

DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2017). Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Mediasi Pada Karyawan Pt . Borwita Citra Prima Surabaya. *Agora*, 5(1), 2–8.
- Abolnasser, M. S. A., Abdou, A. H., Hassan, T. H., & Salem, A. E. (2023). Transformational Leadership, Employee Engagement, Job Satisfaction, and Psychological Well-Being among Hotel Employees after the Height of the COVID-19 Pandemic: A Serial Mediation Model. *International Journal of Environmental Research and Public Health*, 20(4), 1-27
<https://doi.org/10.3390/ijerph20043609>
- Adrianto, T., Ilmi, Z., & Heksarini, A. (2020). the Influence of Workload and Motivation on Employee Satisfaction and Performance of Pt Gema Soerya Samodra. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(03), 71–78. <https://doi.org/10.29040/ijebar.v4i03.1290>
- Ahmad Prayudi, & Imas Komariyah. (2023). the Impact of Work Motivation, Work Environment, and Career Development on Employee Job Satisfaction. *Jurnal Visi Manajemen*, 9(1), 100–112. <https://doi.org/10.56910/jvm.v9i1.268>
- Albert, A., Mega Sanjaya, Kuandi Chandra, Bestadrian Prawiro Theng, & Benny Lim. (2022). the Influence of Job Stress To Job Satisfaction Among Employees in Iec Malaka Medan. *Jurnal Cakrawala Ilmiah*, 2(4), 1589–1608.
<https://doi.org/10.53625/jcijurnalcakrawalailmiah.v2i4.4306>
- Alshaabani, A., Naz, F., Magda, R., & Rudnák, I. (2021). Impact of perceived organizational support on ocb in the time of covid-19 pandemic in hungary: Employee engagement and affective commitment as mediators. *Sustainability (Switzerland)*, 13(14), 1-21. <https://doi.org/10.3390/su13147800>
- Anggara, F. S. A., & Aulia, A. (2021). How spiritual leadership and organizational culture influence employee performance? *Jurnal Manajemen Maranatha*, 20(2), 175–184. <https://doi.org/10.28932/jmm.v20i2.2939>
- Annurussadiq, Rosita, S., & Aurora Lubis, T. (2022). Pengaruh reward dan recognition untuk meningkatkan in role dan extra role behavior karyawan yang dimediasi oleh employee engagement di Petrochina International Jabung Ltd. *Jurnal Paradigma Ekonomika*, 17(2), 403–414.

<https://doi.org/10.22437/jpe.v17i2.18926>

- APJII. (2024). *Asosiasi Penyelenggara Jasa Internet Indonesia*. APJII.or.Id.
<https://apjii.or.id/berita/d/apjii-jumlah-pengguna-internet-indonesia-tembus-221-juta-orang>
- Arbyan, A. C., & Riyanto, S. (2023). The Influence of The Work Environment on Employee Performance. *Jurnal Studi Manajemen Organisasi*, 19(2), 57–63.
<https://doi.org/10.14710/jsmo.v19i2.30560>
- Arsyana, A. C. W., & Hwihanus, H. (2023). The Influence of Variables That Can Affect Firm Value in the Banking Industry on the Indonesia Stock Exchange. *Jurnal Keuangan Dan Perbankan*, 27(2), 272–287.
<https://doi.org/10.26905/jkdp.v27i2.11010>
- Astuty, I., & Udin, U. (2020). The Effect of Perceived Organizational Support and Transformational Leadership on Affective Commitment and Employee Performance. *Journal of Asian Finance, Economics and Business*, 7(10), 401–411. <https://doi.org/10.13106/jafeb.2020.vol7.no10.401>
- Bass, B. M., Avolio, B. J., Jung, D. I., & Berson, Y. (2003). Predicting unit performance by assessing transformational and transactional leadership. *Journal of Applied Psychology*, 88(2), 207–218. <https://doi.org/10.1037/0021-9010.88.2.207>
- Bataineh, K. adnan. (2019). Impact of Work-Life Balance, Happiness at Work, on Employee Performance. *International Business Research*, 12(2), 99.
<https://doi.org/10.5539/ibr.v12n2p99>
- Begum, S., Xia, E., Mehmood, K., Iftikhar, Y., & Li, Y. (2020). The impact of ceos' transformational leadership on sustainable organizational innovation in smes: A three-wave mediating role of organizational learning and psychological empowerment. *Sustainability (Switzerland)*, 12(20), 1–16.
<https://doi.org/10.3390/su12208620>
- Bizla, P., & Poddar, A. (2023). Impact of Reward and Recognition System on Employee Performance Level of Small Enterprises in Haryana. *International Journal For Multidisciplinary Research*, 5(6), 1648–1656.
<https://doi.org/10.36948/ijfmr.2023.v05i06.8965>
- Chen, T., Hao, S., Ding, K., Feng, X., Li, G., & Liang, X. (2020). The impact of

- organizational support on employee performance. *Employee Relations*, 42(1), 166–179. <https://doi.org/10.1108/ER-01-2019-0079>
- Dulloh, M., Limgiani, L., & Suwardi, L. A. (2024). Analyze the work environment to improve employee performance. *Revenue Journal: Management and Entrepreneurship*, 1(2), 127–134. <https://doi.org/10.61650/rjme.v2i1.3>
- Duryadi. (2021). *Metode Penelitian Ilmiah*. Prima Agus Teknik.
- Escortell, R., Baquero, A., & Delgado, B. (2020). The impact of transformational leadership on the job satisfaction of internal employees and outsourced workers. *Cogent Business and Management*, 7(1). <https://doi.org/10.1080/23311975.2020.1837460>
- Forson, J. A., Ofosu-Dwamena, E., Opoku, R. A., & Adjavon, S. E. (2021). Employee motivation and job performance: a study of basic school teachers in Ghana. *Future Business Journal*, 7(1), 1–12. <https://doi.org/10.1186/s43093-021-00077-6>
- Frastika, A., & Franksiska, R. (2021). The Impact of Motivation and Environment on Employee Performance with Organizational Commitment as Intervening Variable. *International Journal of Social Science and Business*, 5(4), 551. <https://doi.org/10.23887/ijssb.v5i4.39908>
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Hair, J. F., M. Hult, G. T., M. Ringle, C., Sarstedt, & Marko. (2022). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) [3 ed]. In *Sage Publications* (Vol. 3, Issue 1). <https://medium.com/@arifwicaksana/pengertian-use-case-a7e576e1b6bf>
- Hasibuan, S. J., Mariatin, E., & Ananda, F. (2019). The influence of Pay Satisfaction and Organizational Commitment on Turnover Intention on Employees of PT. Bank Muamalat Indonesia, Tbk Medan. *International Research Journal of Advanced Engineering and Science*, 4(3), 96–98.
- Hukubun, D. M., Areros, W. A., & Tatimu, V. (2020). Pengaruh Penghargaan (Reward) Terhadap Kinerja Karyawan Best Western Lagoon Manado. *Productivity*, 1(1), 84–88.
- Iis, E. Y., Wahyuddin, W., Thoyib, A., Nur Ilham, R., & Sinta, I. (2022). The Effect

Of Career Development And Work Environment On Employee Performance With Work Motivation As Intervening Variable At The Office Of Agriculture And Livestock In Aceh. *International Journal of Economic, Business, Accounting, Agriculture Management and Sharia Administration (IJEVAS)*, 2(2), 227–236.

Ishfaq, M., Al-Hajieh, H., & Alharthi, M. (2022). Quality of Work Life (QWL) and Its Impact on the Performance of the Banking Industry in Saudi Arabia. *International Journal of Financial Studies*, 10(3). <https://doi.org/10.3390/ijfs10030061>

Ituma, O. A., Agu, S. U., Ozo, F. K., Chinweike, O. A., & Onwe, J. C. (2024). The Impact of Career Development on Employee Performance in the Civil Service Sector: A Nigerian Context. *Journal of Chinese Human Resource Management*, 15(1), 42–63. <https://doi.org/10.47297/wspchrmWSP2040-800504.20241501>

Jiatong, W., Wang, Z., Alam, M., Murad, M., Gul, F., & Gill, S. A. (2022). The Impact of Transformational Leadership on Affective Organizational Commitment and Job Performance: The Mediating Role of Employee Engagement. *Frontiers in Psychology*, 13(April), 1–12. <https://doi.org/10.3389/fpsyg.2022.831060>

Juliana, Pramono, R., Hubner, I. B., Sitorus, N. B., Pramezvary, A., ... Purwanto, A. (2022). ANTECEDENTS INNOVATION CAPABILITY AND CONSEQUENCES IT PERFORMANCE IN THE KERANGGAN VILLAGE TOURISM Juliana^{1*},. *International Journal of Economics, Business and Accounting Research*, 2022(8.5.2017), 2003–2005.

Kadir. (2019). *Statistika Terapan Kosep, Contoh dan Analisis Data dengan Program SPSS/Lisrel dalam Penelitian*.

Kartiko, A., & Sirojuddin, A. (2020). Effect of Work Environment and Motivation on Employee Performance At Pt. Karya Mandiri Gresik. *Indonesian Interdisciplinary Journal of Sharia Economics (IIJSE)*, 3(1), 85–95. <https://doi.org/10.31538/iijse.v3i1.751>

Kerketta, V., & Chauhan, S. (2023). Impact of Reward and Recognition on Job Satisfaction and Motivation: An Empirical study from Pakistan. *Iconic*

- Research and Engineering Journals*, 6(12), 1245–1253.
<https://doi.org/10.5539/ijbm.v5n2p159>
- Khan, H., Rehmat, M., Butt, T. H., Farooqi, S., & Asim, J. (2020). Impact of transformational leadership on work performance, burnout and social loafing: a mediation model. *Future Business Journal*, 6(1), 1–13.
<https://doi.org/10.1186/s43093-020-00043-8>
- Kirana, N. W. I., Sunani, A., Widodo, U. P. W., Lukitasari, I. C., & Permatasari, L. P. (2023). Turnover Intention Pada Pegawai Bank: Peran Kepuasan Kerja Sebagai Variabel Mediasi Turnover Intention in Bank Employees: the Mediating Role of Job Satisfaction. *Dimensi*, 12(3), 839–850.
<https://www.jurnal.unrika.ac.id/index.php/jurnaldms>
- Kure, E. (2019). *Shopee Leads as Southeast Asia's Most-Visited E-Commerce Platform*. <Https://Jakartaglobe.Id/>. <https://jakartaglobe.id/context/shopee-leads-as-southeast-asias-mostvisited-ecommerce-platform>
- Kurniawan, R., & Anindita, R. (2021). Impact of Perceived Supervisor Support and Rewards and Recognition Toward Performance Through Work Satisfaction and Employee Engagement in Employee Marketing Banks. *Business and Entrepreneurial Review*, 21(1), 171–192.
<https://doi.org/10.25105/ber.v21i1.9280>
- Lai, F. Y., Tang, H. C., Lu, S. C., Lee, Y. C., & Lin, C. C. (2020). Transformational Leadership and Job Performance: The Mediating Role of Work Engagement. *SAGE Open*, 10(1). <https://doi.org/10.1177/2158244019899085>
- Lestari, S., & Saroyo. (2022). Pengaruh Reward Terhadap Kepuasan Kerja Karyawan Pada Cv. Agung Putra Jaya Mandiri Kabupaten Tabalong. *Jurnal STIA Tabalong*, 5(2), 1065–1077.
[http://jurnal.stiatablong.ac.id/index.php/JAPB](http://jurnal.stiatabalong.ac.id/index.php/JAPB)
- Luu, D. T., & Phan, H. Van. (2020). The Effects of Transformational Leadership and Job Satisfaction on Commitment to Organisational Change: A Three-Component Model Extension Approach. *The South East Asian Journal of Management*, 14(1). <https://doi.org/10.21002/seam.v14i1.11585>
- Mwova, A., & Langat, N. (2021). Effect of Career Guidance on Employee Performance in Kenyan Private Universities: A Case of Religious Based

- Private Universities. *International Journal of Scientific Research and Management*, 9(12), 2028–2039. <https://doi.org/10.18535/ijsrn/v9i12.e102>
- Ma, B., Zhou, Y., Lassleben, H., Ma, G., & Yang, R. (2023). Examining the mediating effects of motivation between job insecurity and innovative behavior using a variable-centered and a person-centered approach. *Frontiers in Psychology*, 14(November), 1–13. <https://doi.org/10.3389/fpsyg.2023.1284042>
- Magasi, C. (2021). The Role of Transformational Leadership on Employee Performance: A Perspective of Employee Empowerment. *European Journal of Business and Management Research*, 6(6), 21–28. <https://doi.org/10.24018/ejbm.2021.6.6.1137>
- Majid, A., Fajri, M. B., Assadam, E., & Febrianti, D. (2021). The Moderating Effect of Job Satisfaction to Work Motivation and Employees' Performance. *International Journal of Science, Technology & Management*, 2(3), 550–560. <https://doi.org/10.46729/ijstm.v2i3.203>
- Malka, A. E. I., Mus, A. R., & Lamo, M. (2020). Pengaruh Disiplin Kerja, Motivasi Kerja, dan Kemampuan Kerja Terhadap Kinerja Pegawai. *CESJ: Center Of Economic Students Journal*, 3(1), 73–89.
- Manzoor, F., Wei, L., Nurunnabi, M., Subhan, Q. A., Shah, S. I. A., & Fallatah, S. (2019). The impact of transformational leadership on job performance and CSR as mediator in SMEs. *Sustainability (Switzerland)*, 11(2), 1–14. <https://doi.org/10.3390/su11020436>
- Mazzetti, G., & Schaufeli, W. B. (2022). The impact of engaging leadership on employee engagement and team effectiveness: A longitudinal, multi-level study on the mediating role of personal- and team resources. *PLoS ONE*, 17(6 June), 1–25. <https://doi.org/10.1371/journal.pone.0269433>
- Mbazor, D. N. (2020). Influence of Office Facilities and Work Place Environment on Staffs' Productivity in the University System. *Proceedings on Engineering Sciences*, 2(4), 409–418. <https://doi.org/10.24874/PES02.04.008>
- Meku Lelo, J. (2024). The Effect of Work Environment on Employees' Job Satisfaction: Empirical Evidence from the Banking Industry. *Jurnal Manajemen Teori Dan Terapan| Journal of Theory and Applied Management*,

- 17(1), 149–162. <https://doi.org/10.20473/jmtt.v17i1.54567>
- Mounika Student, A., & Ranga Lakshmi, S. (2021). Impact Of Reward And Recognition On Employees Performance. *International Journal of Creative Research Thoughts*, 9(5), 2320–2882. www.ijcrt.org
- Mutiarani Ananda Putri, & Suhana. (2022). Pengaruh Transformational Leadership terhadap Komitmen Organisasi pada Guru di SMA Negeri X. *Jurnal Riset Psikologi*, 7–12. <https://doi.org/10.29313/jrp.v2i1.667>
- Neffe, C., Wilderom, C. P. M., & Lattuch, F. (2020). Family-Firm Transformational Leadership, Familiness, and Performance. *Academy of Management Proceedings*, 2020(1), 13125. <https://doi.org/10.5465/ambpp.2020.13125abstract>
- Nugroho, A. P., & Tanuwijaya, J. (2022). The influence between salary satisfaction, job satisfaction , affective commitment , performance, and desire to change. *Budapest International Research and Critics Institute (BIRCI-Journal) : Humanities and Social Sciences*, 5(2), 14951–14964.
- Qalati, S. A., Zafar, Z., Fan, M., Sánchez Limón, M. L., & Khaskheli, M. B. (2022). Employee performance under transformational leadership and organizational citizenship behavior: A mediated model. *Heliyon*, 8(11). <https://doi.org/10.1016/j.heliyon.2022.e11374>
- Qomariah, N., Friyanti, D., Budisatoto, E., Masram, & Mu'ah. (2020). The impact of leadership style, work environment and job satisfaction on employee performance. *International Journal of Engineering Research and Technology*, 13(8), 2030–2038. <https://doi.org/10.37624/ijert/13.8.2020.2030-2038>
- Rachman, M. M. (2021). The Impact of Work Stress and the Work Environment in the Organization: How Job Satisfaction Affects Employee Performance? *Journal of Human Resource and Sustainability Studies*, 09(02), 339–354. <https://doi.org/10.4236/jhrss.2021.92021>
- Ramalan, S. (2025). *Tiktok PHK Karyawan Tokopedia TikTok Shop, Apa Duduk Perkaranya?* [Https://Money.Kompas.Com/](https://Money.Kompas.Com/). <https://money.kompas.com/read/2025/06/05/104700726/tiktok-phk-karyawan-tokopedia-tiktok-shop-apa-duduk-perkaranya->
- Rudi, R., Qamari, I. N., & Udin, U. (2024). What factors influence employee

- loyalty? A meta-analysis using VOSviewer. *Multidisciplinary Reviews*, 7(10), 1–15. <https://doi.org/10.31893/multirev.2024193>
- Safira, B., & Kurbani, A. (2024). *Pengaruh Penghargaan Terhadap Kinerja Karyawan Melalui Loyalitas Pada Pt. Bangun Cipta Anugrah Abadi Palembang*. 17(2), 4–7.
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian Bisnis* (6th ed.). Salemba Empat.
- Shammout, M. (2021). The Impact of Work Enviroment on Employees Performance. *International Research Journal of Modernization in Engineering Technology and Science*, 03(11), 85.
- Shumbambiri, G. (2023). The Influence of Transformational Leadership on Indigenous Family Businesses: A Case Study of Zimbabwe Indigenous Family Businesses. *International Journal Of Research And Innovation In Social Science*, VII(2454), 1175–1189. <https://doi.org/10.47772/IJRIS>
- Sihite, O. B., Andika, C. B., & Prasetya, A. B. (2020). A Literature Review: Does Transformational Leadership impact and Effective in the Public Bureaucratic. *International Journal of Social , Policy and Law*, 1(1), 44–50. <https://ijospl.org/index.php/ijospl/article/view/16>
- Sinaga, I. M. A., & Siregar, O. M. (2023). The Effect of Transformational Leadership on Employee Performance through Job Satisfaction as an Intervening Variable at PT. X. *Journal of Humanities and Social Studies*, 2(9), 2287–2300. <https://doi.org/10.55927/fjas.v2i9.6142>
- Stanescu, D. F., Zbuc̄ea, A., & Pinzaru, F. (2020). Transformational leadership and innovative work behaviour: the mediating role of psychological empowerment. *Kybernetes*. <https://doi.org/10.1108/K-07-2019-0491>
- Steven, S., & Yanuar, Y. (2024). Faktor-Faktor yang Mempengaruhi Kinerja Karyawan dengan Kepuasan Kerja sebagai Variabel Mediasi. *Jurnal Manajerial Dan Kewirausahaan*, 6(2), 478–493. <https://doi.org/10.24912/jmk.v6i2.29852>
- Sugiyono. (2019a). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Sugiyono. (2019b). *Statistika untuk Penelitian*. Alfabeta.
- Suryaputra, N. (2023). Impact Analysis of Work Environment Mediated by Job

- Satisfaction on Employee Performance (Case Study Asuransi Siap). *International Journal of Current Science Research and Review*, 06(04), 2612–2631. <https://doi.org/10.47191/ijcsrr/v6-i4-41>
- Syal, A., Rosnani, T., Daud, I., Kalis, M. C. I., & Hendri, M. I. (2024). The Influence of Reward, Work-Life Balance on Employee Retention: The Mediating Effect of Job Satisfaction Generation Z Employees in West Kalimantan. *Journal of Management Science (JMAS)*, 7(1), 270–279. <http://exsys.iocspublisher.org/index.php/JMAS/article/view/384>
- Taheri, R. H., Miah, S., & Kamaruzzaman. (2020). Impact of Working Environment on Job Satisfaction of Employees. *EPRA International Journal of Multidisciplinary Research (IJMR)*, 5(6), 403–406. <https://doi.org/10.36713/epra4849>
- Tangdialla, R., Pasoloran, O., Marewa, J. B., & Pelu, J. (2024). *Reward Satisfaction as a Driver of Employee Performance at Toraja Indonesian Christian University*. 12(2), 995–1001.
- Thebo, J. A., Shah, Q. A., Shah, J. A., Shah, I. A., Soomro, H. J., & Khaskheli, G. A. (2021). Impact of Transformational Leadership Style On Job Performance, Job Satisfaction and Organizational Learning. *Multicultural Education*, 7(5), 434–443. <https://doi.org/10.5281/zenodo.5110585>
- Tirta, A. H., & Enrika, A. (2020). Understanding the impact of reward and recognition, work life balance, on employee retention with job satisfaction as mediating variable on millennials in Indonesia. *Journal of Business & Retail Management Research*, 14(03), 88–99. <https://doi.org/10.24052/jbrmr/v14is03/art-09>
- Vohra, O., Özyeşil, M., & Aktürk, E. B. (2020). Impact of Working Environment on Job Satisfaction of Employees. *EPRA International Journal of Multidisciplinary Research (IJMR)*, 6(6), 403–406. <https://doi.org/10.36713/epra4849>
- Wareza, M. (2021). *Bandel! Telat Lapkeu September 2020*, 23 Emiten Didenda BEI. CNBC. <https://www.cnbcindonesia.com/market/20210113091734-17-215509/bandel-telat-lapkeu-september-2020-23-emiten-didenda-bei>
- Wau, J., & Purwanto, P. (2021). the Effect of Career Development, Work

- Motivation, and Job Satisfaction on Employee Performance. *Jurnal Aplikasi Bisnis Dan Manajemen*, 7(2), 262–271. <https://doi.org/10.17358/jabm.7.2.262>
- Zhenjing, G., Chupradit, S., Ku, K. Y., Nassani, A. A., & Haffar, M. (2022). Impact of Employees' Workplace Environment on Employees' Performance: A Multi-Mediation Model. *Frontiers in Public Health*, 10(July). <https://doi.org/10.3389/fpubh.2022.890400>

