

THE INFLUENCE OF PHYSICAL WORK ENVIRONMENT, ORGANIZATIONAL CITIZENSHIP BEHEVIOUR (OCB) AND WORK DISCIPLINE ON JOB SATISFACTION IN THE SERVICE FOOD SECURITY AND AGRICULTURE LHOKSEUMAWE CITY

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Abstract

This research aims to determine the influence of each variable which is interrelated between one variable and another variable on job satisfaction, namely the physical work environment, OCB, and work discipline at the Lhokseumawe City Food Security and Agriculture Service. The independent variables in this research are the physical work environment, OCB and work discipline, while the dependent variable is job satisfaction. This type of research uses a questionnaire containing statements which are distributed to the employees concerned at the Lhokseumawe City food security and agricultural service. The scoring technique uses a Likert scale. Where the population is 100 employees and the total number of employees will be sampled, namely 100 respondents. This research uses a Multiple Linear Regression Analysis model with the SPSS (Statistical Program For Social Science) program. The results of this research are that the physical work environment, OCB and work discipline have a positive and significant effect on job satisfaction at the Food Security and Agriculture Service of Lhokseumawe City. The better the physical work environment in the company, the greater the job satisfaction, as well as the increased OCB and work discipline, the job satisfaction expected by the company can be achieved.

Keywords: *Physical work environment, Organizational Citizenship Behavior (OCB), and work discipline*

1. INTRODUCTION

In an agency or company that serves the public interest such as government agencies or private organizations, they want maximum achievement related to increasing work results in order to achieve company goals. To achieve company goals, one of the important elements that must be considered is human resources. This is because human resources are the ones who carry out, organize and run the company's activities. In a company, the contribution or role of human resources in the organization becomes something essential, where this and the hard work of all parties involved can be a benchmark for the success of an organization. In addition, in this case Human Resources also plays an important role in all company activities or activities, the skills and abilities of employees are the key to the success of a company to be able to achieve results or goals that have been determined from the start.

Good employee performance will certainly bring a company to maximum results, so that the quality of the company itself will also increase. Therefore, in order to increase employee productivity, the company needs to provide facilities or create a comfortable and safe work environment, so that employee job satisfaction is achieved. Job satisfaction is greatly influenced by several factors such as the physical work environment, organizational citizenship behavior (OCB), and work discipline. In this era of globalization, the development of the agricultural and food sector is very important to meet the needs of the community and support the economy of a region. One of the key factors that influences the success of an organization is employee performance. In this case, it is important to understand the factors that can influence employee work decisions, especially in the physical work environment related to the Lhokseumawe food and agriculture security service,

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Rahmalia¹, Nurmala², Ibrahim Qamarius³, Azhar⁴

as one of the cities in Indonesia, has abundant natural resource potential in the agricultural and food sector. However, to optimize the development of this sector, better efforts are needed in managing the physical work environment, improving organizational citizenship behavior, and encouraging employee work discipline at the Food and Agriculture Security Service in Lhokseumawe City.

Forms of job satisfaction at the Food Security and Agriculture Service of Lhokseumawe City are, receiving appropriate and fast salary, a comfortable and orderly work environment that forms clear career progress and accommodates the needs required by employees, creates a positive and integrated work atmosphere, and provides education and training programs that build employee capabilities. The form of employee discipline at the Lhokseumawe City Food Security and Agriculture Service is by following and maintaining all established work rules and procedures, following the established working hours and taking responsibility for the tasks that have been given, following the rules for using available equipment and facilities, following the rules for using available office equipment, following transportation regulations and following the rules for using available health equipment.

Forms of Organizational Citizenship Behavior (OCB) at the Lhokseumawe City Food Security and Agriculture Service include voluntarily helping co-workers during break times, working for company tasks outside of working hours without overtime pay, helping superiors and managing a comfortable and orderly work environment, helping superiors in managing available facilities, helping facilities in managing available electronic equipment, helping superiors in managing libraries, helping superiors in managing available health equipment. The form of the physical work environment for employees at the Lhokseumawe City Food Security and Agriculture Service is, comfortable and orderly rooms, modern and the best office equipment, available and accessible health equipment, available office facilities such as coffee machines, refrigerators and others, available and accessible office equipment, sufficient and orderly rooms, and a comfortable work environment that is not too hot or cold.

According to Wirawan (2018: 698) explains Job Satisfaction is a person's perception of various aspects of his work. Perception can be a feeling of a person's attitude towards his work. Positive or negative feelings and attitudes if someone is positive about his work then he is satisfied with his work, conversely if the employee is negative about his work then he is not satisfied with his work. Supporting factors of satisfaction are greatly influenced by interactions with coworkers and superiors, company policies, meeting work standards, working conditions and other things in the company. If workers are satisfied with what has been done, it will directly increase their work productivity which can make them more enthusiastic to progress and develop. Job satisfaction is greatly influenced by several factors such as the physical work environment, organizational citizenship behavior (OCB), and work discipline. According to (Ranayudha, 2020) Physical work environment is all physical forms that exist around the work environment that can affect employee performance both directly and indirectly.

According to Nitisemito, job satisfaction is everything that is around the worker, which can influence a worker in carrying out the tasks given. Basically, the understanding of the environment is related to the elements around the company that have a direct or indirect impact on the company. (Muhraweni et al., 2017) Work discipline is an attitude, behavior, and actions that are in accordance with written and unwritten regulations, and if violated there will be sanctions for the violation. For example, some employees are usually late for work, ignore safety procedures, neglect detailed work, which is required for their work, rude actions to customers, or engage in inappropriate actions. (Hasibuan, 2018). Discipline is important to develop an organization, especially to motivate employees to always be consistent in carrying out work, both individually and in groups. Good discipline is a representation of the magnitude of a person's sense of responsibility for the tasks given to him. (Widiyanto & Setyawasih, 2019). Work discipline is an attitude, behavior, and actions that are in accordance with written and unwritten regulations, and if violated there will be sanctions for the violation. For example, some employees are usually late for work, ignore safety procedures, neglect detailed work, which is required for their work, rude

actions to customers, or engage in inappropriate actions.(Hasibuan, 2018). Discipline is important to develop an organization, especially to motivate employees to always be consistent in carrying out work, both individually and in groups. Good discipline is a representation of the magnitude of a person's sense of responsibility for the tasks given to him.(Widiyanto & Setyawasih, 2019). Furthermore(Chaerani, 2018)stated that Organizational Citizenship Behavior (OCB) is the behavior of individuals who have the willingness to help voluntarily and are not real or directly given awards or rewards by the formal system for various things that can advance the organization in a better direction.

Organizational Citizenship Behavior (OCB) is a desire that arises from within the individual to contribute to the organization or company. This is based on the commitment of the individual to be able to give the best for the organization or company where he works. A conducive physical work environment can create positive effects on employees, such as comfort, security, and adequate facilities. Therefore, it is important to evaluate the influence of the physical work environment on the work decisions of employees at the Food and Agriculture Security Service. Then, the contribution of organizational citizenship behavior also needs to be considered, because good organizational citizenship behavior will have a positive impact on the work climate, motivation, and performance of employees. Finally, high work discipline is also an important factor in achieving organizational goals. Through this study, it is expected to provide a better understanding of the relationship between the work environment.

To evaluate the influence of physical work environment on work decisions of employees at the Food and Agriculture Security Service. Then, the contribution of organizational citizenship behavior also needs to be considered, because good organizational citizenship behavior will have a positive impact on the work climate, motivation, and performance of employees. Finally, high work discipline is also an important factor in achieving organizational goals. Through this study, it is expected to provide a better understanding of the relationship between physical work environment, organizational citizenship behavior, work discipline, and work decisions at the Food and Agriculture Security Service in Lhokseumawe City. The results of this study can be the basis for making better policies in an effort to improve employee performance, organizational efficiency, and the development of the agricultural and food sector in the region.

Various problems currently being faced require companies/organizations to find fast, precise, and accurate solutions, especially problems related to human resources in the company/organization. In this condition, it is undeniable that the workforce or employees are the lifeblood and most important elements that are greatly needed by the company/organization, without employees it is difficult to achieve the desired goals. The existing phenomenon that occurs in the Food and Agriculture Security Service is the physical work environment factor that must be considered in order to improve office layout and lighting. In real conditions, the layout of the food and agriculture service office, because employees do not feel comfortable working, the placement of office equipment is difficult to reach, there are many files piled up in the middle of the road so that it interferes with employee movement. Direct sunlight can interfere with employees in working, because the reflection of sunlight directly hits the computer monitor. The condition of the room is not clean, there is a lot of dust sticking to the computer monitor screen and table. The building with a minimalist concept and glass, allows sunlight to enter directly into the room, so that the AC in the room does not feel cold.

Looking at the phenomenon related to work discipline in the Lhokseumawe City Food and Agriculture Security Service related to the level of employee absence in the office. According to the researcher's observations, employee absence is still low due to the attitude of several employees who do not come to the office either because of illness or without information. In addition, employee work enthusiasm is still low and less active in providing feedback for the achievement of maximum employee performance. This condition really needs serious attention from the company, because low attendance is an indication of low employee job satisfaction. Employees are still often late for work, or are not in the office during working hours, is another indication of problems related to job satisfaction.

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Rahmalia¹, Nurmala², Ibrahim Qamarius³, Azhar⁴

2.LITERATURE REVIEW

2.1 Relationship between Physical Work Environment and Job Satisfaction

A good physical work environment, for example, such as inadequate equipment and poor lighting, can result in decreased employee performance. Furthermore, an unpleasant environment will result in decreased employee work results and vice versa, if the work environment is very pleasant, it will create a sense of job satisfaction and increase work results in the employee. This will of course be beneficial for the company. While the physical work environment (Mutmainnah, 2021) stating that everything that appears around the work area that can affect workers either directly or indirectly. An optimal physical work environment can provide a sense of comfort to workers and is expected to create ideal performance. Likewise, if the work environment is less conducive and less comfortable, it can increase the level of negligence committed by employees. This is in accordance with research conducted by Rauan & Tewal (2019) and Wati & Rahman (2020) which stated that there is a positive and significant relationship between the physical work environment and job satisfaction. So a very pleasant work environment will create a sense of job satisfaction and increase work results in employees.

2.2 Relationship between Organizational Citizenship Behavior (OCB) and Job Satisfaction

This is in accordance with research conducted by Anwar (2021) which states that there is a relationship between Organizational Citizenship Behavior (OCB) and Job Satisfaction. The higher the job satisfaction, the better the employee's performance. Job satisfaction is basically an employee's feeling towards their job, if someone feels happy with the employee, they will be willing to work beyond what they should do. In this case, it means that if you have high job satisfaction, it indirectly gives rise to behavior that exceeds its role.

According to (Sauni, 2021) Organizational Citizenship Behavior (OCB) is a term used to identify behavior carried out by employees outside their main duties, but this behavior is desired and useful for the organization. OCB is an individual's contribution that exceeds the demands of the role in the workplace. This OCB involves several behaviors including helping others, volunteering for extra tasks, complying with rules and procedures in the workplace.

As previous research conducted by Triyanto (2009) found a positive relationship and had a significant influence between OCB and job satisfaction, Meigantari and Netra (2016) found a positive and significant influence between job satisfaction and OCB. In addition, Darawati (2017) stated that job satisfaction has a positive and significant effect on OCB which shows that the higher the level of employee job satisfaction, the employee's OCB will also increase. From the explanation above, it can be said that job satisfaction is the main determinant or factor of employee OCB. Satisfied workers will prefer to talk positively about their organization.

2.3 Relationship between Work Discipline and Job Satisfaction

This is in accordance with research conducted by Yumhi (2021) and states that there is a positive and significant relationship between work discipline and job satisfaction. Sutrisno (2019:87), work discipline is an attitude of respect for company regulations and provisions, which exists within employees, which causes them to be able to voluntarily adjust to company regulations and provisions. Afifiddin (2017:179), employee welfare is a complementary reward given by the company to employees, either in the form of money, goods, or other services that can provide satisfaction to employees in working.

Discipline in doing a job is a factor that must also be possessed by employees who want to create employee welfare in their work. Work discipline can be in the form of punctuality in working, obedience to the tasks given to him, and utilizing facilities and infrastructure properly. In addition, high work discipline from employees, then employees will be able to feel the results of the work that has been pursued so far, and will also be able to feel welfare in working.

2.4 Hypothesis

- H1: The physical work environment has a partial influence on job satisfaction.
H2: Organizational Citizenship Behavior has a partial influence on job satisfaction
H3: Work discipline has a partial effect on job satisfaction.

2.5 Conceptual Framework

The conceptual framework is a logical construction arrangement arranged in order to explain the variables studied. Where this framework is formulated to explain the construction of logical flow to examine theoretically the relationship between the variables studied.

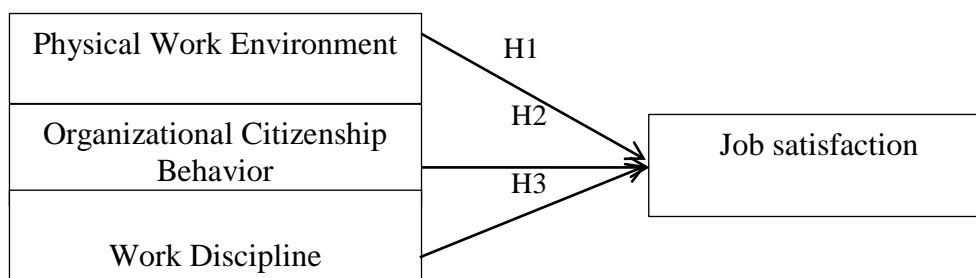


Figure 1 Conceptual Framework

3. IMPLEMENTATION METHOD

The object chosen by the author is the Employees of the Food Security and Agriculture Service located on Jalan. Samudra, No. 07, Kampung Jawa Lama, Banda Sakti District, Lhokseumawe City. The population in this study were all Employees at the Food Security and Agriculture Service of Lhokseumawe City totaling 100 employees. The sampling method used was the determination of the sample by Census. According to Sugiyono (2018) "census is a technique for taking samples as a whole. The number of samples in this study was 100 employees. The type of data source required, then the data collection technique used in this study is field research based on a questionnaire, namely a data collection tool in the form of a series of written questions submitted to the subject to get answers.

4. RESULTS AND DISCUSSION

4.1 Normality Test Results

The results of Kolomogorov-Smirnov normality above can be seen a significant value of 0.135. So, it can be concluded that the data on the variables of physical work environment, OCB, work discipline and job satisfaction are normally distributed. Because the significant value is more than 0.05 or 5%, it can be concluded that the regression model is normally distributed and the regression model is feasible to use because it meets the classical assumptions.

4.2 Heteroscedasticity Test Results

The results of the heteroscedasticity test can be seen that the points are randomly spread in various directions, do not form a certain pattern at one point, and are spread both above and below the number 0 (zero) on the Y axis. This means that there is no deviation from the classical assumption of heteroscedasticity in the regression model created. So it can be concluded that the points do not experience symptoms of heteroscedasticity in this study.

THE EFFECT OF PHYSICAL WORK ENVIRONMENT, ORGANIZATIONAL CITIZENSHIP BEHEVIOUR (OCB) AND WORK DISCIPLINE ON JOB SATISFACTION AT THE DEPARTMENT OF FOOD SECURITY AND AGRICULTURE OF LHOKSEUMAWA CITY

Rahmalia¹, Nurmala², Ibrahim Qamarius³, Azhar⁴

4.3 Multicollinearity Test Results

Each independent variable has a tolerance value > 0.10 as well as the calculation results owned by VIF show a VIF value <10. So, in this model there is no multicollinearity between independent variables and the model is suitable for use because it does not experience multicollinearity problems.

4.4 Results of Multiple Linear Regression Analysis

Table 1
Multiple Linear Regression Analysis Results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	24,269	2,074		11,699	.000
Physical work environment	.237	.066	.269	3.605	.000
OCB	.498	.060	.621	8.257	.000
Work discipline	.102	.049	.155	2,070	.041

a. Dependent Variable: job satisfaction

Source: Primary Data, 2024 (processed)

Based on the results of the regression model analysis in table 1, the following multiple linear regression equation was obtained:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

$$Y = 24,269 + 0.237 X_1 + 0.498 X_2 + 0.102 X_3$$

The constant value of 24.269 means that if the variables of physical work environment, OCB and work discipline are considered constant, then the amount of job satisfaction is 24.269. The regression coefficient value of the physical work environment variable of 0.237 indicates a positive (unidirectional) relationship, which means that every increase in the work environment by one Likert scale unit will cause employee job satisfaction to increase by 0.237, conversely, if the work environment decreases by one Likert scale unit, job satisfaction will decrease by 0.237, assuming other variables remain constant.

The regression coefficient value of the OCB variable of 0.498 indicates a positive (unidirectional) relationship, which means that every increase in OCB by one Likert scale unit will cause employee job satisfaction to increase by 0.498, conversely, if OCB decreases by one Likert scale unit, job satisfaction will decrease by 0.498, assuming other variables remain constant. The coefficient of the work discipline variable of 0.102 indicates a positive (unidirectional) relationship, which means that every increase in work discipline by one Likert scale unit will cause job satisfaction to increase by 0.102, conversely, if work discipline decreases by one Likert scale unit, job satisfaction will decrease by 0.102, assuming that other variables remain constant.

4.5 Coefficient of Determination (R²)

The correlation coefficient value of R is 0.688 indicating that there is a strong relationship between the independent variable and the dependent variable of 68.8%. The Adjusted R Square value is 45.7%. While the remaining 54.3% is influenced by other variables not examined in this study.

4.6 Partial Test (t-Test)

Based on Table 1 above, the t count of X1 is obtained as 3.605, X2 is 8.257, and X3 as big as 2.070. To determine t-table, the statistical attachment is used $t_{table} = \alpha / 2$; $n_k - 1$ which means $t_{table} = (0.05/2:100 - 3 - 1 = 96)$ at $\alpha = 0.05$ therefore, it is obtained $\alpha = 0.05$ divided by 2, namely $\alpha = 0.025$ so the t-table value is 1.984.

4.6.1 The Influence of the Physical Work Environment on Job Satisfaction

The results of the regression calculation show that the physical work environment has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service. This is indicated by the t-value of 3.605 and is greater than the t-table value of 1.984 or $t\text{-value } 3.605 > t\text{-table } 1.984$ at the 5% level and a significant value of 0.000 is smaller than the significant value of 0.05. So accepting H_{a1} means that the physical work environment has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service. So it can be concluded that the physical work environment (X1) has a positive and significant influence on job satisfaction. Department of Food Security and Agriculture. The results of this study are in accordance with previous research that has been studied by Rivalita & Ferdian (2020) stated that there is a significant influence between physical work environment variables and job satisfaction.

4.6.2 The Influence of OCB on Job Satisfaction

The results of the regression calculations show that OCB has a positive and significant effect on employee job satisfaction. Food and Agriculture Security Service. This is indicated by the t-value of 8.257 and is greater than the t-table value of $t\text{-value } 8.257 > t\text{-table } 1.984$ at the 5% level and a significant value of 0.000. So accepting H_{a2} means that OCB has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service. The results of this study are supported by previous research conducted by Anwar (2021) which stated that OCB has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service.

4.6.3 The Influence of Work Discipline on Job Satisfaction

The results of the regression calculation show that work discipline has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service. This is indicated by the t-value of 2.070 and is greater than the t-table value of 1.984 or $t\text{-value } 2.070 > t\text{-table } 1.984$ at the 5% level and a significant value of 0.041 is smaller than the significant value of 0.05. So accepting H_{a3} means that work discipline has a positive and significant effect on job satisfaction at the Food and Agriculture Security Service. This happens because the satisfaction given by the Food and Agriculture Security Service is carried out well, where the punctuality of work, employees who arrive on time and are responsible for what is done. And the results of this study are supported by previous research conducted by Yumhi (2021) which states that work discipline influences job satisfaction in the agricultural service.

5. CONCLUSION

1. The physical work environment has an effect on job satisfaction at the Food Security and Agriculture Service of Lhokseumawe City. This can be seen with t count greater than t table and a significant value of $0.000 < 0.05$. So it can be concluded that the physical work environment has a positive and significant effect on job satisfaction.
2. OCB has an effect on job satisfaction at the Food Security and Agriculture Service of Lhokseumawe City. With t count greater than t table and a significant value of 0.000

THE EFFECT OF PHYSICAL WORK ENVIRONMENT, ORGANIZATIONAL CITIZENSHIP BEHEVIOUR (OCB) AND WORK DISCIPLINE ON JOB SATISFACTION AT THE DEPARTMENT OF FOOD SECURITY AND AGRICULTURE OF LHOKSEUMAWA CITY

Rahmalia¹, Nurmala², Ibrahim Qamarius³, Azhar⁴

<0.05. It can be concluded that OCB has a positive and significant effect on job satisfaction.

3. Work discipline has an effect on job satisfaction at the Food Security and Agriculture Service of Lhokseumawe City. This is evidenced by t count being greater than t table and a significant value of 0.041 <0.05. So it can be concluded that work discipline has a positive and significant effect on job satisfaction.

5.1 Suggestions

1. For further research, it is necessary to look at the respondent criteria more broadly in order to get a broader picture. Then it is hoped that further research can add other variables that can affect the Lhokseumawe City Food and Agriculture Security Service.
2. For the Company, it is expected to continue to improve the work environment, OCB, and Work discipline and to be able to maintain office comfort well. So that employee satisfaction can increase.

5.2 Research Limitations

1. In the data collection process, the information provided by respondents through questionnaires sometimes does not show the respondents' actual opinions, this happens because sometimes there are differences in thoughts, responses and understandings of each respondent, as well as other factors such as the honesty of respondents in filling out their opinions in the questionnaire.
2. The conclusion is drawn only based on the data analysis obtained, so it is hoped that there will be further research on the physical work environment, OCB and work discipline on job satisfaction with different research methods, wider samples, and the use of different and more complete research instruments.

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