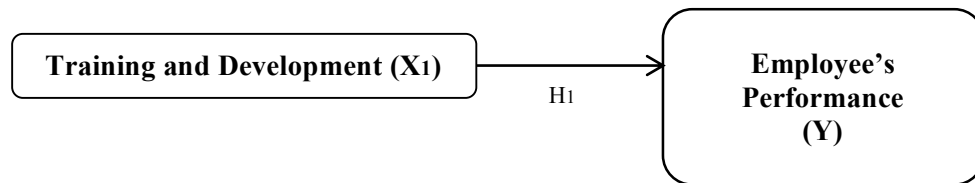


Figure 1 .Conceptual Framework

RESEARCH METHOD

Type of Research

This research is causal type of research where it will investigate the influence of training development, motivation, and leadership style on employee's performance. This research uses a quantitative method and simple linear analysis.

Place and Time of Research

This research was conducted at PT. Post Manado, North Sulawesi from January until March 2018.

Population and Sample

Population is generalization region consist of object/subject having certain quantity and characteristic that is fixed by researcher to studying and to gain conclusion (Sugiyono, 2005:55). The population in this research is all of the employee office of PT. Post Main Branch Office Manado (Persero).

According to Sekaran (2000), a sample is a part of the population. The purposive sampling is used in this research which is the employees of the PT Post Main Branch Office Manado as many as 40 respondents.

Data Collection Method

The sampling method is judgment sampling. The judgment sampling technique is determining the sample based on criteria. This research will collect sample of group of the employee at PT. Post Main Branch Office Manado.

Primary Data

Primary data is information that people collect specifically for the purpose of the research project. An advantage of primary data is that it is specifically tailored to the research needs. Primary sources are usually defined as firsthand information or data that is generated by witnesses or participants in past events. Primary sources are characterized not by their format but rather by the information they convey and their relationship to the research question. The interpretation and evaluation of these sources becomes the basis for other research. Evaluating whether something can be used as a primary source depends on two things, first is proximity to the source. Secondary data is data collected for some purpose other than the problem at hand. The secondary data is taken from books, journals, and relevant literature from library and internet. These secondary data were used in the background, literature review, research method, and discussions.

Measurement of Research Variables

Scale is a measurement tool that can be used to measure a question with a predetermined number of outcome (Hair, Money, et.al. 2007:220). In this kind of scale, variables will be measured on five points of scale (1,2,3,4, and 5).

Data Analysis Method

Validity and Reliability Test

To analyze the validity of questionnaires, Pearson Product Moment is used. An instrument measure is valid if the instrument measure what ought to be measured. Reliability test is established by testing for both consistency and stability of the answer question. Alpha Cronbach is reliable coefficients that can indicate how good items in asset have positive correlation one another (Sekaran 2006:177).

Simple Regression Analysis Model

Simple Linear Regression is a method used to fit the best straight line between a set of data points. After a graph is properly scaled, the data points must “look” like they would fit a straight line, not a parabola, or any other shape. The line is used as a model in order to predict a variable y from another variable x. A regression line must involve 2 variables, the dependent and the independent variable. Linear regression analysis is used to determine the changes that occur in the dependent variable (variable Y), the value of dependent variable based on the value of independent (variable X) is known. By using linear regression analysis, it will measure the change of dependent variable based on the change of independent variable. Linear regression analysis can be used to determine the effect of changes that will occur based on the influence that existed in the previous time period. Simple linear regression formula, Finding the “best-fit” line is the goal of simple linear regression. Simple linear regression formula, which is as follows:

$$[Y = a + \beta X]$$

Y : Job Satisfaction (Dependent Variable)
 a : Intercept
 β : Regression Coefficient of Each Variable
 X : Work Environment (Independent Variable)

RESULT AND DISCUSSION

Result of Reliability and Validity Test

Reliability Test

The purpose of reliability is to check the consistency of a measurement instrument. The data gathered from respondents coded into the tabulation table to be statistically analyzed by using statistical software SPSS version 22. The reliability test in this research uses Alpha Cronbach. By using SPSS, the value of Cronbachat Table 1 is 0.731 which is above the acceptance limit of 0.6.

Table 1. Reliability Test

Variable	Alpha Cronbach
Work Environment (X)	0.731

Source: SPSS Output ver.20 (2018)

The result interpretation, if the Cronbach’s Alpha (Sekaran, 2003; 311) is:

1. < 0.6 indicates unsatisfactory internal consistency or consider that the data is unreliable.
2. 0.7 indicates the data is acceptable
3. 0.8 indicates good internal consistency or consider that the data resulted is reliable.

Validity Test

The purpose of validity test is to know whether the instrument is valid or not. This testing can be conducted by comparing correlation index in Pearson product moment with significance level of 5%, is can be seen valid or not a research instrument. If probability of correlation is less than 0.05 (5%) then the research instrument is stated as valid. Based on Table 2 that the R table is 0.312, then if the correlation coefficient

between one value indicator and the total value is positive and more than 0.3 ($r \geq 0.3$), then the instrument is considered as valid.

Table 2. Validity Test

		Correlations	
		Work Environment	Job Satisfaction
Work Environment	Pearson Correlation	1	.537
	Sig. (2-tailed)		.000
	N	40	40
Job Satisfaction	Pearson Correlation	.537	1
	Sig. (2-tailed)	.000	
	N	40	40

** . Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Output ver.20 (2018)

Table 3. Simple Linear Regression Analysis

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.341	3.553		.377	.708
Work Environment	.763	.194	.537	3.926	.000

a. Dependent Variable: Job Satisfaction

Source: SPSS Output ver.20 (2018)

From the result of the table above, the model is defined as:

$$[Y = 1.341 + 0.763x]$$

The interpretation of the equation is:

1. Constant 1.341 shows the influence of work environment (X1), to the job satisfaction (Y). Meaning that if Independent Variable is equal to zero, the implementation on job satisfaction in PT. Pos Manado (Y) is predicted to be 1.341.
2. 0.763 is the slope in X (Work environment) meaning if there is one unit increasing in X then Y is predicted to increase by 0.763.

T-Test Result

Table 4. T-Test Result

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.341	3.553		.377	.708
Work Environment	.763	.194	.537	3.926	.000

Source: SPSS Output ver.20 (2018)

T-test was conducted to identify the relation between independent variable and dependent variable partially or individually. This test is done by comparing Tcount with t table with the level of significance is 45% ($\alpha = 0.05$).

The hypothesis testing in this test will be:

1. Tcount > Ttable then H₀ is rejected and H₁ is accepted
2. Tcount < Ttable then H₀ is accepted and H₁ is rejected

From table 4 were found the T_{count} for independent variable which is work environment (X), T_{count} = 3.926 and T_{table} = 2.024. Since the T_{count} is bigger than T_{table} then H₀ is rejected and H₁ is accepted, it means that variable work environment is significantly influences job satisfaction. Generally, means, work environment (X) have significant influence to Job satisfaction (Y) at PT. Post Main Branch Office Manado.

From the equation of simple regression each coefficient shows a positive result, than every one point increase in independent variable (X) will cause an increase in dependent variable (Y). The term of job satisfaction is used to describe the behavior of the employee, as the consideration to stay on the company.

Based on the results of the analysis described above the results obtained that variable (X) work environment have significant effect to variable (Y) job satisfaction at PT Post Manado. It is shown from the results of the analysis of product moment correlation of 0.537 compared with r table 5% significant level N = 40 of 0.3120. So Rcount bigger than Rtable, it can be drawn that the null hypothesis (H₀) is rejected and (H₁) accepted. With the coefficient of determination of 28.8% (rounded to 29%) or 29% then have a positive effect, meaning that the higher the work environment the higher job satisfaction in PT Pos Manado. While 71% is a factor that affects variable Y from other factors that are not researched by researchers.

From the result of Ttest analysis, it is known that there is significant influence of variable (X) Work environment and variable (Y) Job satisfaction. The results of t test calculation are 3.926, while at Ttable is 2.024 at a significance level of 5% which means that H₁ is accepted. It can be concluded from the Ttest results, there is influence between variables Y to variable X, in other words accept H₁ namely: There is impact of work environment on job satisfaction at PT Post Manado, and reject H₀, means there is no impact on work environment on job satisfaction at PT Post Manado.

The constant is 1.341: it means if X is 0, then Y negative value is equal to 1.341. The regression coefficient of variable job satisfaction is 0,763, means that if work environment increases 1, then Y will increase by 0,763. Coefficient is positive meaning there is positive relationship between variables X and variable Y. The higher the work environment then the more affecting the job satisfaction. Thus, can be drawn a conclusion that work environment is positive enough to affect job satisfaction.

Work Environment and Job Satisfaction

The productivity of employees is determined by an inordinate level, on the environment in which they work. Work environment involves all the aspects which act and react on the body and mind of an employee. Under organizational psychology, the physical, mental and social environment where employees are working together and their work to be analyzed for better effectiveness and increase productivity. The major purpose is to generate an environment which ensures the ultimate ease of effort and eliminates all the causes of frustration, anxiety and worry. If the environment is congenial, fatigue, monotony and boredom are minimized and work performance can be maximized.

On the previous research "Impact of Working Environment on Job Satisfaction" by Raziq and Maulabakhsh (2015), the results of the study have shown a positive relationship between working environment and job satisfaction. The employees working in all three sectors (that are banking, university and telecommunication) have agreed that working environment plays a vital role in attaining job satisfaction. Another previous research "The Effect of the Working Environment on Employee Satisfaction and Productivity: A Case Study in a Clothing Manufacturing Factory" by Sukdeo (2017), shows that work the working environment have a significant impact on employee satisfaction. Employees, whom are satisfied with their jobs, understand the type of impact that their performance will have on productivity in the organization. The research "The Effect of Work Environment on Job Satisfaction: Evidence from the Banking Sector in Ghana" by Abgozoet *al*(2017) also shows that the work environment is affecting the job satisfaction. It was revealed that, most of the staff of the bank was content with their current work environment.

This result also supports the previous research which is shows that the work environment has a significant influence on job satisfaction at PT. Post Main Branch Office Manado. The employee feel satisfied with their current working environment at the office. The working environment that is conducive, the

cleanliness of the office, and the physical facilities that provides by the company make the employee comfortable with their jobs. Employee also satisfied with their job influenced by the effective communication between one employee and another, and between the superiors and the employee that created a good team work at the company. The other reason that makes employee feel satisfied on working at PT. Post Main Branch Manado is the company provides the pension for the employees. Based on the explanations above, it can be conclude:

1. Comfort and cleanliness of the work environment make employees comfortable working. Every employee wants a clean environment in their workplace, it affects the work mood.
2. Ensuring the safety of the company make employee calm in carrying out the work. PT Post Main Branch Office Manado provide assurance to workers such as pension and health care workers, if there are things that are not desirable.
3. Environment safe and conducive work support employees work. A safe and conducive workplace gives employees a safe feeling to work
4. Facilities provided by the company. Based on a survey conducted by questionnaire, employees of PT Pos Manado wants facilities in order to support their job, such as computers, printers.
5. Relationship between employee and superior. In this result some employee likes to have a working relationship with the superiors so the superiors can teach them more but some are dislike the idea because not all superiors wanted to work together.

CONCLUSION AND RECOMMENDATION

Conclusion

Based on the result of analyzing and discussing, then a conclusion can be purposed.

1. The work environment is significantly and positively impact the job satisfaction at PT. Post Main Branch Office Manado. Which is mean that the environment of the company is really good. The employees feel comfortable and feel safety during their work at the office. The company also provide a good facilities and treatments. Also, a factor that impact the job satisfaction at the company is effective communication between each employee and between the employees and the superiors.

Recommendation

There are several recommendations that can be concluded from the overall result in this research, which are listed as follow:

1. Work environment in company is important and need specific attention. The management from PT Post Main Branch Office Manado must stabilize the system in the working place.
2. PT Post Main Branch Office Manado need to keep their work environment and keep maintain good relationship its employees.
3. Superiors should be more able to participate actively in every activity or work so that superiors can be an example for employees, a motivator who can always provide encouragement and direction to the employees in every work done.

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