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THE INFLUENCE OF WORK ABILITIES AND WORK MOTIVATION ON EMPLOYEES' JOB SATISFACTION AT THE PUBLIC WORKS AND SPATIAL PLANNING DEPARTMENT OF BIMA DISTRICT

Mira Juniarty¹⁾, Jaenab²⁾, Mawar Hidayati³⁾

^{1,2,3)}Management Study Program, Bima College of Economics (STIE), NTB
¹mirajuniarty923@gmail.com, ²jaenab84.stiebima@gmail.com

Abstract

This research aims to determine the influence of work ability and work motivation on job satisfaction at the Bima Regency Public Works and Spatial Planning Service. The research instrument used in this research was a Likert scale questionnaire. The population used in this research were all employees at the Public Works and Spatial Planning Department of Bima Regency, totaling 167 respondents, consisting of 122 employees with civil servant status and 45 honorary staff so that the sample for this study was 122 employees with civil servant status at the Public Works Department. and Bima Regency Spatial Planning. The sampling technique was carried out using the purposive sampling method. The data in this research were collected by means of observation, interviews, questionnaires and literature study, then the data obtained were analyzed using validity tests, reliability tests, classical assumption tests, multiple linear regression, multiple correlation coefficients, determination tests, t tests and f tests with SPSS version 26 assistance. The research results show that work ability and work motivation have a significant effect on job satisfaction at the Public Works and Spatial Planning Department of Bima Regency.

Keywords: Work Ability, Work Motivation, Job Satisfaction

INTRODUCTION

An organization that is built certainly has goals that it wants to achieve in the future, an organization achieving its goals cannot be separated from the role of employees as implementers and an organization, for this reason employees are required to have good job satisfaction in order to achieve these goals.

Employee job satisfaction is a person's perspective, both positive and negative, towards their work. Someone who has a high level of job satisfaction will have positive feelings towards work. Conversely, someone who has low job satisfaction will have negative feelings towards work. A person's various attitudes towards their work reflect their pleasant and unpleasant experiences in their work as well as their hopes for future experiences. A job that is enjoyable to do can be said to mean that the job gives satisfaction to the holder. On the contrary, dissatisfaction will occur if a job is not enjoyable to do (Sekartini, 2016).

Factors that can encourage employee job satisfaction include employee work ability. Work ability is a determining factor in the quality of human resource management, which basically aims to improve and increase the effectiveness of workers,

so that they are increasingly able to provide the best and realize organizational goals. A person's abilities will also determine behavior and results. The meaning of ability or abilities is the talent inherent in a person to carry out an activity physically or mentally which he acquired from birth, learning and from experience (Martini et al., 2022)

In order for employees to have good job satisfaction, apart from having the ability to work, they also have to have good work motivation. A person's work motivation is influenced by several factors that come from within him (internal) and from outside him (external). Internal motivation will influence thoughts and in turn will influence people's behavior. Meanwhile, external motivation explains the forces that exist within an individual which are influenced by external factors which include work area, salary, working conditions, organizational policies and work relationships such as giving awards and promotions.(Khoiriani, 2021).

The Bima Regency Public Works and Spatial Planning Service is the implementing element for Government affairs in the field of Public Works and Spatial Planning. The Public Works and Spatial Planning Service is led by a Head of Service whose position is below and is responsible to the Regent through the Regency Regional Secretary.

Based on initial observations by researchers at the Public Works and Spatial Planning Department of Bima Regency, problems were found related to employees' work abilities which were still lacking, with several employees in the secretariat, spatial planning, community development, irrigation and work creation fields not being able to maximize the use of computers as performance support facilities and the lack of responsiveness of employees in understanding work-related information.

Problems related to employee work motivation at the Public Works and Spatial Planning Department of Bima Regency include several employees who lack responsibility for their work by procrastinating work during working hours, lack of employee motivation to improve work performance.

Apart from problems related to work ability and work motivation, there are also problems related to less than optimal employee job satisfaction which is indicated by several employees who reveal that they are not satisfied with the supervision carried out by superiors, because they are considered too strict and inflexible, sometimes the division of tasks is not evenly, thereby reducing employee satisfaction with their work. The problems above underlie the researcher's interest in conducting research with the title: The Influence of Work Ability and Work Motivation on Employee Job Satisfaction at the Bima Regency Public Works and Spatial Planning Service.

According toSekartini (2016)Work ability is an individual's capacity to carry out various tasks in work. Skills or abilities can be learned and developed from experience, feedback and practice, such as good communication skills with customers, interpersonal skills, and several mental abilities that a person has in dealing with work. According toWidianingsih et al. (2014)Placement is the process of assigning tasks and work to workers who pass the selection to be carried out according to a predetermined scope, and are able to take responsibility for all risks and possibilities that occur regarding the tasks and work, authority and responsibility. Meanwhile, according toTasrief and Fauzi (2022)work ability is a work result achieved by an employee with stable characteristics in his assignment, based on ability (physical, mental and IQ), education, experience, and seriousness and time in achieving maximum performance. According toHasibuan (2016)explains several indicators of Work Ability including: 1) Skills, namely the skills and abilities of employees as an accumulation of their talents and personalities, 2) Knowledge, namely the knowledge possessed as a result of education, experience and

training in their field of work . 3) Work experience (Word Experience), is the work experience that employees have in the world of work.

According to Rulianti and Nurpersonal (2023) Work motivation is a process that encourages a person or work group from the outside so that they want to carry out something that has been determined. Work motivation itself is one of the factors that determines the high and low performance of an employee. Motivation is also related to a person's psychological factors as a form of relationship between attitudes, needs and satisfaction that occur within humans. Encouragement or motivation is important because with motivation it is hoped that every employee will work hard and enthusiastically to achieve high work productivity. According to Febriyana (2015) Work motivation is the willingness to make maximum use of business results in achieving company goals with the aim of satisfying some of the employee's personal needs. Meanwhile, according to Utomo et al. (2021) Work motivation is a force within a person that is able to encourage him to do something that gives rise to and directs behavior. Work motivation is an impulse that exists within humans which can arouse, direct and maintain so that they can work more actively and enthusiastically to achieve organizational goals. Indicators used as a measuring tool for work motivation variables according to Mangkunegara (2016) are as follows: 1) Responsibility, namely having high personal responsibility for one's work, 2) Work Performance, namely doing something/work as well as possible, 3) Opportunities for Advancement, namely the desire to get fair wages in accordance with the work, 4) Recognition of Performance, namely the desire to get a higher salary than usual, 5) Challenging work, namely the desire to learn to master one's work in one's field.

According to Gautama and Marchyta (2022) Job satisfaction is a continuous measure of the employee improvement process. The company hopes that every employee has high job satisfaction because when the company is managed well, it indicates that the employee's work results are of high quality. Meanwhile, according to Saptarini (2018) Job satisfaction is a reflection of employees' feelings towards their work. Employees must not only formally work in the office, but must be able to feel and enjoy their work, so that they do not feel bored and are more diligent in their activities. Employees will be happier working if supported by various conducive situations, so that they can develop their skills (Afia and Anwar, 2013). Indicators used to measure job satisfaction according to Mangkunegara (2016) are: 1) Satisfaction with the nature of the job, namely satisfaction with the level of difficulty of a job and a person's feeling that his or her skills are needed to do the job, will increase or reduce satisfaction, 2) Satisfaction with the current salary, namely satisfaction with factors that fulfill the employee's living needs which are considered worthy or not. 3) Satisfaction with supervision, namely satisfaction with the supervision provided by superiors whether it is in accordance with expectations or not, 4) Satisfaction with promotional opportunities, namely satisfaction with factors related to whether or not there is an opportunity to obtain career advancement during work, 5) Satisfaction with relationships with co-workers, namely satisfaction with factors related to the relationship between employees and their superiors and with other employees, both with the same and different types of work.

According to Maak et al. (2021) Ability is a trait (innate or learned) that allows someone to do something mental or physical. A person who has abilities based on traits that have been present since birth will make it easier for that person to channel their abilities in the world of work. When your abilities are channeled to the maximum, you will feel satisfied when working. Previous research conducted by Mirza (2015) stated that

there is a significant influence of work ability on employee job satisfaction at the West Kalimantan Province Food Security and Extension Agency.

According to Masrina (2020) Fulfillment of needs is the basis of an employee's work motivation. If in the process of fulfilling these needs, employees feel that there is an opportunity to achieve their goals, then the motivation to achieve them will increase. When the goal is achieved, namely fulfilling an employee's needs, an employee will feel satisfaction from his activities to fulfill those needs. Previous research conducted by Al-jihad and Jaenab (2021) stated that work motivation has a significant effect on employee job satisfaction at the Bima City Regional Financial and Asset Management Agency (BPKAD) office.

According to Nababan (2022) Job satisfaction is an emotional affective reaction to work that creates a comparison between actual and expected results. Employees with work ability and high work motivation will have maximum work satisfaction because their needs and goals are achieved. Due to the process of fulfilling these needs, employees feel that there is an opportunity to achieve their goals. (Astutik, 2017). Apart from work ability, work motivation can also encourage employee job satisfaction in an organization. Motivation is how to encourage subordinates' passion for work so that they are willing to work hard by providing all their abilities and skills to realize the company's goals. Work motivation is an important element that employees must have in the world of work because motivation is not only a driving force but also directs and strengthens employee behavior and performance. (Saputra, 2018). Previous research conducted by Mirza (2015) stated that there is a significant influence of work ability and work motivation on employee job satisfaction at the West Kalimantan Province Food Security and Extension Agency.

Hypothesis:

H1: Work Ability Has a Significant Influence on Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

H2: Work Motivation Has a Significant Influence on Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

H3: Work Ability and Work Motivation Have a Significant Influence on Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

METHOD

This research was conducted at the Bima Regency Public Works and Spatial Planning Service which is located on Jl. Gatot Soebroto, Penatoi, Mpunda, Bima City. This research looks for the relationship between work ability (X1) and work motivation (X2) on job satisfaction (Y) at the Bima Regency Public Works and Spatial Planning Service. The research instrument used in this research was a Likert scale questionnaire. The questionnaire in this research is in the form of a statement given to respondents directly. The data is in the form of a detailed and complete list of statements in statement list units for respondents to fill in or answer the statements. In this research the questionnaire was distributed to respondents in the form of a closed questionnaire, because in this research each statement was given an alternative answer which had to be chosen by the respondent, each statement item in the questionnaire was given a weight of 1-5.

The population used in this research were all employees at the Public Works and Spatial Planning Department of Bima Regency, totaling 167 respondents, consisting of 122 employees with civil servant status and 45 honorary staff so that the sample for this

study was 122 employees with civil servant status at the Public Works Department. and Bima Regency Spatial Planning. The sampling technique was carried out using the purposive sampling method. According to Sugiyono (2016) Purposive sampling is a technique for determining samples with certain considerations. The criteria are 122 employees with civil servant status at the Bima Regency Public Works and Spatial Planning Service. The data in this research were collected by means of observation, interviews, questionnaires and literature study, then the data obtained were analyzed using validity tests, reliability tests, classical assumption tests, multiple linear regression, multiple correlation coefficients, determination tests, t tests and f tests with SPSS version 26 help.

RESULTS AND DISCUSSION

Validity test

Table 1. Validity Test Results

Variable Name	Items	Validity Value	Validity Standards	Information
Work ability (X1)	1	0.700	0.300	Valid
	2	0.754	0.300	Valid
	3	0.668	0.300	Valid
	4	0.709	0.300	Valid
	5	0.653	0.300	Valid
	6	0.526	0.300	Valid
	7	0.467	0.300	Valid
	8	0.632	0.300	Valid
	9	0.570	0.300	Valid
Work motivation (X2)	1	0.678	0.300	Valid
	2	0.697	0.300	Valid
	3	0.585	0.300	Valid
	4	0.605	0.300	Valid
	5	0.627	0.300	Valid
	6	0.620	0.300	Valid
	7	0.591	0.300	Valid
	8	0.628	0.300	Valid
	9	0.655	0.300	Valid
	10	0.471	0.300	Valid
Job satisfaction (Y)	1	0.719	0.300	Valid
	2	0.707	0.300	Valid
	3	0.587	0.300	Valid
	4	0.597	0.300	Valid
	5	0.577	0.300	Valid
	6	0.658	0.300	Valid
	7	0.572	0.300	Valid
	8	0.629	0.300	Valid
	9	0.688	0.300	Valid
	10	0.616	0.300	Valid

Data Source: Processed Primary Data, 2024

Table 1 above shows the results of testing the validity level of each statement item contained in the research instrument, so it is known that the statements submitted in the research on the variables Work Ability, Work Motivation and Job Satisfaction show that all items are valid because they are above the validity standard, namely ≥ 0.300 .

Reliability Test

Table 2.Reliability Test Results

Variable	Number of items	Cronbach's Alpha	Standard	Information
Work ability	9	0.806	0.600	Reliable
Work motivation	10	0.816	0.600	Reliable
Job satisfaction	10	0.836	0.600	Reliable

Source: Processed Primary Data, 2024

Based on table 2 above, the results of the reliability test on all statement items on the variables Work Ability (X1), Work Motivation (X2) and Job Satisfaction (Y) with Cronbach's alpha values have reached or more than the set standard, namely 0.600, meaning that all statement items from the questionnaire is declared reliable or accurate for use in research calculations.

Classic assumption test

Normality test

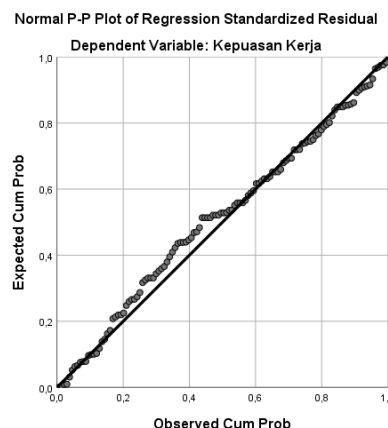


Figure 2.Normality test

Data Source: Primary data processed by Spss v26 2024

The image above shows that the Normal PP of Regression Standardized Residual graph depicts the distribution of data around a diagonal line and the distribution follows the direction of the diagonal line of the graph, so the regression model used in this research meets the assumption of normality.

To confirm the results of the normality test above, the researcher carried out the Kolmogorov-Smirnov test with the following results:

Table 3.Kolmogorov-Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residuals
N		122
Normal Parameters, b	Mean	,0000000
	Std. Deviation	2.19437650
Most Extreme Differences	Absolute	,079
	Positive	,038
	Negative	-,079
Statistical Tests		,079
Asymp. Sig. (2-tailed)		.058c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: Primary data processed by Spss v26 2024

Based on the Kolmogorof-Smirnov test results above, it can be seen that the Asymp.Sig value has a value of > 0.05 . This shows that the data in this study is normally distributed and the regression model is suitable to be used to predict the dependent variable, namely Job Satisfaction, based on the input of the independent variables Work Ability and Work Motivation. So the research data is suitable for use as research.

Multicollinearity Test

Table 4.Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Work ability	,678	1,475
	Work motivation	,678	1,475
a. Dependent Variable: Job Satisfaction			

Source: Primary data processed by Spss v26 2024

Based on the Collinearity Statistics value from the output above, the Tolerance value obtained for the Work Ability (X1) and Work Motivation (X2) variables is $0.678 > 0.10$ while the VIF value for the Work Ability (X1) and Work Motivation (X2) variables is $1,475 < 10.00$. So it can be concluded that there are no symptoms of multicollinearity in the regression model.

Heteroscedasticity Test

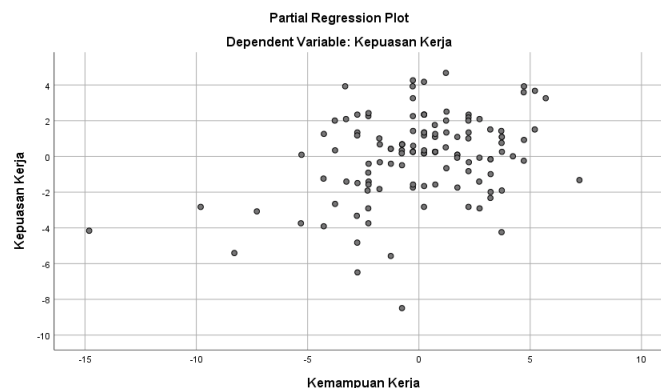


Figure 3. Heteroscedasticity Test

Source: Primary data processed by Spss v26 2024

The Scatterplot graph displayed for the heteroscedasticity test shows that the points are spread randomly and no clear pattern is formed and in the distribution the points are spread below and above the number 0 on the Y axis. This indicates that heteroscedasticity does not occur in the regression model, so that The regression model is suitable to be used to predict the Job Satisfaction variable (Y).

Autocorrelation Test

Table 5.Autocorrelation Test Results

Model Summary b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.885a	.783	.779	2,213	1,823
a. Predictors: (Constant), Work Motivation, Work Ability					
b. Dependent Variable: Job Satisfaction					

Source: Primary data processed by Spss v26 2024

The results of the autocorrelation test above show that the Durbin Watson statistical value is 1.823 with a DU value of 1.755, so $DU < DW < 4-DU$, so that $1.755 < 1.837 < 2.245$, it is concluded that there is no autocorrelation problem.

Multiple linear regression

Table 6.Multiple Linear Regression Test Results

Coefficientsa				
Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	-1,009	2,261	
	Work ability	,252	,063	,209
	Work	,792	,055	,749

	motivation			
a. Dependent Variable: Job Satisfaction				

Source: Primary Data Processed by SPSS v26, 2024

From the results of the regression analysis, it can be seen that the multiple regression equation is as follows:

$$Y = -1.009 + 0.252 X_1 + 0.792 X_2 + e$$

Based on this equation, it can be explained as follows:

a. A constant value of -1.009 can be interpreted as if the variables Work Ability and Work Motivation are considered zero, then Job Satisfaction will be -1.009.

b. The beta coefficient value for Work Ability is 0.252, meaning that every change in the Work Ability variable (X_1) by one unit will result in a change in Job Satisfaction of 0.252 units, with the other assumptions being constant.

c. The beta coefficient value for the Work Motivation variable is 0.792, meaning that every change in the Work Motivation variable (X_2) by one unit will result in a change in Job Satisfaction of 0.792 units, with the other assumptions being constant.

Correlation Coefficient and Determination Test

Correlation coefficient

Table 7.Results of Correlation Coefficient Test and Determination Test

Model Summary b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.885a	.783	.779	2,213
a. Predictors: (Constant), Work Motivation, Work Ability				
b. Dependent Variable: Job Satisfaction				

Source: Primary Data Processed by SPSS v26, 2024

Based on table 7 above, the R value is 0.855. These results explain that there is a relationship between Work Ability and Work Motivation on Job Satisfaction. To be able to provide an interpretation of the strength of this relationship, guidelines such as those in the following table can be used:

Table 8.Comparison of Correlation Coefficient Relationship Levels

Coefficient Interval	Relationship Level
0.00 – 0.199	Very low
0.20 – 0.399	Low
0.40 – 0.599	Currently
0.60 – 0.799	Strong
0.80 – 1,000	Very strong

Source: Sugiyono, 2016

So the correlation between Work Ability and Work Motivation on Job Satisfaction is 0.885 in the interval 0.80 – 1.000 with a very strong level of relationship.

Determination Test

Based on table 7 above, it shows that there is an influence between Work Ability and Work Motivation on Job Satisfaction, the magnitude of this influence can be expressed quantitatively by testing the coefficient of determination and then obtaining a Coefficient of

Determination (R Square) value of 0.783 or 78.3%, while the remaining 21, 7% is influenced by other factors not examined in this research such as financial compensation, work stress and other variables.

t Test Results

Table 9. t Test Results

Coefficients ^a			
Model		t	Sig.
1	(Constant)	-,446	,656
	Work ability	4,018	,000
	Work motivation	14,435	,000
a. Dependent Variable: Job Satisfaction			

Source: Primary Data Processed by SPSS v26, 2024

H1:Work abilitySignificantly Influences Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

Statistical results of the t test for variablesWork abilityobtained a t-count value of 4.018 with a t-table value of 1.980 ($4.018 > 1.980$) with a significance value of 0.000 which is smaller than 0.05 ($0.000 < 0.05$), so the first hypothesis which states“Work ability”Significantly Influences Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency” is accepted (H1 Accepted). The results of this research are supported by research conducted byMirza (2015)which states that there is a significant influence of work ability on employee job satisfaction at the West Kalimantan Province Food Security and Extension Agency.

H2:Work motivationSignificantly Influences Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

Statistical results of the t test for variablesWork motivationThe t-count value obtained was 14.435 with a t-table value of 1.980 ($14.435 > 1.980$) with a significance value of 0.000 which was smaller than 0.05 ($0.000 < 0.05$), so the second hypothesis stated "Work motivation"Significantly Influences Job Satisfaction at the Bima Regency Public Works and Spatial Planning Service" is accepted (H2 Accepted). This research is in line with research conducted byAl-jihad and Jaenab (2021)which states that work motivation has a significant effect on employee job satisfaction at the Bima City Regional Financial and Asset Management Agency (BPKAD) office.

F Test Results**Table 10.**F Test Results

ANOVAa						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2097,391	2	1048,696	214,185	,000b
	Residual	582,650	119	4,896		
	Total	2680,041	121			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Work Motivation, Work Ability						

Source: Primary Data Processed by SPSS v26, 2024

H3:Work Ability and Work MotivationSignificantly Influences Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency

Based on table 10 above, the test results obtained an F-calculated value of 56.790 with an F-table value of 2.68 ($214.185 > 2.68$) with a significance of 0.000. Because the significance value is smaller than 0.05 ($0.000 < 0.05$), the third hypothesis states“Work Ability and Work Motivation”Significantly Influences Job Satisfaction at the Public Works and Spatial Planning Department of Bima Regency” is accepted (H3 Accepted). This research is in line with research conducted byMirza (2015)which states that there is a significant influence of work ability and work motivation on employee job satisfaction at the West Kalimantan Province Food Security and Extension Agency.

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