International Journal of Economics, Accounting, and Management
Vol. 1, No. 4, November 2024
Page 165-174
E-ISSN: 3047-6798
P-ISSN: 3047-678X
Site : https://jurnal.intekom.id/index.php/ijeam

Analysis of Work Ability, Compensation, And Supervision of Employee Performance at PT Capella Multidana Medan, Nibung Street Branch

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Article Info

Article history:

Received November 6, 2024
Revised November 6, 2024
Accepted November 9, 2024

Keywords:

Work Capability,
Compensation,
Supervision,
Performance.

ABSTRACT

The purpose of this study is to ascertain how employee performance at PT Capella Multidana Medan, Jalan Nibung Branch, is impacted by work capability, pay, and supervision. The population in this research includes all employees at this branch, totaling 61 individuals, who also comprised the sample. Simple random sampling was the method of sampling that was employed and the study was conducted in 2023, with data collected via questionnaires. This research adopts an associative-quantitative approach and processes data using SPSS version 24. The results indicate that work capability, compensation, and supervision positively and significantly influence employee performance at PT Capella Multidana Medan, Jalan Nibung Branch, both partially and simultaneously. Partial t-test analysis reveals that work capability has a 0.000 significance level, a t-value of 5.705, and a regression value of 0.486. Regression values for compensation and supervision are 0.279, 0.967, 2.147, and 0.036, respectively, with a t-value of 3.967 and a significance of 0.000. The F-test (simultaneous) produced an F-value of 186.270 with a significance of 0.000, indicating that work capability, compensation, and supervision all significantly impact employee performance. The most dominant factor was work capability, which explained 90.7% of performance, with the remaining 9.3% attributed to other factors.

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1. INTRODUCTION

Companies need human resources to manage, organize, and use workers effectively in order to accomplish organizational objectives. Human resources work optimally when the organization effectively manages these resources, and typically, HR development enhances employee performance, resulting in higher work quality and fulfillment of organizational goals. Employees with strong work capabilities positively affect their performance, whereas employees with low capability show reduced performance levels [1]. Performance is the result of finished work and actions taken to complete duties and responsibilities within a predetermined time frame.[2].

Additionally, performance is the outcome of an individual's ability to complete the tasks given to them, taking into account their time, effort, talents, and experience. [3]. The abilities possessed by each

employee, especially in their respective fields, have become a necessity that must be realized immediately, because the company urgently needs individuals with the competence to support the smoothness and quality of its work [4]. All payments or benefits that employees receive as a result of their labor are referred to as compensation. Knowledge and experience are two factors that can influence an employee's ability. Ability refers to a person's capacity to carry out different job-related duties [5].

Pay is a significant determinant of how and why individuals decide to work for a particular company. Obligations and responsibilities arise because there is a working relationship between both parties within an organization or company. Whereas work that is valued and rewarded must be relevant so that it contributes to the efforts of achieving the organization's or company's goals. The incentive that a company offers its employees is known as compensation, and it has a significant impact on how and why people decide to work for a particular company [6].

Supervision is an important aspect in executing a plan. The management-expected plans can be carried out and executed efficiently with monitoring. Without supervision from managers/superiors, the established plans will be difficult for subordinates to implement properly. As a result, the goals expected by the company will be hard to achieve. Supervision is essentially an action of comparing actual results with desired outcomes. In essence, supervision encompasses all activities that compare or measure what is currently being done or has been done against previously established criteria, norms, standards, or plans. Supervision includes all activities carried out by managers in an effort to ensure that actual results align with the planned outcomes [7]. Supervision is a function that ensures activities can yield the desired results.

PT Capella Multidana Medan is a company engaged in the financing business (operating lease) and has obtained a financing institution business license from the Minister of Finance of the Republic of Indonesia with Decree No. 1483/KMK.013/1990 dated November 17, 1990, and has been amended by Decree No. 381/KMK.017/1997 dated July 31, 1997, regarding the granting of a business license to conduct leasing activities, factoring, credit card business, and consumer financing. At this time, the company primarily operates in the field of consumer financing. PT Capella Multidana Medan is currently also spread across various major cities in Indonesia. In the city of Medan itself, PT Capella Multidana has several branches, one of which is PT Capella Multidana Medan branch on Jalan Nibung, Medan City.

The results of observations and interviews with employees of PT Capella Multidana branch Jalan Nibung Medan City show that there are issues with the performance of PT Capella Multidana employees at the Jalan Nibung Medan City branch, with an average performance achievement of 65% of the established target. This is due to the employees of PT Capella Multidana Medan branch Jalan Nibung Medan City not being able to complete their work according to the established final results.

2. METHOD

2.1. Research Approach

This study is quantitative in nature based on the data used. Research that employs numerical data is known as quantitative research [8]. According to this description, the purpose of this study is to use numerical data to determine how independent variables affect dependent variables. The degree of explanation indicates that this study is associative. Research that seeks to determine if a variable functioning as an independent variable influences another variable that becomes the dependent variable is known as associative research or causal research (cause-and-effect relationship).

2.2. Population and Sample

An element is the smallest unit that provides the necessary data, and a population is a collection of research elements. The population in this study consists of all permanent employees of PT Capella

Multidana Medan Branch Jalan Nibung who have worked for more than 1 year, currently totaling 61 employees.

Samples are a subset of the population's amount and attributes. if there is a big population and the researcher is unable to examine every member of the population [9]. This study's sampling method is probability sampling., specifically the simple random sampling method. The sample used in this study specifically includes permanent employees of PT Capella Multidana Medan Branch Jalan Nibung, totaling 61 employees who have worked for more than 1 year.

2.3. Data collection technique

The data collection technique in this research involves observation to observe situations and conditions followed by sequential recording. A list of statements or questions in the form of a questionnaire is then created and sent to respondents. Additionally, information is gathered from books, archives, documents, written numbers, and photographs in the form of reports and descriptions that can be used to support the research. [10].

3. RESULTS AND DISCUSSION

3.1. Description of Respondents Characteristics

The responses to a questionnaire that was completed by 66 respondents were used to determine the characteristics of the respondents. As shown in tables 1, 2, and 3, the respondents' gender, age, and level of education are among the variables that will be discussed below and represent the state of the respondents under study.

a. Respondent Characteristics Based on Gender

The following table 1 displays the respondents' characteristics according to their gender.

Table 1. Gender

		Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Valid	Pria	34	55,7	55,7	55,7
	Wanita	27	44,3	44,3	100,0
	Total	61	100,0	100,0	

Based on Table 1, it shows that out of 61 respondents, 34 respondents (55.7%) are male, while the remaining 27 respondents (44.3%) are female. This table illustrates that the employees working at PT Capella Multidana Medan Branch Jalan Nibung are predominantly male, with a percentage of 55.7%.

b. Characteristics of Respondents Based on Age

Table 2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 21 Years Old	3	4,9	4,9	4,9
	21 - 25 Years	10	16,4	16,4	21,3
	26 - 30 Years	13	21,3	21,3	42,6
	31 - 35 Years	11	18,0	18,0	60,7
	36 - 40 Years	9	14,8	14,8	75,4
	41 - 45 Years	7	11,5	11,5	86,9
	46 - 50 Years	5	8,2	8,2	95,1

	Up 50 Years	3	4,9	4,9	100,0
	Total	61	100,0	100,0	

Based on Table 2, it shows that out of 61 respondents, there are 3 respondents (4.9%) aged below 21 years, 10 respondents (16.4%) aged between 21-25 years, 13 respondents (21.3%) aged between 26-30 years, 11 respondents (18.0%) aged between 31-35 years, 9 respondents (14.8%) aged between 36-40 years, 7 respondents (11.5%) aged between 41-45 years, 5 respondents (8.2%) aged between 46-50 years, and the remaining 3 respondents (4.9%) aged above 50 years. This table illustrates that employees working at PT Capella Multidana Medan Branch Jalan Nibung are predominantly aged between 26-30 years, with a percentage of 21.3%.

c. Characteristics of Respondents Based on Education

Table 3. Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA/SMK	15	24,6	24,6	24,6
	D3	5	8,2	8,2	32,8
	S1	39	63,9	63,9	96,7
	S2	2	3,3	3,3	100,0
	Total	61	100,0	100,0	

Based on Table 3, it shows that out of 61 respondents, 15 respondents (24.6%) have the highest education level of high school/vocational school, 5 respondents (8.2%) have the highest education level of Diploma-3, 39 respondents (63.9%) have the highest education level of Bachelor's degree, 2 respondents (3.3%) have the highest education level of Master's degree, and there are no respondents with the highest education level of Doctorate. This table illustrates that employees working at PT Capella Multidana Medan Branch Jalan Nibung predominantly have a Bachelor's degree as their highest education level, with a percentage of 63.9%.

3.2. Validity and Reliability Testing

a. Validity test

The first stage in data quality testing is the validity test. Validity tests are used to measure whether a questionnaire is valid or not. Valid means that the instrument/questionnaire used can measure what it is intended to measure. The method used is by comparing the correlation value or rhitung of the research variable with the rkritis value, where the rkritis value is 0.3, then the question item is considered valid.

Table 4. Work Ability Validity Test (X1)
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1-1,1	28,3934	27,309	,532	,901
X1-1,2	28,4918	26,421	,678	,888
X1-2,1	28,4754	24,954	,698	,886
X1-2,2	28,4918	26,221	,667	,889
X1-3,1	28,3934	25,943	,769	,880
X1-3,2	28,4098	24,646	,802	,876
X1-4,1	28,5246	26,120	,566	,900
X1-4,2	28,4918	25,187	,814	,876

In 2023, primary data was processed using SPSS 24.0.

Table 4's validity test findings demonstrate that every rhitung value from every statement item of the Work Ability variable (X1) is higher than 0.3. Therefore, it may be inferred from the validity test findings that every statement item utilized in the questionnaire has been shown to be valid, thereby making the collected data appropriate for use.

Table 5. Compensation Validity Test (X2)
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2-1,1	36,0820	48,577	,668	,922
X2-1,2	36,3607	48,134	,612	,925
X2-2,1	36,3770	48,472	,537	,930
X2-2,2	36,1967	44,694	,842	,912
X2-3,1	36,2951	45,845	,792	,915
X2-3,2	36,1639	45,606	,851	,912
X2-4,1	36,1639	45,173	,871	,911
X2-4,2	36,4426	49,884	,565	,927
X2-5,1	36,2131	48,304	,728	,919
X2-5,2	36,2131	46,237	,740	,918

In 2023, primary data was processed using SPSS 24.0.

Every statement item's rhitung value for the Compensation variable (X2) is more than 0.3, according to the validity test results in Table 5. Thus, all of the statement questions in the questionnaire have been shown to be legitimate and appropriate for usage based on the findings of the validity test.

Table 6. Supervision Validity Test (X3)
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3-1,1	35,4426	58,551	,713	,926
X3-1,2	35,2623	58,930	,691	,928
X3-2,1	35,3934	57,709	,747	,925
X3-2,2	35,5410	56,252	,792	,922
X3-3,1	35,3770	58,372	,800	,922
X3-3,2	35,2951	58,311	,730	,926
X3-4,1	35,3279	58,724	,812	,922
X3-4,2	35,4098	59,279	,738	,925
X3-5,1	35,4754	59,820	,656	,929
X3-5,2	35,4262	61,015	,665	,929

In 2023, primary data was processed using SPSS 24.0.

All of the rhitung values from each statement item of the Supervision variable (X3) are more than 0.3, according to the validity test results in Table 6. Thus, it can be inferred from the validity test findings that every statement item included in the questionnaire has been shown to be legitimate and appropriate for usage.

Table 7. Performance Validity Test (Y)
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1-1,1	28,8852	25,970	,597	,876
Y1-1,2	28,6721	26,257	,574	,878
Y1-2,1	28,7049	25,478	,579	,879
Y1-2,2	28,8197	25,450	,641	,872
Y1-3,1	28,7869	24,070	,818	,853
Y1-3,2	28,7213	27,238	,563	,879
Y1-4,1	28,7213	25,504	,724	,864
Y1-4,2	28,7705	25,380	,761	,860

In 2023, primary data was processed using SPSS 24.0.

The results of the validity test in Table 7 show that all the rhitung values from each statement item of the Performance variable (Y) are greater than 0.3. Therefore, based on the validity test results, it can be concluded that all the statement items used in the questionnaire are proven to be valid and suitable for use, so the data obtained are also suitable for use and can be used for the next test, which is the reliability test.

b. Reliability test

The reliability test is the second phase of the data quality exam. To ascertain whether the employed questionnaire is trustworthy or dependable in measuring the things it is supposed to measure, reliability testing is utilized. The stability and consistency of respondents' responses to questions pertaining to the constructs—dimensions of a variable—that are organized in the form of a questionnaire is measured by reliability.

Table 8. Work Ability Reliability Test (X1)

Reliability Statistics	
Cronbach's Alpha	*N of Items*
,900	8

In 2023, primary data was processed using SPSS 24.0.

According to the test results in Table 8, a Cronbach's Alpha value of 0.900 was generated. Since this number exceeds 0.7, the test results satisfy the criterion that the Cronbach's Alpha value be larger than 0.70. Therefore, it may be claimed that all of the statements on the work ability variable (X1) are trustworthy.

Table 9. Compensation Reliability Test (X2)

Reliability Statistics	
Cronbach's Alpha	*N of Items*
,927	10

Primary data was processed using SPSS 24.0 (2023).

The resulting Cronbach's Alpha value is 0.927, according to the test findings in Table 9. The test results satisfy the criteria that the Cronbach's Alpha value be greater than 0.70 because this number is higher than 0.7. Consequently, it can be claimed that every assertion regarding the compensation variable (X2) is trustworthy or dependable.

Table 10. Supervision Reliability Test (X3)

Reliability Statistics	
Cronbach's Alpha	*N of Items*
.932	10

Primary data was processed using SPSS 24.0 (2023).

The Cronbach's Alpha value that was produced is 0.932, according to the test findings in Table 10. Since this number is higher than 0.7, the test results satisfy the criterion that the Cronbach's Alpha value be larger than 0.70. Consequently, it can be claimed that every assertion on the supervisory variable (X1) is trustworthy or dependable.

Table 11. Performance Reliability Test (Y)

Reliability Statistics	
Cronbach's Alpha	*N of Items*
.885	8

Primary data was processed using SPSS 24.0 (2023).

The results of the test in Table 11 show that the generated Cronbach's Alpha value is 0.885. This value is greater than 0.7, thus the test results meet the requirement that the Cronbach's Alpha value > 0.70. Thus, it can be concluded that all statements on the performance variable (Y) are said to be reliable or dependable.

3.3. Hypothesis Testing.

a. t-test

Partial tests essentially show the extent of the influence of each independent variable: work ability (X1), compensation (X2), and supervision (X3) on the dependent variable, performance. (Y).

Table 12. T-test Results (Parsial)

Coefficients[a]			
Model		t	Sig.
1	(Constant)	1,434	0,157
	Work Ability (X1)	5,705	0,000
	Compensation (X2)	3,967	0,000
	Supervision (X3)	2,147	0,036
a. Dependent Variable: Performance (Y)			

Primary data was processed using SPSS 24.0 (2023).

Based on the t-test results in Table 12 above, it can be concluded that:

1) The Influence of Work Ability (X1) on Performance (Y)

With a t-table value of 2.002 and a t-value of 5.705 for the work ability variable (X1), the t-test findings demonstrate that the t-value is greater than the t-table. This is due to the fact that 5.705 exceeds 2.002. We accept Ha and reject Ho because the work ability variable's (X1) significant t-value is 0.000, which is likewise less than 0.05. Thus, it can be said that worker performance (Y) at the Nibung Street branch of PT Capella Multidana Medan is positively and significantly impacted by work ability (X1).

2) The Influence of Compensation (X2) on Performance (Y)

With a t-table value of 2.002 and a t-value for the compensation variable (X2) of 3.967, the t-test results demonstrate that the t-value is greater than the t-table. This is due to the fact that 3.967 exceeds 2.002. Since the compensation variable's (X2) significant t-value is likewise less than 0.05, or 0.000, we

accept Ha and reject Ho. Thus, it can be said that salaries (X2) have a favorable and noteworthy impact on workers' performance (Y) at the Nibung Street branch of PT Capella Multidana Medan.

3) The Influence of Supervision (X3) on Performance (Y)

According to the t-test results, the supervision variable (X3) has a t-value of 2.147 and a t-table value of 2.002, meaning that the t-value is greater than the t-table. The reason for this is that 2.147 exceeds 2.002. We accept Ha and reject Ho because the significant t-value from the Supervision variable (X3), which is 0.036, is likewise less than 0.05. Thus, the performance (Y) of workers at the Nibung Street branch of PT Capella Multidana Medan is positively and significantly impacted by supervision (X3).

b. F Test

In essence, this F-test indicates if each independent variable in the model has a combined impact on the dependent variable.

Table 13. F-Test Result (Simultan)

ANOVA[a]						
Model		***Sum of Squares***	***df***	***Mean Square***	***F***	***Sig.***
1	*Regression*	1795,777	3	598,592	186,270	0,000[b]
	Residual	183,174	57	3,214		
	Total	1978,951	60			
a. *Dependent Variable*: Performance (Y)						
b. *Predictors*: (*Constant*), Work ability (X1), Compensation (X2), Supervision (X3)						

SPSS 24.0 was used to process primary data (2023).

Considering that this value is significantly less than 0.05, we accept Ha and reject Ho. According to the F-value calculation, 186.270 is the calculated F-value. After comparing this calculated F-value with the table F-value, we will accept Ha and reject Ho if the calculated F-value is greater than the table F-value. Consequently, we must first determine the table F-value. Examining the F-table yields the table F-value. The results of this study indicate that the work ability (X1), compensation (X2), and supervision (X3) components of the regression model all significantly and favorably affect the employees' performance (Y) at the Jalan Nibung branch of PT Capella Multidana Medan. Subsequent testing, specifically the Determination test, can thus be carried out. (R2).

3.4. Deternination Test (R2)

To determine how much the independent variable contributes to the dependent variable, the determination coefficient test is utilized. Furthermore, the determination test is employed to assess the degree of correlation or strength between the independent and dependent variables. The influence of the independent variable on the dependent variable rises as the determinant (R2) gets closer to one. This indicates that a stronger model is being utilized to describe how the independent variable under study affects the dependent variable. By using the SPSS application, the results of the determination test show how much the work ability variable (X1), compensation (X2), and supervision (X3) affect the performance variable (Y).

Table 14. F-Test Result (Simultan)

Model Summary[b]				
Model	R	R *Square*	*Adjusted R Square*	*Std. Error of the Estimate*
1	0,953[a]	0,907	0,903	1,79264
***Predictors*: (*Constant*), Work ability (X1), Compensation (X2), Supervision (X3)**				
b. *Dependent Variable*: Performance (Y)				

SPSS 24.0 was used to process primary data (2023).

90.7% of performance may be gained and described by job ability, remuneration, and supervision, according to the resulting R Square value of 0.907. The remaining 9.3%, however, can be explained by additional elements that were not covered, like punishment, work environment, organizational justice, and so forth.

A very strong or extremely close link between work ability (X1), remuneration (X2), and supervision (X3) and performance (Y) is shown by the R value of 0.953. This is due to the fact that the R value is between 0.8 and 0.99. As indicated in Table 14 below, the closer the link between the independent and dependent variables, the higher the R value generated. The R value generated is 0.953, falling between 0.8 and 0.99, indicating a highly close association between the independent and dependent variables.

3.5. Discussion

3.5.1 The influence of work ability on employee performance at PT Capella Multidana Medan, Nibung Street branch

The multiple linear regression analysis makes this clear with the t-test, which shows a significant value of 0.000 (sig. < 0.05) and a positive coefficient of 0.486 with a t-value of 5.705 and a t-table value of 2.002. These findings suggest that the study's findings have been validated and are therefore acceptable. The positive trend suggests that performance will rise in tandem with an increase in work ability and fall in tandem with a decrease in pay. Put another way, performance will rise in tandem with an increase in work ability, which is comprised of knowledge, training, experience, skills, and capacity.

3.5.2 The influence of compensation on employee performance at PT Capella Multidana Medan, Nibung Street branch

Employee performance at the Nibung Road branch of PT Capella Multidana Medan is positively and significantly impacted by compensation, according to the study's findings. This is clear from the multiple linear regression analysis using the t-test, which shows that the t-value > t-table and that the t-value is significant at 0.000 (sig. < 0.05) with a positive coefficient of 0.279, t-value of 3.967, and t-table value of 2.002. In light of these findings, it may be said that the study's conclusions have been validated. According to the positive direction, performance will rise in tandem with an increase in compensation and fall in tandem with a drop. Stated differently, performance will rise in tandem with remuneration, which includes salary, benefits, incentives, and chances for professional growth.

3.5.3 The influence of supervision on the performance of employees at PT Capella Multidana Medan, Nibung Street branch

The study's findings clarify that employees' performance at the PT Capella Multidana Medan branch on Jalan Nibung is positively and significantly impacted by supervision. The multiple linear regression analysis makes this clear with the t-test, which shows a significant value of 0.036 (sig. < 0.05) and a positive coefficient of 0.100 with a t-value of 2.147 and a t-table value of 2.002. These outcomes support the conclusion that the research's conclusions have been validated and are sound. According to the study's findings, supervision has a favorable and significant impact on workers' performance at the PT Capella Multidana Medan branch on Jalan Nibung. This is demonstrated by the t-test in the multiple

linear regression analysis, which yields a significant value of 0.036 (sig. < 0.05), a positive coefficient of 0.100, a t-value of 2.147, and a t-table value of 2.002. The conclusion that the research's findings have been verified and are reliable is supported by these results.

3.5.4 The influence of work ability, compensation, and supervision on the performance of employees at PT Capella Multidana Medan, Nibung Road branch

The results of this study explain that work ability, compensation, and supervision have a positive and significant simultaneous effect on the performance of employees at PT Capella Multidana Medan, Nibung Street branch. This is evident from the multiple linear regression analysis through the F test, which is positive with an F-count value of 186.270, while the F-table value is only 2.766 with a significance level of 0.000. Based on these results, it can be concluded that the findings of this research have been tested and are acceptable. The positive direction indicates that any improvement in work ability, compensation, and supervision will simultaneously lead to an increase in the performance of employees at PT Capella Multidana Medan, Jalan Nibung branch.

4. CONCLUSION

Employee performance at PT Capella Multidana Medan, Nibung Street branch, is positively and significantly impacted by work ability, compensation, and supervision, partially and simultaneously, according to the study's findings based on test results and data analysis. Employee performance at PT Capella Multidana Medan, Nibung Street branch, is positively and significantly impacted by work ability, compensation, and supervision, partially and simultaneously, according to the study's findings based on test results and data analysis.

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