

INFLUENCE OF WORKLOAD, JOB STRESS AND COMPENSATION ON EMPLOYEE PERFORMANCE AT KOPI KAMPOENG ID

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ABSTRACT

This study aims to determine the effect of workload, work stress and compensation on the performance of Kampoeng Id Coffee employees. This type of research is quantitative. The population in this study were Kopi Kampoeng Id employees. The sampling technique used saturated sampling technique with a sample of 30 respondents which were processed using SPSS Statistics 25 software. The data collection technique uses a questionnaire that has been tested for validity and reliability. The data analysis technique used is multiple linear regression analysis. The results of this study indicate that the three research variables have a partial effect, namely with the provisions of the influence of significance that has been tested with SPSS which shows each number in the following variables : $t \text{ count} > t \text{ table}$, namely $2.853 > 1,706$ and significant level $0,028 > 0,05$ variable workload partially significant effect on employee performance. $t \text{ count} > t \text{ table}$, namely $2,168 > 1,706$ and significant level $0,025 > 0,05$ the variable of work stress has a significant effect on employee performance. $t \text{ count} > t \text{ table}$, namely $3,355 > 1,706$ and significant level $0,019 > 0,05$ compensation variables have a significant effect on employee performance. Then simultaneous testing which can be seen from the F value of the variable Workload, work stress, and compensation has a significant effect on employee performance. These results is indicated by the F test obtained $F_{\text{count}} > F_{\text{table}}$, namely $5,551 > 2,98$ and Sig. $F \text{ } 0,018 < 0,05$. Test the coefficient of determination (Adjusted R Square) that the dependent variable Karuawan's performance (Y) can be explained 45.9% by the independent variables Workload (X1), Work Stress (X2), and Compensation (X3). While the remaining 54.1% is influenced by other variables not examined in this study. The multiple linear analysis test shows that the variable that has the dominant influence on workload is indicated by the greatest beta coefficient value, namely 0.534.

Keywords: Workload, Work Stress, Compensation and Employee Performance

INTRODUCTION

Human resources are essentially one of the capitals that play an important role in achieving corporate goals. Human resources are corporate assets that must be maintained. Empowerment of human resources that are managed regularly and systematically will produce perfect and competitive human resources quality, therefore good human resources managers are needed. According to Adamy (2016: 2) Human resources management is a management

field course that studies the relationship and role of humans in corporate organizations. Competition in the global era of the Kopi Kampoenrg Id business is forced to work more efficiently and effectively. The increasingly tight competition causes businesses to be able to increase competitiveness in order to maintain survival. MSMEs are one of the businesses or businesses that bring together people who are run by individuals, institutions, or groups that adhere to MSME regulations. Almost all MSMEs have the goal of maximizing profits and value for the business, and also increasing the welfare of owners and employees. The rise of the cofferer shop business that occurred in Malang City as the largest city in East Java and Surabaya. The head of the Indonesian Cafe and Restaurant Business Association (Apkrindo) Malang, Indra Sertiyadi, stated that the number of cofferer shops or cafes in Malang City reached thousands, to be precise around 1,000 more. The main target market for cofferer shops in Malang City are students. Reported from Kurmparan, Malang City is known as the City of Education because it has many famous and favorite universities in Indonesia. There are around 57 universities with a total number of students around 300,000 people. The students come from various parts of Indonesia. So it is not surprising that many cafes are lined up in the area around the campus, such as in the Jalan Soerkarno-Hatta area, the Sigurra-gurra area, and the Dinoyo area. Because coffee shops are increasingly widespread in Malang City, in the last few years Malang City has a new branch, namely "City of a Million Coffee Shops" (2019).

The results of research from a coffee exchange platform called TOFFIN, stated that the number of cafes or coffee shops in Indonesia in August 2019 reached more than 2,950 outlets, an increase of almost three times from 2016 (Istighfarin, 2021). Malang City as the largest city in East Java, a city with many restaurants plus the number of new students coming from various regions every year, culinary businesses are mushrooming everywhere. The Head of the Indonesian Cafe and Restaurant Business Association (APKRINDO) Indrah Sertyadi explained that the growth of the culinary business in Malang City is growing rapidly, in the first quarter of 2016 APKRINDO Malang City recorded a growth of the culinary business in Malang City of 100 percent compared to 2015 which was only 30 percent, and will continue to grow in the following years. According to APKRINDO Malang City, among the most popular places are cafes (Faurzi, 2019). There are many hangout places or cafes in Malang City, one of the most famous is in the Surdimoro area or Surdimoro district. Along the road there are coffee shops or cafes. This area is also famous for the One Stop Coffee Shop because there are many choices of cafes with various and unique terms (Agurng, 2021). Based on the phenomenon of

the booming cafe business in Malang City today, it has launched tight business competition in the same field. In order to compete in the market and maintain their business, cafe business owners must pay close attention to the target market that will be targeted in their business. One way that can be done by cafe business owners is to know consumer preferences in choosing a cafe (Serntoso & Poniman, 2015).

In Malang City, there are several MSMEs that are currently developing production and improving the performance of their employees, one of which is Kopi Kampoeng Id. Kopi Kampoeng Id is a Cofferer Shop company that has developed in Malang City since it was founded in 2018, and already has branches in the Kerndalsari, Daur, Klojern and Batur areas. As one of the Cofferer shops that stands in a big city where there are many competitors, of course Kopi Kampoerng Id tries to maintain the satisfaction of customers who come to its place, Kopi Kampoerng Id uses the concept of outdoor service and original Robusta coffee drinks from Malang City which attract buyers and become its own uniqueness compared to other coffee shops.

The researcher conducted a pre-survey on the leaders of Kopi Kampoerng Id regarding employee performance in the company, and the results obtained were that employee performance was good but still not optimal. First, there are some employees who do their work badly and not according to the deradliner because of the many jobs so that the quality of the work is lacking and also because there are additional tasks even though the tasks have been completed so that the target can still be achieved. Then, employees who are negligent in their duties so that it causes a decline in employee performance, and employees who work on tasks outside the job description in the company. Third, employees are often late which makes shift changes take a long time so that employees who are absent add to the time they work while there is no additional compensation given. Fourth, the lack of employees causes many employees to work more than their job duties (doubler job) so that there is a fight for work. Fifth, according to the leaders of Kopi Kampoeng Id when monitoring the condition of the cafe, employees are always cooperative and always behave well.

The company always tries to make the human resources in the company a superior resource in order to have optimal performance. According to Adamy (2016:93), employee performance is the result of work that has been achieved by an employee or a group of people according to the responsibilities and authority given to them. Every task and responsibility given by the organization must be carried out by employees. According to Murnandar (2001:383) workload is a set of conditions of work with a description of its tasks that must be

completed within a specified time limit. Employee workload is in three different conditions, namely workload that meets standards, workload that is too high and workload that is too low.

In addition to workload, another factor that affects employee performance is work stress. According to Robbins (2006), work stress on employees is part of the problem of the organization. Work stress can be caused by large employee workloads or employees must work longer because of changes in the organizational system. In addition to workloads and work stress, another factor that affects employee performance is compensation. According to Hasiburan, (2011:118) Compensation is a combination of income in the form of direct and indirect goods and services received by employees as compensation for services provided to the company. Based on the observation, the need for compensation for Kopi Kampoeng Id employees is because the basic salary that has been agreed upon is not balanced with the excessive workload because the energy and minds of employees are also drained more than the workload that has been agreed upon from the beginning. This is in line with the conditions that occur at Kopi Kampoeng ID which is engaged in the Cofferer Shop sector, which of course requires attention from the owner so that employee performance is maintained and increases. Based on the above conditions, it is considered important to examine and discuss this matter so that it takes the title "THE EFFECT OF WORKLOAD, WORK STRESS, AND COMPENSATION ON EMPLOYEE PERFORMANCE AT KOPI KAMPOENG ID".

PROBLEM FORMULATION

1. Does Workload affect Employee Performance at Kopi Kampoeng ID?
2. Does Work Stress affect Employee Performance at Kopi Kampoeng ID?
3. Does Compensation affect Employee Performance at Kopi Kampoeng ID?
4. Do Workload, Work Stress and Compensation affect Employee Performance at Kopi Kampoeng ID?

LITERATURE REVIEW

Previous Research

The previous research reviewed in this research serves as a consideration and reference in achieving the goal of knowing information that is correlated with this research. The following is research that has been carried out as follows:

1. Ahmad Yuliya & Tewal Bernhard & Taroreh N. Rita (2019)

The results of the study entitled "The Influence of Work Stress, Workload, and Work Environment on Employee Performance at PT. FIF Group Manado" are that work stress, workload, and work environment have a positive and significant effect on employee performance at PT. FIF Group Manado.

2. Ekhsan Muhamad and Septian Burhan (2021)

The results of the study entitled "The influence of work stress, work conflict and compensation on employee performance" at PT. Cabinindo Purtra" there is a positive and significant influence between work stress and employee performance, there is a negative and significant influence between work conflict and employee performance, there is a positive and significant influence between compensation and employee performance.

3. Yulianti Apni Nyayu, Marnisah Luis, Roswaty (2022)

The results of the study entitled "The Influence of Work Stress and Compensation on Employee Performance" indicate that partially work stress does not have a significant effect on employee performance. On the contrary, compensation has a significant and positive effect on employee performance.

4. Kader Munawar and Rahman Wahyudin (2018)

The results of the study entitled "The Influence of Work Stress and Compensation on Employee Performance at PT. Indonesian Communications (TELKOM) Kandaterl Lurwurk" indicate that work stress has a positive effect on employee performance.

5. Sitompul Sari Silvia and Simamora Feronika Wahyudin (2021)

The results of the study entitled "The Influence of Workload, Work Experience, and Compensation on Employee Performance" indicate that workload has no significant effect on employee performance, work experience has no positive effect on employee performance, and compensation has a positive and significant effect on employee performance at PT. Tannerry Serjahterra Mandiri Perkanbaru. THEORETICAL BASIS

Definition of Employee Performance

Bernardin and Rursserl (in Surtriso, 2009) define performance as follows: "Performance is defined as the record of our workers produced on a specified job function or activity during a specified time period". Performance is a record of the results obtained from specified job functions or activities during a specified time period.

Factors Affecting Employee Performance

Kaswan (2012:189) states that there are 3 factors that affect employee performance, namely ability factors, motivation factors, and situational/system factors.

Employee Performance Indicators

Employee performance indicators according to Bernadin & Rurserll (1993), in Marbawi (2016) performance indicators are:

1. Qurality
2. Qurtality
3. Timeliners
4. Cost-Effectivernerers
5. Interpersonal Impact

Definition of Workload

Koersomowidjojo, (2017:21) Workload is a procedure in determining the number of hours of human resources that work, are used, and are needed in completing work regulations in accordance with the time limit.

Factors Affecting Employee Performance

Factors Affecting Workload According to Solerman (2011), several factors that affect workload are:

1. External Factors
 - a) Task
 - b) Work Organization
2. Work Environment Internal Factors
 - a) Somatic Factors
 - b) Psychological Factors

Workload Indicators

According to Koersomowidjojo (2017:33), there are several dimensions and indicators that can determine the magnitude of workload in the company's regulations that must be accepted by employees, including the following:

1. Working Conditions
2. Working Hours
3. Targets to be Achieved

Definition of Stress Work

According to Sopiah & Sangadji (2020), work stress is the emergence of physical and psychological imbalance due to tension that is felt to have an impact on feelings, thought processes, and the condition of the person concerned.

Factors Affecting Work Stress

Robbins (2013: 371) stated that there are several factors that usually affect work stress that occurs in employees owned by the company, including: Environmental factors Unfavorable environmental conditions will cause unhealthy organizational structures to collide with employees. In environmental factors, there are three things that can cause or trigger stress for employees, namely economics, politics and technology. Work Stress Indicators

According to Sopiah and Sangadji (2018:114) there are four indicators of work stress, namely:

1. Physical work environment
2. Stress due to work or role
3. Organization

Definition of Compensation

According to Simamora (in Kadarisman, 2014:22), states that compensation is a form of return in the form of financial, tangible services and benefits received by employees as part of employment benefits.

Factors Affecting Compensation

According to Mangkurnegara (2007:84), There are several factors that can affect compensation. Six factors that influence compensation policy are:

a) Government Factors Government regulations related to minimum wage standards, income tax, raw material pricing, transportation costs, inflation and devaluation greatly influence companies in determining employee compensation policies.

b) Joint Bargaining between Companies and Employees Compensation policies can be influenced when bargaining occurs regarding the amount of wages that must be given by the company to its employees.

c) Employee Living Cost Standards Compensation policies need to consider the minimum living cost standards for employees.

d) Comparative Wage Policy Size in determining compensation is influenced by the size of the company, the level of employee education, and the length of service of the employee.

e) Demand and Supply Determining employee compensation policies needs to consider the level of supply and market demand.

f) Ability to Pay Determining employee compensation policies needs to be based on the company's ability to pay employee wages.

Compensation Indicators

According to Simamora (2015:445) compensation indicators are wages and salaries, incentives, and allowances.

Relationship between Workload (X1) and Employee Performance (Y)

in Warr (2002:33) explains that workload is a competitive regulation of limited resources. One of the causes of the decline in workload performance is the need to take on more or more tasks that must be done simultaneously.

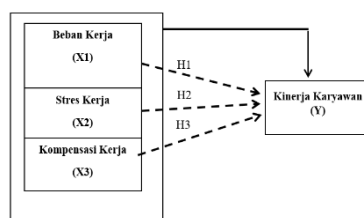
Relationship of Work Stress (X2) to Employee Performance (Y)

According to Aslihan (2015), stress can help or become functional but can also play a role in or damage work performance, this means that stress has the potential to encourage or hinder work implementation depending on the level of stress.

Relationship of Compensation (X3) to Employee Performance (Y)

Compensation is all the provisions received by employees as a reward for their work (Handoko, 2010: 122). The company's honesty in providing compensation is to create awareness in working among employees so that they can work together with the company.

HYPOTHESIS FRAMEWORK



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METHODS

Type of Research

The type of research used is curricular research with a descriptive approach. Surgiyono (2010) stated that the curative research method is a research method based on the philosophy of positivism, used to study the population or sample, data collection using research instruments, data analysis that is curative or statistical in nature that has been determined.

Location and Time

Based on the main problem that the author described above, the author chose this research to be conducted at Kopi Kampoerng ID and implemented in August 2022 - January 2023.

Population

The population in this study were employees of Kopi Kampoerng ID Malang totaling 30 employees from 4 branches, namely Malang City, Malang Regency, and Batur City.

Sample

According to Surgiyono (2014:118) Clear sampling technique is a sampling technique when all members of the population are used as samples. Therefore, the author chose to use clear sampling technique because the population is relatively small. So the sample used in this study was 30 employees.

Data Collection Technique

a. Primary Data

Primary data is a source of data obtained directly from the data collection (Surgiyono 2014). Primary data was obtained from interviews, from the owner of Kopi Kampoeng ID and the results of the questionnaire distributed to Kopi Kampoeng ID employees.

b. Supplementary Data

Supplementary data is complete or complete data from research results related to Kopi Kampoerng ID.

Data Analysis Techniques

1. Research Instrument Test

The research instrument test according to Surgiyono (2014) consists of several stages of testing such as validity and reliability tests.

2. Classical Assumption Test

The classical assumption test is a test that is carried out by conducting multiple regression analysis. This test consists of a normality test, a multicollinearity test, and a hereditary test.

3. Multiple Regression Analysis

The multiple regression analysis test is a test that is carried out related to the research variables.

4. Hypothesis Testing

The hypothesis test is a test used to determine whether or not there is a significant influence on the research variables, where this test consists of the T test and the F test.

5. Determination Coefficient

According to Ghozali in (Jatiningrat et al., 2021:58) the determination coefficient (R^2) is used to measure how much the role of the independent variable simultaneously influences the changes that occur in the dependent variable.

DISCUSSION

Respondent Characteristics Based on Position

Table 1. Respondent Position

No.	Position	It fine Re sponde n	Pre se ntase
1.	Cashier	8	26.7%
2.	Waite rs	10	33.3%
3.	Kitche n	12	40.0%
Total		30	100.0%

Source: Data processed by SPSS 2023

Based on table 1 above, it can be concluded that the most positions/jobs are Kitcheners with 12 respondents with 40.0% respondents, Waiters with 10 respondents with 33.3% respondents, and the lowest is Cashier with 8 respondents with 26.7% respondents.

Respondent Characteristics Based on Gender

Table 2 Respondent Gender

No.	Type to lamin	It fine Re sponde n	Pre se ntase
1.	Man	17	56.7%
2.	companies	13	43.3%
Total		30	100.0%

Source: Data processed by SPSS Mei 2023

Based on table 2 above, it can be concluded that the most common gender is male, totaling 17 respondents with a percentage of 56.7% and the rest are female respondents totaling 13 respondents with a percentage of 43.3%. This indicates that the majority of Kopi Kampoeng Id employees are male.

Characteristics of Respondents by Age

Table 3 Characteristics by Age

No.	Usia	Jumlah Responden	Presentase
1.	20 tahun	3	10,0%
2.	21 tahun	4	13,3%
3.	22 tahun	7	23,3%
4.	23 tahun	6	20,0%
5.	24 tahun	5	16,7%
6.	25 tahun	3	10,0%
7.	26 tahun	2	6,7%
Total		30	100,0%

Source: Data processed by SPSS Mei 2023

Based on table 3 above, the results of the study show that the characteristics based on the most age are 22 years old with a total of 7 respondents with 23.3% respondents, 23 years old with a total of 6 respondents with 20.0% respondents, 24 years old with a total of 5 respondents with 16.7% respondents, 21 years old with a total of 4 respondents with 13.3% respondents, 20 years old with a total of 3 respondents with 10.0% respondents, 25 years old with a total of 3 respondents with 10.0% respondents, and the smallest age is 26 years old with 2 respondents with a percentage of 6.7%.

Respondent Characteristics Based on Last Education

Table 4 Characteristics Based on Last Education

No.	Usia	Jumlah Responden	Presentase
1.	20 tahun	3	10,0%
2.	21 tahun	4	13,3%
3.	22 tahun	7	23,3%
4.	23 tahun	6	20,0%
5.	24 tahun	5	16,7%
6.	25 tahun	3	10,0%
7.	26 tahun	2	6,7%
Total		30	100,0%

Source: Data processed by SPSS Mei 2023

Based on table 4 above, the results of the study show that the characteristics based on the most recent education are vocational high schools with 11 respondents with 36.7% respondents, high school students with 9 respondents with 30.0% respondents, S1 with 7 respondents with 23.3% respondents, and the lowest is 3 respondents with 10.0%.

This study aims to find out whether workload, work stress, and compensation affect the performance of Kopi Kampoeng ID employees. Data collection conducted on 30 employees obtained results that most of the respondents were male, 56.7%, and respondents who were

female, 43.3%. From the age range, the number of respondents in this study had an age range between 20 - 26 years.

1. The Influence of Workload (X1) on Employee Performance

The results of the study prove that workload has an effect on employee performance. This means that workloads that include work conditions, work time usage and targets that must be achieved affect employee performance.

2. The Influence of Work Stress (X2) on Employee Performance

The results of the study prove that work stress has a significant effect on employee performance. This means that work stress that includes the physical work environment, stress due to tasks and organization affects employee performance.

3. The Influence of Compensation (X3) on Employee Performance

The results of the study prove that compensation has a significant effect on employee performance. This means that compensation that includes wages and salaries, incentives and allowances affects employee performance. 4. Effect of Workload (X1), Work Stress (X2), and Compensation (X3) on Employee Performance The results of this study indicate that the calculated F value > F table ($5.551 > 2.98$) and a significant value of $0.018 < 0.05$. So from the analysis it can be concluded that simultaneously or together the variables Workload (X1), Work Stress (X2), and Compensation (X3) together affect employee performance (Y).

Suggestion

1. Based on the results of the study that work-related variables have a positive effect on the performance of Kopi Kampoerng Id employees. Judging from the existing problems, work-related variables that have a negative impact must be reduced, such as work that exceeds employee capacity, additional working hours that do not affect the surplus so that employees can work effectively and efficiently in order to achieve production that is in line with the company's targets so that employee performance can increase well.
2. In order to minimize stress, the company should maximize the emergence of work stress on employees by reducing excessive work-related variables.
3. Implementing the appropriate compensation system.
4. Employees can be wiser and improve in the use of technology or work tools.
5. Further research is suggested to be able to carry out the development of this research more broadly and in-depth.

6. Further research can also use other methods in research.

CONCLUSION

1. Workload partially has a significant effect on the performance of Kopi Kampoerng ID employees.
2. Work stress partially has a significant effect on the performance of Kopi Kampoerng ID employees.
3. Compensation partially has a significant effect on the performance of Kopi Kampoerng ID employees.
4. Workload, work stress and compensation simultaneously or together have a significant effect on the performance of Kopi Kampoerng ID employees.

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