

## **The Effect Of Work Motivation, Work Discipline, And Physical Work Environment On Performance Officers At The SME Cooperative Office Industry And Trade Medan City**

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### **ABSTRACT**

The purpose of this study is to analyze the influence of work motivation, work discipline, and physical work environment on employee performance at the Medan City Industrial and Trade SME Cooperative Office. This type of research is associative research with quantitative descriptive analysis, this research was carried out at the Medan City Industrial and Trade SME Cooperative Office on Jl. Gatot Subroto No.KM. .77, Lalang, Medan Sunggal District, Medan City, North Sumatra, This study was conducted on 81 employees of the Medan City Industrial and Trade SME Cooperative Office using saturated sampling techniques, the data analysis technique used in this study is multiple linear regression analysis, the results of this study are partially Motivation affects the performance of employees at the Cooperative Office, SMEs, Industry and Trade of Medan City This can be read from the score of t calculation ( $4.859 > t \text{ table } (1.990)$  and the significance level of  $0.000 < 0.05$ . The results of this study are partially disciplined and significantly affect the performance of employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be read from the score of t calculation ( $2.564 > t \text{ table } (1.990)$  and the significance level of  $0.012 < 0.05$ . The results of this study partially the Physical Work Environment does not affect the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be read from the score of t calculation ( $0.707 < t \text{ table } (1.990)$  and the significance level of  $0.482 > 0.05$ . The independent variables consisting of Work Motivation (X1), Work Discipline (X2), and Physical Work Environment (X3) simultaneously have a significant effect on the performance of Employees at the Cooperatives, SMEs, Industry and Trade Office of Medan City.

### **Keywords :**

Work Motivation, Work Discipline, and Physical and Performance Work Environment

## **INTRODUCTION**



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The success of a company depends heavily on the quality of its human resources. Quality human resources can improve a company's performance and help achieve the desired goals. As such, companies need to pay enough attention to the development and improvement of human resource capabilities in order to work effectively and efficiently.

Employee performance plays an important role in determining the success of the organization. By improving employee performance, organizations can achieve desired goals and improve service quality. Therefore, improving employee performance is indispensable in an organization. This research was conducted at the Medan City Industrial and Trade SME Cooperative Office. The Medan City Industrial and Trade SME Cooperative Office is a government institution responsible for improving the performance and quality of services in the cooperative and SME sectors. As an institution regulated in Presidential Regulation No. 7 of 2021, this agency has an important role in providing facilitation, protection, and empowerment for cooperatives and micro, small, and medium enterprises.

Organizational performance can improve if there is cooperation and harmonious relationships between all team members, both bosses and employees. Improving employee performance will have a positive impact on the performance of an organization. Performance is an achievement or level of success achieved by an individual or an organization in carrying out tasks in a certain period. (Gorang et al., 2022) Steps that can be taken to support employee performance are motivation in employees to carry out their duties. The internal enthusiasm and drive that employees have to do their jobs well is called work motivation.

Motivation according to Siagian (2004:287) in research (Arini et al., 2015) Motivation as a driving force that makes employees work as hard as possible to achieve their organizational goals and personal interests. Motivation is very important in organizations to improve employee performance and achieve goals. Highly motivated employees will perform better, and rewards or recognition can increase their motivation. A person is motivated when there is a driving force that makes them strive to achieve what they want. (Edisyah et al., 2024)

Conversely, low work motivation can negatively impact employee performance. Employees who are not motivated tend to have poor performance and a lack of cooperation with colleagues. An uncomfortable work environment can also be a result of a lack of work motivation. Therefore, increasing employee work motivation is essential to achieve organizational goals. Lack of work motivation in employees is often caused by a lack of confidence in their abilities. Therefore, employees need to have strong motivation and a good attitude, such as work discipline, to improve their performance. By having good motivation and attitude, employees can increase their confidence and achieve organizational goals. Good work discipline can also help employees to be more focused and productive in carrying out their work.

Work discipline is an important aspect that needs to be considered by organizations to improve performance. An employee's individual sense of responsibility for the tasks assigned can affect their level of work discipline. High work discipline allows employees to complete tasks quickly and accurately, so their performance will be good. Work discipline



means respecting and complying with existing regulations, both written and unwritten. (Payana et al., 2023)

Work discipline is one of the important factors in an organization that allows individuals or groups to carry out tasks and responsibilities effectively. By complying with and respecting the applicable regulations, individuals or groups can achieve predetermined goals and improve organizational performance. (Jufrizen & Hadi, 2021)

One way to improve employee discipline is to create a conducive work environment. Sedarmayanti, (2017) in research (Oktadilah & Syarifuddin, 2022) stated that the physical work environment is one of the factors that can affect employee performance and comfort. A physical work environment includes all the physical conditions that exist around the job site, such as lighting, temperature, cleanliness, and safety. These conditions can have an impact on employees both directly and indirectly, so it is important for organizations to pay attention to the physical work environment to improve employee performance and well-being. (Ayunasrah et al., 2022)

From the explanation above, work motivation, work discipline, and physical work environment are three important factors that can affect employee performance. If these factors are met, then employee performance will increase and work results will be optimal. However, if work motivation, work discipline, and physical work environment decrease, then employee performance will also decrease. Therefore, companies need to pay attention to these factors to improve employee performance and achieve company goals. Thus, companies can improve employee productivity and quality of work.

## RESEARCH METHODS

This study uses an associative method with quantitative descriptive analysis, which aims to determine the relationship between the variables studied. This research was carried out at the Medan City Industrial and Trade SME Cooperative Office, with a population of 81 employees. The sampling technique used is saturated sampling, where the entire population is sampled. The data analysis used in this study is multiple linear regression analysis, which is used to analyze the influence of the variables studied.

## RESULTS OF RESEARCH AND DISCUSSION

### 1. Validity Test

The validity test in the study is carried out to ensure that the instrument used is valid and reliable. The validity test was carried out on respondents outside the research sample, namely employees of the Medan City Cooperatives, SMEs, Industry and Trade Office. The validity criterion was the calculation of the  $r_{table} >$ , with a  $r_{table}$  value of 0.216 at  $df = 0.05$  and a sample of 81 respondents. If the calculated value is  $> r_{table}$ , then the statement is considered valid, and vice versa if the calculated value  $< r_{table}$ , then the statement is considered invalid.

**Table 1. Motivational Variable Validity Test**



Items	R Count	R Table	Status
Item1	.611	.216	Valid
Item2	.630	.216	Valid
Item3	.620	.216	Valid
Item4	.590	.216	Valid
Item5	.592	.216	Valid
Item6	.611	.216	Valid
Item7	.520	.216	Valid
Item8	.638	.216	Valid
Item9	.539	.216	Valid
Item10	.597	.216	Valid

Source: SPSS Processed Data (2025)

Table 1. This study shows that all instruments are declared valid because the rcal value is greater than the rtable value (0.216).

**Table 2. Testing the Validity of Discipline Variables**

Items	R Count	R Table	Status
Item1	.557	.216	Valid
Item2	.540	.216	Valid
Item3	.665	.216	Valid
Item4	.638	.216	Valid
Item5	.598	.216	Valid
Item6	.598	.216	Valid
Item7	.429	.216	Valid
Item8	.488	.216	Valid

Source: SPSS Processed Data (2025)

Table 2. This study shows that all instruments are declared valid because the rcal value is greater than the rtable value (0.216).

**Table 3. Validity Test of Work Environment Variables**

Items	R Count	R Table	Status
Item1	.649	.216	Valid
Item2	.458	.216	Valid
Item3	.536	.216	Valid
Item4	.325	.216	Valid
Item5	.458	.216	Valid
Item6	.637	.216	Valid
Item7	.618	.216	Valid
Item8	.530	.216	Valid
Item9	.633	.216	Valid
Item10	.508	.216	Valid

Source: SPSS Processed Data (2025)

Table 3. This study shows that all instruments are declared valid because the rcal value is greater than the rtable value (0.216).

**Table 4. Validity Test of Performance  
Variables**

Items	R Count	R Table	Status
Item1	.670	.216	Valid
Item2	.700	.216	Valid
Item3	.715	.216	Valid
Item4	.658	.216	Valid
Item5	.707	.216	Valid
Item6	.510	.216	Valid
Item7	.604	.216	Valid
Item8	.657	.216	Valid
Item9	.608	.216	Valid

Source: SPSS Processed Data (2025)

Table 4. shows in this study that all instruments are declared valid because the rcal value is greater than the rtable value (0.216)

## 2. Reliability Test

According to stating that reliability is the extent to which the measurement results using the same object, will produce the same data. A questionnaire is said to be reliable if Cronbach's alpha is above 0.6 and if it is unreliable if it is equal to or below 0.6.(Sugiyono, 2019)

**Table 5. Reliability Test**

Variable	Cronbach's alpha	Item Valid	Conditions	Status
Motivation	0.872	10	0.60	Reliable
Discipline	0.749	10	0.60	Reliable
Work Environment	0.834	10	0.60	Reliable
Performance	0.851	10	0.60	Reliable

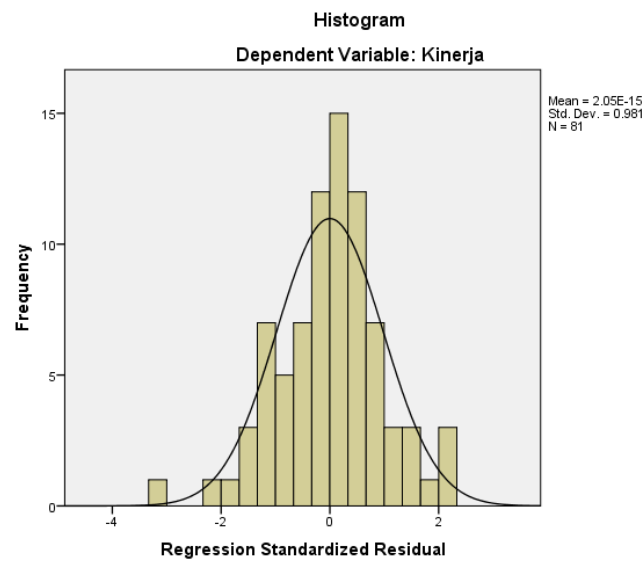
Source: SPSS Processed Data (2025)

Table 5. shows that in this study all research instruments were declared reliable because Cronbach's alpha value was above 0.60

## Classic Assumption Test

### 1. Normality Test

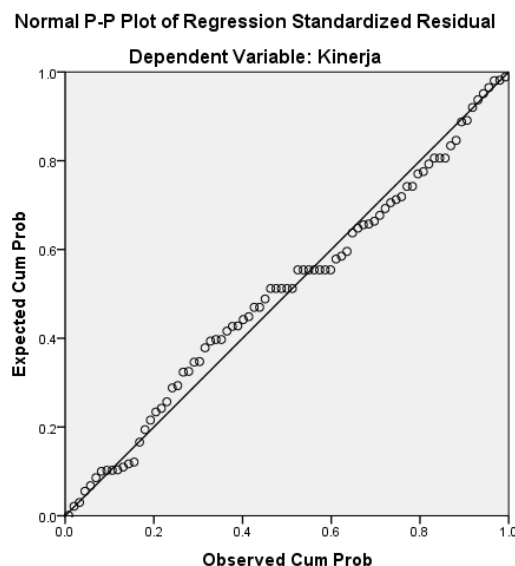
The test of data normality is an important step in statistical analysis, especially in regression analysis. The purpose of the normality test is to find out whether the data used is normally distributed or not. A good regression model requires data that is normally or close to normal, as this assumption is critical to ensuring the accuracy of the analysis results.



Source: SPSS Processed Data (2025)

Figure 1. Normality Histogram

Figure 1. Changing the results of the normality test that the histogram forms a symmetrical bell curve, not tilted to the right or left, so that the data can be considered to be normally distributed, in addition to using a histogram, the normality graph test can also be assessed with p plot.



Source: SPSS Processed Data (2025)

Figure 2. P Plot Normality

Figure 2. Shows a residual graph has a normal distribution or spread, because the dots are spread on a diagonal line.

**Table 6. One-Sample Kolmogorov-Smirnov  
Test**

		Unstandard ized Residual
N		81
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	1.60451427
	Most Extreme Differences	
	Absolute	.056
	Positive	.049
	Negative	-.056
Test Statistic		.071
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>

Source: SPSS Processed Data (2025)

In Table 6. Shows that the value of Asymp. The significance (2-tailed) was  $0.200 > \alpha (0.05)$ , so it can be concluded that the study variables are normally distributed.

## 2. Multicollinearity Test

The multicollinearity test was used to test whether there was a strong correlation between independent variables in the regression model with the following conditions

**Table 7. Multicollineraity Test**

Type	Collinearity Statistics	
	Tolerance	VIVID
1 (Constant)		
Motivation	.281	3.560
Discipline	.603	1.658
Work Environment	.342	2.928

a. Dependent Variable: Employee Performance

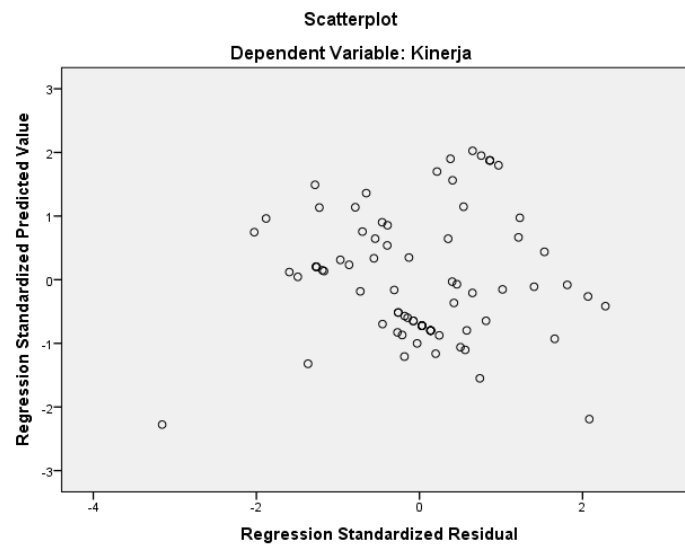
Source: SPSS Processed Data (2025)

Based on Table 7. It can be concluded that the regression model used is free from symptoms of multicolonialism between each of the study variables, because the Tolerance value is  $> 0.1$  and  $VIF < 10$  for all independent variables. The results of the calculation showed that the Tolerance value of the variables Motivation (X1), Discipline (X2), and Work Environment (X3)  $< 10$ .

## 3. Heterogeneity Test

The heteroscedasticity test is used to find out whether the residual variance in the regression model is constant or not, so it can affect the accuracy of the analysis results.





Source: SPSS Processed Data (2025)

**Figure 3 Scatterplot**

Based on Figure 3. It can be concluded that the regression model does not experience symptoms of heteroscedasticity. This can be seen from the scattering of residual points that do not form a specific pattern and are randomly scattered above and below the number 0 on the Y axis.

### Multiple Linear Regression Analysis

Multiple linear regression analysis was used to determine the influence of independent variables on dependent variables, and in this study, the analysis was performed with the help of SPSS software.

**Table 8. Multiple Linear Regression Analysis**

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.679	2.960		2.256	.027
Motivation	.569	.117	.600	4.859	.000
Discipline	.237	.093	.216	2.564	.012
Work Environment	.078	.110	.079	.707	.482

a. Dependent Variable: Employee Performance

Source: SPSS Processed Data (2025)

Based on Table 8, the results of the multiple linear regression equation are obtained as follows:

$$Y = 6.679 + 0.569X_1 + 0.237X_2 + 0.078X_3$$

The explanation from the table above is:

Based on these equations, it can be interpreted as follows:





- a. Constant Value ( $\beta_0$ ) = 6.679 This result makes it clear that if the variables Work Motivation (X1), Discipline (X2), and Physical Work Environment (X3) are 0, then the Employee Performance value will remain at 6.679, assuming that there is no change in the other variables.
- b. Work Motivation Variable ( $\beta_1$ ) = 0.569 > 0. Showing the correlation of work motivation (X1) has a positive effect on employee performance, or in other words, if the Work Motivation variable increases in units, the Employee Performance variable will increase by 0.569. A positive sign in the Motivation variable shows a one-way relationship between the Motivation variable and Employee Performance.
- c. Work Discipline Variable ( $\beta_2$ ) = 0.237 > 0. Shows that the correlation of work discipline (X2) has a positive effect on employee performance, or in other words, if the Work Discipline variable increases in units, the Employee Performance variable will increase by 0.237. A positive sign on the Discipline variable shows a one-way relationship between the Discipline variable on Employee Performance.
- d. Physical Work Environment Variable ( $\beta_3$ ) = 0.078 > 0. Showing the correlation of the Physical Work Environment (X3) has a positive effect on employee performance, or in other words, if the Work Motivation variable increases in units, the Employee Performance variable will increase by 0.078. A positive sign on the Work Environment variable shows a direct relationship between the Work Environment variable and Employee Performance.

### 3. Hypothesis Test

#### a. Simultaneous Test (Test f)

The F-test is used to determine the simultaneous influence of independent variables on dependent variables. In this study, with a sample (n) of 81 respondents and parameter (k) of 4, so that the following were obtained:

- 1)  $df_1$  (counter) = 4 – 1 = 3
- 2)  $df_2$  (denominator) = 81 – 3 = 78

Thus at  $\alpha = 0.05$  obtained  $F_{tabel} = 2.72$

**Table 8. CHANGE<sup>TO</sup>**

Type	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	784.975	3	261.658	52.214	.000b
Residual	385.865	77	5.011		
Total	1170.840	80			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Environment, Discipline, Motivation

Source: SPSS Processed Data (2025)

When viewed from Table 9, Fcount (52,214) > Ftable (2.72) and significance (0.000) <  $\alpha$  (0.05) were obtained. In this study, the independent variables consisting of Work Motivation



(X1), Work Discipline (X2), and Physical Work Environment (X3) simultaneously correlated significantly with the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office.

#### b. T Test

The t-test was carried out to independently test whether Motivation (),  $X_1$  Discipline (), and  $X_2$  Work Environment ()  $X_3$  simultaneously had a significant effect on the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office. With the number of samples ( $n$ ) = 81, the sum of the parameters ( $k$ ) = 4, ( $df$ ) = ( $n-k$ ) = 81 – 3 = 78, so that the value at the significance level of 0.05 at is  $t_{tabel}$  1.990

**Table 9. Test T**

Type	Non-Standard Degrees		Standardized Degrees	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.679	2.960		2.256	.027
Motivation	.569	.117	.600	4.859	.000
Discipline	.237	.093	.216	2.564	.012
Work Environment	.078	.110	.079	.707	.482

a. Dependent Variable: Employee Performance

Source: SPSS Processed Data (2025)

- 1) Motivation has a t-value of 4.859 and a significance level of 0.000, meaning that in this study Motivation partially affects the performance of Employees at the Medan City Cooperative, SME, Industry and Trade Office, this can be seen from the t-value of the t-count of  $> t$  table ( $4.859 > 1.990$ ) and the significance level of  $0.000 < 0.05$
- 2) Discipline has a t-value of 2.564 and a significance level of 0.012, meaning that in this study partially Discipline has an impact and significant on the performance performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be seen from the t-value of the table  $> t$ -table ( $2.564 > 1.990$ ) and the significance level of  $0.012 < 0.05$
- 3) The Physical Work Environment has a t-value of 0.707 and a significance level of 0.482, meaning that in this study the Work Environment partially does not affect the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be seen from the t-value of the t-count of  $< t$  table ( $0.707 < 1.990$ ) and the significance level of  $0.482 > 0.05$ .

#### 4. Coefficient of Determination

From this coefficient of determination, a value can be obtained to measure the amount of contribution of variable X to the variation in the fluctuation and fall of variable Y, which can usually also be expressed in percentages.

**Table 10 Model Summary<sup>b</sup>**

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
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1	.819a	.670	.658	2.23858

a. Predictors: (Constant), Work Environment, Discipline, Motivation

b. Dependent Variable: Employee Performance

Source: SPSS Processed Data (2025)

Based on Table 10, it is known that the value of R Square is 0.670 or 67%. This shows that the performance variables can be explained by the variables Work Environment, Discipline, Motivation 67% in this study, while the remaining 33% percent are explained by other factors that were not included in the study, such as job satisfaction, compensation or leadership

## DISCUSSION

### 1. The Effect of Motivation (X1) on Performance (Y)

The results of this study show that motivation has a significant influence on the performance of employees at the Medan City Cooperatives, SMEs, Industry and Trade Office. This can be seen from the value of  $t$  calculated ( $4.859 > t$  table ( $1.990$ )) and the significance level of  $0.000 < 0.05$ .

Work motivation is a very important factor in improving employee performance. When employees are well motivated, they will have better performance, and vice versa. The magnitude and size of employee motivation can affect their performance, so motivation is a factor that needs serious attention from management. Research results (August, 2018) Previously, it was also shown that work motivation had a positive and significant effect on employee performance. Therefore, increasing employee motivation is one way to improve organizational performance.

### 2. The Effect of Discipline (X2) on Performance (Y)

The results of this study show that Work Discipline partially has a significant influence on the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office. This can be seen from the  $t$ -value of the calculation ( $2.564 > t$  table ( $1.990$ )) and the significance level of  $0.012 < 0.05$ .

Work discipline is a key factor in improving employee performance. With high work discipline, employees can work together more effectively, achieve goals more efficiently, and improve overall performance. Employee awareness of work discipline is very important in achieving high performance, so it needs to be improved through training, supervision, and setting a good example by leaders. In general, work discipline can be seen when employees always arrive on time, carry out their work well and comply with all applicable regulations and ethics. This can cause the organization to achieve its goals with satisfactory results. According to research conducted (Siregar, 2021) Proving that there is a positive and significant influence between work discipline on employees. So work discipline is very influential if the better the level of work discipline obtained, the more employee performance will increase.

### **3. Influence of Work Environment (X3) on Performance (Y)**

The results of this study partially show that the Work Environment does not have a significant influence on the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office. This can be seen from the t-value of the calculation ( $0.707 < t_{table} (1.990)$ ) and the significance level of  $0.482 > 0.05$ .

Employees can work optimally without being influenced by the physical work environment. They tend to focus on their tasks and pay little attention to the conditions of the physical work environment. This shows that employees can adapt to the existing working environment conditions and continue to work effectively. Therefore, whether the physical work environment is good or not is a significant factor in affecting employee performance. These results support previous research by (Astuti & Mulyadin, 2022) which proves that the physical work environment does not have a positive and significant influence on employee performance.

### **4. The Influence of Motivation (X1), Discipline (X2) and Work Environment (X3) on Performance (Y)**

The results of the analysis showed that the variables of Work Motivation, Work Discipline, and Physical Work Environment simultaneously had a significant effect on the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office. This is evidenced by the scores obtained ( $52,214 > (2.72)$ ) and significance ( $0.000 < \alpha (0.05)$ ). Based on the hypothesis testing criteria, if  $>$  then it is rejected and accepted. Thus, it can be concluded that the three independent variables have a significant influence on the performance of employees.  $F_{hitung} F_{tabel} F_{hitung} F_{tabel} H_0 H_1$

Motivation is a key factor in improving employee performance. When employees are well motivated, they will have the drive to perform tasks and responsibilities better, so their performance will improve. Conversely, if employees are less motivated, their performance will decrease. Therefore, it is important for organizations to motivate their employees to achieve their organizational goals more effectively. Research results (August, 2018) shows that work motivation has a positive and significant effect on employee performance.

Work discipline plays an important role in improving employee performance. When employees have high work discipline, they will be more likely to show up on time, perform their work well, and comply with applicable rules and ethics. This can strengthen cooperation and awareness of responsibility, so that employees and organizations can achieve goals more effectively and efficiently. Thus, high work discipline can improve employee performance and help the organization achieve its goals with satisfactory results. According to research conducted (Siregar, 2021) Proving that there is a positive and significant influence between work discipline on employees. A high level of work discipline can have a positive impact on employee performance.

The physical work environment is an important factor in improving employee performance. By creating a conducive and pleasant work atmosphere, employees can work more effectively and efficiently. A comfortable and safe physical work environment can also improve the safety and health of employees, so they can focus on their tasks. Therefore,

organizations need to pay attention to the physical work environment and make efforts to improve it, such as providing adequate supporting facilities and ensuring employee safety. This study found that the work environment has a positive and significant influence on employee performance, which is in line with the findings (Novitasari, 2020).

## Conclusion

1. In this study, motivation partially affects the performance of employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be seen from the t-value of the table  $> t_{table}$  ( $4,859 > 1,990$ ) and the significance level  $0.000 < 0.05$
2. In this study, Discipline partially affects and significantly affects the performance of Employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be seen from the t-value of the table  $> t$  ( $2,564 > 1,990$ ) and the significance level  $0.012 < 0.05$
3. In this study, the work environment partially does not affect the performance of employees at the Medan City Cooperatives, SMEs, Industry and Trade Office, this can be seen from the t-value of the table  $> t$  ( $0.707 < 1.990$ ) and the significance level of  $0.482 > 0.05$
4. The independent variables consisting of Motivation ( $X_1$ ), Discipline ( $X_2$ ), and Work Environment ( $X_3$ ) simultaneously have a significant effect on the performance of Employees at the Cooperatives, SMEs, Industry and Trade Office of Medan City

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