



## The Influence Of Work Environment, Work Motivation And Work Discipline On The Performance Of Non Pns Employees Of The Class I Non TPI Tangerang Immigration Office

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### Abstract:

This research aims to determine the effect of the work environment, work motivation and work discipline on the performance of non-civil servant in Immigration Office Class I Non TPI Tangerang. The sampling technique uses saturated samples with 61 respondents from Non-Civil Servant in Immigration Office Class I Non TPI Tangerang. The data collection method used in this study is the census method. Data analysis technique used in this study is Multiple Linear Regression Analysis. The results of this study indicate that the work environment, work motivation and work discipline simultaneously have a positive and significant effect on employee performance. Work environment, work motivation and work discipline partially have a positive and significant influence on the performance of non-civil servant in Immigration Office class I Non TPI Tangerang with a significant value of less than 0.05. The Work Discipline is a dominant factor affecting employee performance.

**Keywords:** *Work Environment, Work Motivation, Work Discipline, Employee Performance*

### INTRODUCTION

Human resources are a very important factor in a company or government organization so they must be managed well to increase the effectiveness and efficiency of the organization or company. Therefore, human resource management is an activity program to obtain human resources, develop, maintain and utilize them to support the organization in achieving its goals. An organization can exist because it has goals to achieve. Human Resources have a huge influence in determining the progress or development of an organization. Therefore, the progress of an organization is also determined by the quality of the human resources within the organization. In essence, Human Resources are people who are employed in an organization as movers, thinkers and planners in order to achieve the organization's goals. Therefore, in order for management activities to run well, an organization must have knowledgeable human resources and highly skilled and able to manage a company or organization optimally.

One organization that has an important role in a country is a government organization. The human resources who work in it are usually called Civil Servants (PNS) and there are also Non-PNS Employees. Civil Servants (PNS) have a very strategic role, namely as agents of community service and empowerment who have fulfilled the specified



requirements, and are also authorized to be entrusted with duties in a state position, and have been paid in accordance with applicable laws and regulations. Meanwhile, non-civil servant government employees are non-permanent employees or such as honorary or contract employees.

The Class I Non TPI Tangerang Immigration Office is one of the immigration technical implementation units within the ranks of the Ministry of Law and Human Rights **Special Issue:** directly responsible to the Banten Regional Office of the Ministry of Law and Human Rights. Immigration is part of state administration, in order to carry out its duties government and development tasks. The role of immigration is very important considering the implementation and immigration services involving Indonesian citizens (WNI) and foreign citizens (WNA) from various countries in the world. Immigration has an important and strategic role, especially in carrying out its main tasks and functions, namely as an institution that provides services both directly and indirectly to immigration applicants, such as travel documents. **Website :**

In terms of discipline, Non-PNS Employees of the Class I Non-TPI Immigration Office are required to have an attitude that is in accordance with existing regulations in the office. However, in reality there are still some employees who do not comply with existing office regulations.

## LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

### Human Resources

(Framework, 2018) says that HR management is an important part in realizing an organization that moves in the direction of the organization's vision, mission and goals. Human resources that are well managed are a series of determinants of an organization's effectiveness in achieving its planned vision, mission and goals.

Organizational progress is related to the need for HR capacity support so that a planning process is needed through a series of analyzes based on regulations as guidelines and references in HR management. Efforts to improve the quality of human resources are carried out through synergistic efforts between various parties and also facilitating adequate training and education (Wuryandani, 2014). Apart from that, the performance and management of HR personnel needs to receive comprehensive improvements based on competency (Ashari, 2010).

### Work Environment

According to Inbar (2018), the work environment is a place where employees carry out work activities every day, because the work environment is directly related to employees, it can be said to be a place where employees spend their work time. According to (Nitisemito, 2000), the work environment is everything that is around workers and that can influence them. in carrying out the tasks assigned to him. Nurhayati, Minarsih, & Wulan (2016) said that the work environment in a company is very important for management to pay attention to. Even though the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process (Cahyadi, 2013). A work environment condition is said to be good if it can carry out activities optimally, healthily, comfortably and safely. Furthermore, a poor work environment can cause inefficiency in a work system design, this is because the work environment pattern is the pattern of actions of organizational members that influence effectiveness. organization directly or indirectly, which includes performance and productivity, absenteeism and turnover, and organizational membership.

### Work Motivation

According to Gibson et al, (2008) motivation is a concept that describes how to direct a person's power and potential so that they are willing to work together productively to successfully achieve and realize the goals that have been set. Nuraini & Siswanta (2002) Motivation comes from the Latin word "movere" which means "encouragement or driving force". Motivation questions how to provide encouragement to followers or subordinates, so



that they can work as optimally as possible or work seriously. According to Malayu S.P Hasibuan (2006), motivation is the provision of driving force that creates enthusiasm for someone's work, so that they want to work together, work effectively and integrate with all their efforts to achieve satisfaction. Basically, an organization or company not only expects its employees to be capable, capable and skilled, but most importantly they are willing to work hard and have the desire to achieve optimal work results. Therefore, work motivation is very important and needed to achieve high work productivity, so that the company's goals can be achieved. Employees can work with high productivity because of motivation work. According to Malayu S.P. Hasibuan (2005), motivating is very difficult, because it is difficult for leaders to know needs and desires (wants) that subordinates need from the results of the work. Work motivation is motivation that occurs in work situations and environments in an organization or institution.

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## METHODS

### Population, Sample, and Sampling Techniques

According to (Sugiyono, 2016) population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. The population in this study was 61 non-PNS employees of the Class I Non-TPI Tangerang Immigration Office. According to (Sugiyono, 2016) the sample is part of the number and characteristics of the population. The author took the entire population using a sample at the Non-TPI Class I Immigration Office, namely 61 respondents.

The sampling technique used in this research is a saturated sample, namely a sampling technique when all members of the population are used as samples. Due to the small population, a saturated sample was used in this study. The number of samples used was all non-civil servant employees of the Class I Non-TPI Tangerang Immigration Office, namely 61 employees.

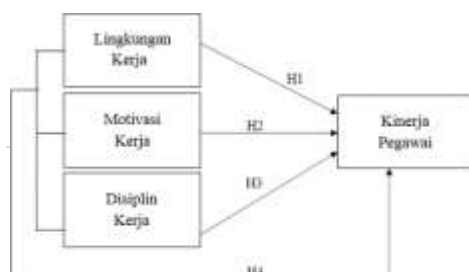
The respondents in this study were non-civil servant employees who worked at the Tangerang Class I Non-TPI Immigration Office. To make it easier for researchers to conduct research, the researchers visited the Class I Non TPI Tangerang Immigration Office, and the researchers gave a questionnaire.

### Work Motivation

According to Gibson et al, (2008) motivation is a concept that describes how to direct a person's power and potential so that they are willing to work together productively to successfully achieve and realize the goals that have been set. Nuraini & Siswanta (2002) Motivation comes from the Latin word "movere" which means "encouragement or driving force". Basically, an organization or company not only expects its employees to be capable, capable and skilled, but most importantly they are willing to work hard and have the desire to achieve optimal work results. Therefore, work motivation is very important and needed to achieve high work productivity, so that the company's goals can be achieved. Employees can work with high productivity because of the encouragement of work motivation. According to Malayu S.P. Hasibuan (2005), motivating is very difficult, because it is difficult for leaders to know the needs and desires that subordinates need from the results of the work. Work motivation is motivation that occurs in work situations and environments in an organization or institution.

### Research Model

Carried out to non-civil servant employees who become respondents in this study.



## Research Result

### Validity Test

Validity test is used to measure validity or whether or not a research questionnaire is valid. Statement there are 40 statements that must be tested answered by the respondent. The validity test results are said to be valid if the sig r value  $< 0.05$  and it is said to be invalid if sig r value  $> 0.05$  or can be seen by compare rcount with rtable for count respondents in the pre test were 30 people (0.361), if rcount  $>$  rtable (0.361) then it is said to be valid otherwise if rcount  $<$  rtable (0.361) then it is said to be invalid. Website :

### Reliability Test

The reliability test in this research was used to show the consistency of the statement items used or the extent to which the data measuring instrument is trusted or reliable. The reliability test results were declared sufficient reliable if the Cronbach Alpha value is 0.41 – 0.6 means sufficient reliability while if alpha is 0.61 – 0.8 then the instrument or the questionnaire is declared reliable and if the cronbach value Alpha  $>$  0.80 means the instrument is very reliable. (work environment).

Table work environment.

Cronbach's Alpha	N of Items
0,808	10

The results of the reliability test above show that the Cronbach's alpha value is 0.808, which is included in the very reliable category. This shows that the statements put forward in the research are very reliable or consistent because it obtained a Cronbach's alpha value greater than 0.60.

Table work motivation

Cronbach's Alpha	N of Items
0,853	12

The results of the reliability test above show that the Cronbach's alpha value is 0.853, which is included in the very reliable category. This shows that the statements proposed in the research are very reliable or consistent because they obtained a Cronbach's alpha value greater than 0.80.

Table work discipline

Cronbach's Alpha	N of Items
0,887	12

The results of the reliability test above show that the Cronbach's alpha value is 0.887, which is included in the very reliable category. This shows that the statements proposed in the research are very reliable or consistent because they obtained a Cronbach's alpha value greater than 0.80.



### Classic Assumption Test Data Normality Test

Test by looking at the One Sample Kolmogorov-Smirnov Test table to test data normality. The test results state that the Asymp.Sig (2-Tailed) is 0.200 because the Asymp.Sig (2-Tailed) value is greater than 0.05, namely  $0.200 > 0.05$ , so it can be stated that the data used is normally distributed.

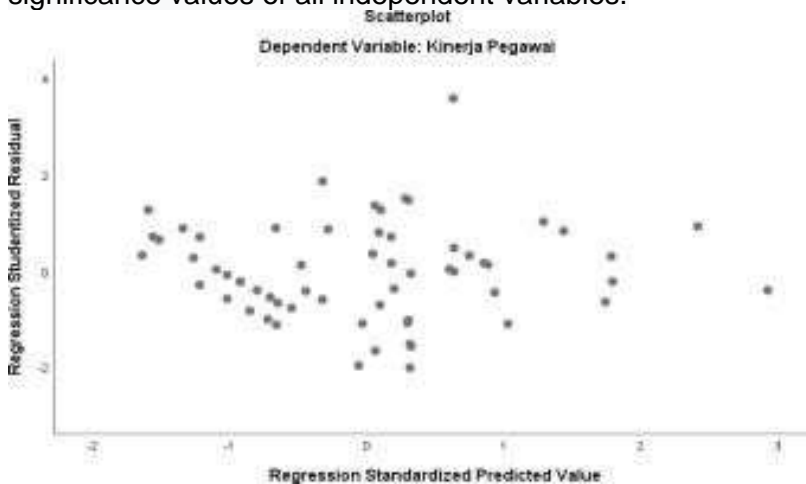
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### Multicollinearity Test

The multicollinearity test is to test whether in the regression model a strong correlation is found between the independent variables or not. (1) Look at the Tolerance value: If the Tolerance value is greater of  $>0.10$  means that there is no multicollinearity. (2) Look at the Variance Inflation Factor (VIF) value: If the VIF value is less than  $<10.00$ , this means that multicollinearity is not occurring. The results of the multicollinearity test are shown in table 4.13, it can be seen that the Tolerance value for all variables is more than 0.1 and the VIF value for all variables is less than 10, so it can be concluded that all variables in this study do not have multicollinearity.

### Heteroscedasticity Test

Heteroscedasticity test to test whether in the regression model there is inequality of variance from the residuals of one observation to another. This can be identified by calculating the Spearman Rank correlation between the residuals and the probability or significance values of all independent variables.



A good regression model does not suffer heteroscedasticity with scatterplot graphs can be it can be seen that a regression model is experiencing heterocledasticity or not. If there is a pattern certain, then it indicates that it has occurred heteroscedasticity. In Figure 4.5 it can be seen that the dots are spread randomly and the dots are spread across above or below the number 0 on the Y axis, then no heteroscedasticity occurs in the deep regression model this research.



## Data Analysis

### Multiple Linear Regression Analysis

Multiple regression analysis was carried out to determine the form of the relationship between variables. This research uses multiple linear analysis to determine work environment factors, work motivation, and work discipline on employee performance. The following are the output results of multiple linear regression.

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### F Test

The purpose of the F test is to determine the effect of all independent variables simultaneously or test the model on the dependent variable. If the significance value is below 0.5 and the calculated F is greater than the F table, it can be concluded that all independent variables simultaneously have an influence on the dependent variable and vice versa. The results of table calculations using the F test obtained a calculated F of 40.728 with a significance level of 0.000. Because the probability value  $< 0.05$ , namely  $(0.000 < 0.05)$ , thus  $H_0$  is rejected and  $H_1$  is accepted. So it can be concluded that from the results of the F test the independent variables, namely Work Environment, Work Motivation and Discipline, together have a significant effect on the dependent variable, namely the Performance of Non-PNS Employees at the Class I Non-TPI Immigration Office.

### T Test

The Work Environment variable ( $X_1$ ) has t count  $>$  t table, namely  $2.137 > 2.000$  with a significance level of  $0.037 < 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted, meaning it has an effect. It can be concluded that the Work Environment variable partially has a positive and significant effect on the performance of Non-PNS Employees at the Class I Non-TPI Tangerang Immigration Office. The Work Motivation variable ( $X_2$ ) has t count  $>$  t table, namely  $3.428 > 2.000$  with a significance level of  $0.001 < 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted, meaning it has an effect. So it can be concluded that the work motivation variable partially has a positive and significant effect on the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office.

The Work Discipline variable ( $X_3$ ) has t count  $>$  t table, namely  $5.380 > 2.000$  with a significance level of  $0.000 < 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted, meaning it has an effect. So it can be concluded that the work discipline variable partially has a positive and significant effect on the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. The variable with the most dominant influence on employee performance is the Work Discipline variable compared to the Work Environment and Work Motivation variables. This is because the smallest significant value is 0.000 and the Unstandardized Coefficients Beta value is away from zero (0) namely 0.871. The further Beta is away from zero (0), the more influential (dominant) the variable is. Thus, Work Discipline is the main driving factor for Non-PNS Employees of the Class I Non-TPI Tangerang Immigration Office to improve performance.

### Determinant Coefficient ( $R^2$ )

Coefficient of determination ( $R^2$ ) to find out how much the value of the variables Work Environment, Work Motivation and Work Discipline influences the variable Employee performance. Coefficient of determination value ( $R^2$ ). The magnitude of the contribution of the variables Work Environment ( $X_1$ ), Work Motivation ( $X_2$ ) and Work Discipline simultaneously to Employee Performance ( $Y$ ) is proposed with the coefficient of determination, namely:

$$R = r^2 \times 100\%$$

$$= 0.682 \times 100\%$$

$$= 68.2 \%$$

From the results of calculating the coefficient of determination above, it can be interpreted that the three independent variables, namely work environment, work motivation and work



discipline, are able to influence employee performance variables by 68.2% and the remaining  $100\% - 68.2\% = 31.8\%$  influenced by other variables not examined in this study.

## DISCUSSION

### Influence of Work Environment (X1) on Employee Performance (Y)

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The results of the research show that the work environment influences the performance of non-civil servant employees at the Class I Non-TPI Tangerang Immigration Office. This shows that the more comfortable the working environment is for employees, the more employee performance will increase. A supportive work environment can be proven by the presence of a comfortable work space arrangement, adequate facilities, and also the establishment of good cooperative relationships between co-workers and superiors, as well as supportive relationships between co-workers. site. :

Judging from the characteristics of respondents based on gender, it shows that male and female employees are able to establish good relationships with fellow colleagues and superiors. From the test results through statements in the work environment, the majority answered that colleagues were open to each other in communicating so that misunderstandings did not occur. This proves that a comfortable working environment can provide good relationships between co-workers, or superiors and subordinates in carrying out work, and there is no distinction between civil servants and non-civil servants at the Tangerang Class I Non TPI Immigration office.

### Influence of Work Motivation (X2) on Performance (Y)

The results of this research prove that motivation influences the performance of Non-PNS Employees at the Class I Non-TPI Tangerang Immigration Office. This means that the higher the work motivation received, the higher the level of performance of the Class I Non TPI Tangerang Immigration Office employees. This can be seen from the salary received, comfort in the workplace, appreciation received from superiors.

This proves that employees who can respect the opinions of other employees have an effect on work motivation because employees feel that their opinions are well received so they feel enthusiastic about doing their work. Work motivation received by employees can increase employee performance which will produce satisfactory work results.

### Influence of Work Discipline (X3) on Performance (Y)

The results of this research indicate that Work Discipline influences the Performance of Non-PNS Employees at the Class I Non-TPI Tangerang Immigration Office. This means that the higher the work discipline applied, the higher the level of performance of the Class I Non TPI Tangerang Immigration Office employees. This can be seen from employees who arrive early at work, as well as employees who do not leave the workplace for personal needs. Work discipline applied by employees, such as adhering to work standards and codes of ethics set by the office, can influence employee performance. Judging from the characteristics of respondents based on length of service, it shows that employees who have worked for > 5 years will understand more about the rules in the workplace so that they can guide employees who have worked for < 5 years.

### Influence of Work Environment (X1) Work Motivation (X2) and Work Discipline (X3) on Performance (Y)

The research results show that the work environment, work motivation and work discipline will jointly influence the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office.

This means that if a good and comfortable work environment will provide good relationships between superiors and subordinates or fellow co-workers, it will influence work motivation because employees feel encouraged and enthusiastic to do their work so that employee work discipline will also be very good and will improve performance. Non-PNS employees of the Class I Non-TPI Tangerang Immigration Office. The work environment,



work motivation, work discipline and employee performance in this study have a good level of relationship, so that the policies carried out by the Class I Non TPI Tangerang Immigration Office by considering work environment factors, work motivation and work discipline can influence employee performance.

**Influence of Work Discipline (X3) is the dominant variable on Employee Performance (Y)**

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Due to the achievements that have been achieved, responsibility in carrying out work, salary increases that can provide encouragement in working, this means that if employee work motivation gets better, the performance of Non-PNS employees at the Class I Non-TPI Tangerang Immigration Office will increase. Work Discipline affects the performance of Non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. Work discipline can be seen from asking permission if you cannot come to work, arriving early at work, working in accordance with work standards set by the office, never leaving the workplace for personal needs while working hours are still in progress, this means that if The better the work discipline of employees, the better it will influence the quality of work and improve employee performance.

The work environment, work motivation and work discipline together influence the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. This means that a good work environment will provide good relationships between superiors and subordinates or fellow co-workers so that it will influence work motivation, because employees feel encouraged and enthusiastic to do the work and also the employee's work discipline will also be very good and will improve performance. employee.

Work discipline is the main driving factor in improving the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. This means that if employee work discipline is better, it will affect the quality of work and can improve employee performance, conversely, if work discipline is poor, the quality of work and employee performance will decrease.

**CONCLUSIONS**

- 1) The work environment affects the performance of non-civil servant employees at the Class I Non-TPI Tangerang Immigration Office. This means the better the environment, the more comfortable the work environment will be.
- 2) It is hoped that the Class I Non TPI Tangerang Immigration Office can provide good work motivation, because if employees are given rewards, appropriate salaries, and work results that always receive praise from superiors, it will improve employee performance.
- 3) Work discipline by non-PNS employees of the Class I Non-TPI Tangerang Immigration Office is expected to comply with the rules in the office, because if the employee has worked in accordance with the work standards in the office, be careful in working, comply with the established code of ethics by the office will improve the quality of work and employee performance.
- 4) For future researchers, it is hoped that they can add other variables to find out other factors that influence employee performance besides the work environment, work motivation and work discipline by using different analytical tools as a comparison to increase knowledge and obtain more interesting results. have a good impact on employee performance.
- 5) For non-civil servant employees at the Tangerang Class I Non-TPI Immigration Office, in order to achieve good quality performance, employees must be more careful in their work in order to get work results that match the employee's performance.



## SUGESTION

The Tangerang Class I Non TPI Immigration Office has a fairly good working environment as an example of a supportive working environment, namely adequate facilities and good relationships between co-workers and superiors, thus making employees. Based on research results, it shows that work discipline has a positive influence. strongest for the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. <sup>ssue:</sup> That work discipline is the main driver and has the most influence in improving the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office. Based on the characteristics of respondents, 44% of non-civil servant employees at the Tangerang Class I Non-TPI Immigration Office have worked > 5 years, so there are <sup>site. :</sup> employees who have more work experience and can guide employees who have worked < 5 years so that employee discipline is better and can comply with the rules. has been set. The more disciplined you are towards office rules, the better it will be for the office and can also improve the performance of non-PNS employees at the Class I Non-TPI Tangerang Immigration Office.

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