

The Influence of Wages, Workload and Non-Physical Work Environment on Worker Loyalty in the Tarutama Nusantara Jember Agribusiness Cooperative

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Abstrak

The study aims to identify and analyze the impact of wages, workload and non-physical work environment on labour loyalty in Tarutama Nusantara Jember Agribusiness Cooperation. The location of this research is Sub Devisi Pancakarya C, Jl Semeru, Pancakariya, Ajung-Jember, East Java. This type of research uses a quantitative method with a sample number of 85 freelance respondents and a nonprobability sampling technique with a saturated sampler technique using a data collection technique in the form of a questionnaire to respondents, for the analysis techniques of this research data using instrument testing, classical assumptions and double linear regression. The results of the analyses obtained showed that wages, workload and non-physical work environment have a positive and significant impact both partially and simultaneously on the loyalties of the freelance labour force to the Tarutama Nusantara Jember Devisi Sub Pancakarya C Agribusiness Cooperation, with a Contribution Rate of influence of 0.434 or 43.3%.

Keywords: Wages, Workload, Non-Physical Work Environment, Work Loyalty

Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh upah, beban kerja dan lingkungan kerja non fisik terhadap loyalitas tenaga kerja pada Koperasi Agrobisnis Tarutama Nusantara Jember. Lokasi penelitian ini bertempat pada Devisi Sub Pancakarya C, Jl Semeru, Pancakarya, Ajung-Jember, Jawa Timur. Jenis penelitian ini menggunakan metode kuantitatif dengan jumlah sampel sebanyak 85 responden tenaga kerja lepas dan menggunakan teknik pengambilan sampel Nonprobability sampling dengan teknik sampling jenuh menggunakan teknik pengumpulan data berupa kuesioner kepada responden. Adapun teknik analisis data penelitian ini dengan menggunakan pengujian instrument, asumsi klasik dan regresi linear berganda. Hasil analisis yang diperoleh menunjukkan bahwa upah, beban kerja dan lingkungan kerja non fisik berpengaruh positif dan signifikan baik secara parsial maupun secara simultan terhadap loyalitas tenaga kerja lepas pada Koperasi Agrobisnis Tarutama Nusantara Jember Devisi Sub Pancakarya C, dengan Tingkat kontribusi pengaruh sebesar 0,434 atau 43,3%.

Kata Kunci: Upah, Beban Kerja, Lingkungan Kerja Non Fisik, Loyalitas Kerja

Intruduction

Human resources (HRM) in a company has an important role as an actor, planner, and determinant in achieving a goal of the enterprise and, at the same time, as a determinant of the direction forward and backward of a company. (Hasibuan, 2017). In addition, human resources are also used to evaluate employee performance as a primary benchmark in the development of human resources, and good management of resources for employees will increase the loyalty and productivity of the enterprise. Having employees with high loyalty will greatly benefit the company. (Purba, 2017).

Loyalty is the ability to sacrifice and stick to the people you trust. That is what loyalty means. One way to measure the level of dedication of an employee to the organization is through work loyalty. Loyalty in the workplace can be demonstrated by seeing how an employee performs every task, including focusing his entire skill, energy, and attention on the position he holds. According to Wicaksono (Agustina, 2016) And Kristin Juwita (Aziz et al. Nugrahini, 2022), In terms of work loyalty, employees have a specific purpose and motivation. Of all the purposes that employees have, the wage component is the most crucial. A salary, according to (Kashmir, 2019), is something earned by performing certain tasks whose pay is not fixed and which is paid daily, weekly, or when the work is completed. According to the theory proposed by Kasmir, labour loyalty will increase, and the labour force will continue to fulfil its responsibilities if it receives an adequate and reasonable salary. (Kasmir, 2019).

Another problem related to the factors affecting employment loyalty is the workload (Suryani et al., 2020). The dominant workers work roughly like the labour force, have heavy loads and are directly physically connected. Then, for the hard workers to reduce the burden more, there is a need for a reduction in the hours of work. The provision of appropriate and effective working hours will reduce their burden of labour. The Kashmir theory states that the burden of work is used as a basis for the policy of determining compensation, salary and benefit. (Kasmir, 2019). The burden of labour affects the wages and the loyalty of the labourer.

In addition to the workload, the working environment is also a factor that influences employee loyalty. A satisfactory working environment for employees can improve performance, but an inadequate working environment can decrease employee performance, and eventually, worker motivation decreases (Purba, 2017). A bad working environment between fellow employees, superiors and subordinates will interfere with the performance of employees. A working environment is divided into physical and non-physical working environments; according to (Sedarmayanti, 2017), a physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. In contrast, a non-physical working environment is all conditions related to employment relationships, either relationships with superiors or co-workers or relationships with a subordinate. According to (Manafe et al., 2022), the work needs to have a good communication relationship between employees and superiors. Also, employees and other employees' colleagues are important in the operational office. With good communication relationships, employees will feel appreciated, comfortable and peaceful at work. With a sense of comfort and peace, employees will not be bored at work and will not be stressed, so employees will emerge with a high sense of loyalty in the employees.

From the variable exposure above, there is a gap in research conducted by (Aziz et al. Nugrahini, 2022), which is titled The Influence of Wages and Labour Burden on the Loyalty of the Labour Workers of the Dusun Padean Village, Banjarmasin Village Wetan, Madiun district department of trade. The results of this study show that wages have a significant influence on loyalty. In contrast, workloads have no significant impact on employment loyalty, and other factors can influence loyalty that the researchers still need to study. Tarutama Nusantara Jember Agribusiness Cooperation is a cooperation that is engaged in the field of Under Shade Tobacco (TBN) business. Where shade tobacco has characteristics and competitive advantages, a stable prospect requires a large capital and advanced and innovative technology. In its marketing, under Shade Tobacco (TBN) Agribusiness Cooperation, Tarutam Nusantara members have been marketed to Europe, America, and even Africa.

As one of the exporters of tobacco in Jember, the Agrobis Corporation Tarutama Nusantara Jember should already have employees who perform well. To deliver even better results, the company must be able to make employees have a higher loyalty to the company so that employees can work and provide better results for the company.

Table 1. Workforce Data

Tahun	Total Tenaga Kerja	Keluar	Persentase (%)
2021	90	26	28%
2022	97	29	29%
2023	85	35	41%

Source: Data processing results (2024)

In Table 1. Labour data tables above the turnover rate of labour over the 3 seasons show the result that the resigned labour continues to increase in each season in 2021 to reach 28% with a total of 26 labour and in 2022 to reach 29% with a total of 29, to the highest in 2023 in the current season with total labour resigns 35, the percentage rate reaches 41%, this shows that the labour of Tarutama Agro-business Cooperation Nusantara Devisi Sub Pancakarya C is quite bad in the process of expelling human beings as labour. Then, that research will be submitted by testing the theory and applying it through several defined variables, namely wage influence, workload, non-physical work environment and labour loyalty, to provide a solution to the problem. Based on the description described above, the researchers conducted a study entitled "Effects of Wages, Labour Burden, and Non-Physical Working Environment on Labour Loyalty on Agribusiness Cooperation Tarutama Nusantara Jember Devisi Sub Pancakarya C".

Library Study

Upah

The concept of wages in economic theory is compensation for mental and physical labour provided by the employer or business owner. This suggests that in this theory, there is no distinction between wages given to non-permanent labour and permanent workers (Sukirno, 2016). wages are payments made based on the number of working hours, the number of working days, and something produced by the labour force (Sinambela, 2016.). Wages serve as a substitute for services already provided by workers to the employer. (Anwar, Hairul., 2020).

Workload

The workload is the total amount of labour responsibilities to be completed by the labour force within a specified period, whereas according to (Yulistiono. et al., 2021). The labour load is the calculation of the total time used to complete a job based on a defined time (Mulyani, 2021) (Muliani, 2021). Almost the same as the previous opinion (Afandi, 2018).

Non-Physical Work Environment

The non-physical working environment is all the conditions that occur in connection with the work. Whether it is a relationship with a leader, a relationship between colleagues, or an affair with a subordinate. According to (Sedarmayanti, 2017), the non-physical work environment is all the circumstances that occur in relation to fellow workers or subordinates. (Wursanto, 2009) describes a non-physical work environment as anything that relates to the psychological aspects of a workplace that is non-physical. However, such a work environment cannot be perceived directly by the sensory panels; it can be felt its existence.

Work Loyalty

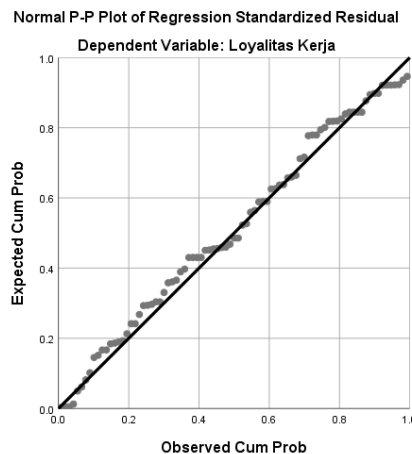
Work loyalty is a condition associated with a person's physical, psychological, and social activity, as well as the ability to perform and obey the rules with full consciousness and high responsibility. (Leuwol N.V dkk., 2020). Loyalty can be understood as the attitude of loyalty shown by the individual by not leaving, deceiving and betraying others at the time required (Gandung Muhammad, 2021). According to Ardial, loyalty to work can mean a worker who consciously sacrifices the place where he works according to his ability, obeys and obeys the leader and performs his duty as best he can. (Ardial, 2018). Work loyalty is a condition associated with a person's physical, psychological, and social activity, as well as the ability to perform and obey the rules with full consciousness and high responsibility. (Leuwol N.V dkk., 2020). Loyalty can be understood as the attitude of loyalty shown by the individual by not leaving, deceiving and betraying others at the time required (Gandung Muhammad, 2021). According to Ardial, loyalty to work can mean a worker who consciously sacrifices the place where he works according to his ability, obeys and obeys the leader and performs his duty as best he can. (Ardial, 2018).

METODE

This research is classified as a type of quantitative descriptive research. There are two sources of research data: primary data and secondary data. The population in this survey is the entire free labour force of the Tarutama Agribusiness Co-operation Nusantara Jember Devisi Sub Pancakarya C, which amounts to 85 labour force, with the sample determined is the total free labour power that is in Sub panchakarma C of 85 labour force. The data analysis method in this study uses double linear regression to test and analyze between two or more independent variables against dependent variables.

Result

A. Normalitas



Gambar 1. Output Uji Normalitas

Source: Data processing results (2024).

Based on the results of the normality test on the image is the result of the normality test using Normal P-P Plot analysis, it is known that the residual values tend to be scattered around the diagonal line and follow the direction of its diagonal lines or histogram graphs, indicating that the data used in this study is distributed normally.

B. Multikolonieritas

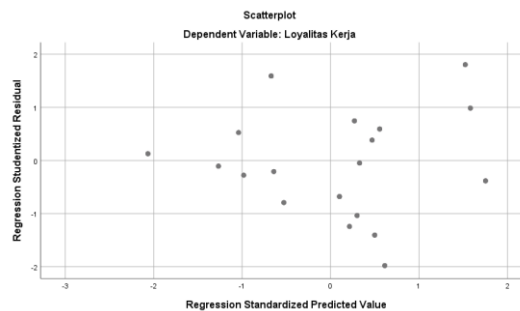
Tabel 2. Output Uji Multikolonieritas

Model	Collinearity Statistics	
	Tolerance	VIF
Upah (X1)	0,887	1,128
Beban Kerja (X2)	0,970	1,031
Lingkungan Kerja Non Fisik (X3)	0,868	1,152

Source: Data processing results (2024).

Based on the results of the multicollinearity test in Table 1, the test results showed that the wage variable (X1) had a VIF value of $1,128 < 10,0$ and a tolerance value of $0,887 > 0,1$. The workload variables (X2) had a VIF of $1,031 < 10,0$ and a tolerance value of $0,970 > 0,1$. So, it can be concluded that the entire outcome stated is not progressive multicollinearity.

C. Heteroskedastisitas



Gambar 2. Output Uji Normalitas

Source: Data processing results (2024).

The result of heteroscedasticity test above using the scatterplot graph that has been performed show that the data spread does not form a specific pattern clearly, as well as the spread above and below zero (0) on the Y axis.

D. Analisis Regresi Linear Berganda

Tabel 3. Hasil Pengolahan Regresi Linear Berganda

Dependent Variabel Y = Kinerja						
Variabel	Reg. Coeff	Std. Error	Beta	t	t tabel	Sig
C = Constanta	34,104	2,460				
X1 = Upah	0,216	0,075	0,250	2,871	1,664	0,005
X2 = Beban Kerja	0,481	0,104	0,385	4,612	1,664	0,000
X3 = Lingkungan Kerja Non Fisik	0,470	0,09	0,463	5,250	1,664	0,000
R- Square = 0,454 F statistic = 22,428						
Adjusted R-Square = 0,434 Sig F = 0,000					F tabel = 2,72	

Source: Data processing results (2024).

Based on the calculations obtained, as shown in Table 2 above, we obtain the regression equation as follows:

$$Y = 34,104 + 0,216X_1 + 0,481X_2 + 0,47X_3 + e$$

Based on the regression model above, the explanation is as follows.

a. Value Konstanta

The equation can be explained when the positive constant is 34,104 which means that when wages (X1), workloads (X2), non-physical working environment (X3) values are fixed (constant) or there is no change, then labour loyalty has a value of 34,104.

Upah (X1)

The wage regression coefficient is 0.216 and positive means that if the wage variable (X1) has a significant increase of 1 unit, and other variables (workload and non-physical work environment) have a fixed value or no change, then the variable of wage (X 1) will increase the value of the labour loyalty variable by 0.216.

Workload (X2)

The workload is the total amount of labour responsibilities to be completed by the labour force within a specified period, whereas according to (Yulistono. et al., 2021). The labour load is the calculation of the total time used to complete a job based on a defined time (Mulyani, 2021) (Muliani, 2021). Almost the same as the previous opinion (Afandi, 2018).

Work Loyalty (X3)

The wage regression coefficient is 0.470 and positive means that if the non-physical work environment variable (X3) has a significant increase of 1 unit, and other variables (wage and workload) have a fixed value or no change, then the variable of the nonphysic work environment (X3 will increase the value of the labour loyalty variable by 0.470.

E. Simultaneous Proofing of Hypotheses (Uji F)

Based on Table 2 of the results of test F above, it is possible to know the value of significance for the influence of the wage variable (X1), labor load (X2), and non-physical working environment (X3) on labor loyalty (Y) of $0,000 < 0,05$ and F counting $22,428 >$ value F table $2,72$. Then, based on such results, independent variables (wage, load of work, non-physical work environment) influence simultaneously (Simultaneous) on the dependent variable(Loyalty of labor). So it can be said that the fourth hypothesis, H4: Wage variables, labor load, and non-physical work environment influence the loyalty of labor concurrently “accepted.”

F. Partial Proof of Hypothesis (Uji t)

a) Pembuktian Hipotesis Variabel Upah (X1)

The wage variable has a significance value of 0.005, which is smaller than the significance level of 0.05, whereas the t count obtained a value of $2,871 >$ t table of 1.664. On the basis of these results, it can be stated that the wage variable has a significant influence on the labor loyalty variable.

b) Pembuktian Hipotesis Variabel Beban Kerja (X2)

The workload variable has a significance value of 0,000. The value is smaller than the significance level of 0.05, whereas, for t count, we get a value of $4,612 >$ t table of 1,664. Thus, the second hypothesis, H2: The workload variable has a partial influence on the “accepted” workforce loyalty variable.

c) Pembuktian Hipotesis Variabel Non-Physical Working Environment (X3) The non-physical work environment variable has a significance value of 0,000, and the value is smaller than the significance level of 0.05. In contrast, for t counting, a value of $5,520 >$ t is obtained from a table of 1,664. Based on these results, the non-physical working environment variable has a significant influence on the labor loyalty variable. So, it can

be said that the third hypothesis, H3: Non-physical working environment variables partially influence the "accepted" labor loyalty variable.

d) Pembuktian Hipotesis Secara Dominan

Based on Table 2 of the above dominant test results, the wage variable (X1) value of standardized coefficients beta of 0.250, the workload of 0.385 and the non-physical work environment of 0.463. The highest value of the standardized coefficients beta is the non-physical work environment variable of 0,463.

DISCUSSION

Based on the results of multiple linear regression testing, it shows that the variables wages, workload and non-physical work environment individually (partially) have a positive and significant effect on employee loyalty. The results show that the hypothesis is "accepted", the independent variables (wages, workload, work environment non-physical) have a simultaneous effect on the dependent variable (worker loyalty). The results show that the hypothesis is "accepted" and the wage variable has a dominant effect on worker loyalty. The results show that the hypothesis is "rejected".

A. Wages

The results of the analysis of statistical tests on the first hypothesis (H1) have proven that the wage variable has a positive and significant effect on employee loyalty, with a significance value of $0.005 < 0.05$ while the value of $t_{count} (2.871) > t_{table} (1.664)$ which means the hypothesis "accepted" and the regression coefficient is positive at 0.216. So the wage variable has a partial influence on employee loyalty.

The Tarutama Nusantara Agribusiness Cooperative, Sub Pancakarya C Division, must be committed to increasing workforce loyalty by strengthening the wage system in accordance with the field of work, fair and adequate wages. A comprehensive evaluation of wage system policies is carried out to ensure that each worker is rewarded according to their field of work, responsibility, contribution and length of work. Companies should also link wages to workforce loyalty through performance-based incentive programs, rewarding those who achieve work targets. Transparency and clear communication regarding wage policies and work assessment are implemented so that each worker understands their contribution to the wages they receive. By providing good wages and providing regular feedback, the Tarutama Nusantara Agrobusiness Cooperative Division Sub Pancakarya C will create an environment that will encourage a good quality workforce and have a positive impact on long-term success for the company.

The results of this research are in line with previous research conducted by (Aziz Rivai, et.al 2022) showing that wage results have a positive and significant influence on work loyalty. In the research conducted, there is statistical evidence that shows that wages have a significant influence on increasing work loyalty. When wages are paid on time and well, workers feel respected, not only as workers. However, as a co-worker, the best reward for workers is being appreciated, so that workers do not feel that their loyalty to their work is not in vain. Then. These results are strengthened by previous research conducted by (Efendi et al., 2020) stating that wages have a positive and significant effect on performance, this means that the results show that wages have a unidirectional relationship with employee performance.

B. Workload

The results of the analysis of statistical tests on the second hypothesis (H2) have proven that the workload variable has a positive and significant effect on employee loyalty, with the resulting significance value of $0.000 < 0.05$ while the value of $t_{count} (4.612) > t_{table} (1.664)$ which means the hypothesis is "accepted" and the regression coefficient is positive at 0.481. So the workload variable has a partial influence on employee loyalty. The results of this research

show that workload has a positive and significant effect on employee loyalty. It is possible that this occurs because the Tarutama Nusantara Agrobusiness Cooperative, Sub Pancakarya C Division workforce has workers who have worked for > 10 years. Workers with long service periods tend to have high abilities compared to workers with fewer years of service (Lestari, 2007). Therefore, an increased workload that is easy to do well can influence increased employee loyalty.

The Tarutama Nusantara Agribusiness Cooperative, Sub Pancakarya C Division, needs to pay optimal attention to the workload given to the workforce, including understanding work conditions, use of time and the targets that must be achieved which influence workforce loyalty. The results of this research are in line with previous research conducted by (Yuananda & Indriati, 2022) showing the results that workload has a positive and significant influence on work loyalty. This is strengthened by previous research conducted by (Suryani Ratna and Rudi, 2020) showing the results that workload has a significant positive effect on employee loyalty.

C. Non-Physical Work Environment

The results of the analysis of the t test on the third hypothesis (H3) have proven that non-physical work environment variables have a positive and significant effect on employee loyalty, with a significance value of $0.000 < 0.05$ while the value of tcount (5.250) > ttable (1.664) which means the hypothesis is "accepted" and the regression coefficient is positive at 0.470. So non-physical work environment variables have a partial influence on employee loyalty. The results of these findings indicate that the non-physical work environment has a direct influence on employee loyalty and has a positive or unidirectional relationship with employee loyalty, which means that these results show that the work environment has a positive effect on employee loyalty, meaning that a comfortable work environment will make workers become enthusiastic in doing their daily work. Comfort in daily work, good relationships between co-workers and superiors, good communication and a feeling of security both inside and outside the work location will make workers reluctant to change jobs and choose a sense of loyalty to work at the Tarutama Nusantara Agrobusiness Cooperative, Division Sub Pancakarya C. On the other hand, if the workforce feels that the work environment is not good, this will reduce employee loyalty.

The results of this research are in line with previous research conducted by (Mauludi & Kustini, 2022) showing the results that the non-physical work environment has a positive and significant relationship to employee loyalty, good communication relationships and an embedded sense of family greatly influence employee loyalty. And also reinforced by other research conducted by (Manafe et al., 2022) the non-physical work environment has a significant influence on employee loyalty. Good communication between employees and employees or with superiors and adequate working hours and work rest periods means employees will feel safe and peaceful at work, so employees will naturally be loyal to the company where they work.

CONCLUSION

In the description that has been put forward in the research results and discussion, it is possible to draw conclusions from this research which have been used as hypotheses in the problem formulation, including:

1. Wages. The results of this research show that wages have a positive and significant influence on employee loyalty at the Tarutama Nusantara Agrobusiness Cooperative,

Pancakarya C Division. It can be seen from the results of the t test, thus the hypothesis stated that wages have a positive and significant influence on employee loyalty has been proven. The results of these findings mean that the higher the wages given are good and correct, the greater the sense of loyalty of the workforce will be. If the wages given are not good and correct, the loyalty of the workforce will decrease.

2. The results of this study show that workload has a positive and significant influence on employee loyalty at the Tarutama Nusantara Agrobusiness Cooperative, Pancakarya C Division. It can be seen from the results of the t test, thus the hypothesis stated is that workload has a positive and significant influence on employee loyalty. work has been proven. The results of these findings mean that the more the workload given increases, the more the sense of loyalty of the workforce will decrease. If the workload given is in accordance with the tasks, principal, function and workload capacity is always taken into account then the loyalty of the workforce will increase.
3. The results of this research show that the non-physical work environment has a positive and significant influence on employee loyalty at the Tarutama Nusantara Agrobusiness Cooperative Devisi Pancakarya C. It can be seen from the results of the t test, thus the hypothesis stated is that the non-physical work environment has a positive effect and significant impact on workforce loyalty has been proven. The results of these findings mean that as good relationships with fellow co-workers improve and feelings of safety are guaranteed both inside and outside the work location, employee loyalty will automatically increase within the workforce, so on the contrary, if non-physical work environment relationships are not paid attention to, this will result in The workforce will become increasingly stressed and uncomfortable with the work environment, so employee loyalty will decrease.
4. The results of this research show that wages, workload and non-physical work environment simultaneously affect employee loyalty at the Tarutama Nusantara Agrobusiness Cooperative, Pancakarya C Division. It can be seen from the results of the F test, thus the hypothesis stated is that wages, expenses It has been proven that work and the non-physical work environment simultaneously (simultaneously) have an influence on employee loyalty.
5. The results of this research show that the non-physical work environment has the most dominant influence on employee loyalty at the Tarutama Nusantara Agrobusiness Cooperative Devisi Pancakarya C. It can be seen from the results of the dominant test, thus the hypothesis stated is that wages have the strongest (dominant) influence on employee loyalty is not proven (rejected).

SUGGESTION

It is hoped that the Tarutama Nusantara Jember Agrobusiness Cooperative Company, in particular, will pay more attention to freelance workers who work in the land and warehouse areas. It would be better to pay more attention to the wage system in accordance with the level of responsibility, providing targets that must be achieved according to ability so that workers do not feel burdened due to excessive work, further improving communication relations both between co-workers and with superiors and also the need to carry out training and development of the workforce so that work loyalty will increase.

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