

Analysis Factors Affecting the Work Discipline of Health Officers at Public Health Center Batang-Batang District, Sumenep

R. Anggi Dwi Putra JS¹,
Rahmania Ambarika²

¹ Public Health Center Batang-Batang Sumenep

² Institute of Health Sciences STRADA Indonesia

Email:
anggidwi@gmail.com

ABSTRACT

Discipline is basically something that absolutely must be carried out by every organization, because without the support of good employee discipline, it is difficult for companies to realize their goals. The purpose of this study is to analyze influence rewards, work coordination and punishment for health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing influence rewards, work coordination and punishment for health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency. The total population is 135 respondents and a sample of 101 respondents is taken by using simple random sampling technique. In the study, it was found that most of the respondents had good category awards as many as 53 respondents (52%). Almost half of the respondents have good coordination category as many as 55 respondents (54%). Most respondents have punishment in the good category as many as 52 respondents (51%). Most of the respondents have discipline in the good category as many as 55 respondents (54%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0.05$ then H1 is accepted so it can be concluded that there is simultaneously an effect of reward, coordination and *punishment* to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency with a magnitude of 83.8% influence. Work discipline at Public health center Batang-Batang District, Sumenep it's good, it's just that for employees whose work discipline is not good, so that they are more obedient to the hours of work and the rules that have been set by the hospital in order to create good work discipline.

Keywords: Discipline, Coordination, Reward & Punishment

Received : March 7nd 2022

Accepted : April 11rd 2022

Published : May 27th 2022

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INTRODUCTION

According to the Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, hospitals are health service institutions that provide complete individual health services that provide inpatient, outpatient, and emergency services. According to the Law of the Republic of Indonesia Number 44 of 2009 concerning hospitals, health has a major role in improving the standard of living of the community, in providing optimal health services in hospitals, quality resources are needed.

maximum output in the form of products or services to improve services. For these problems it must be realized that the success of the hospital is partly due to human resources,

Human resources are people who work and function as organizational or company assets that can be counted (quantitatively) and human resources are the potential that drives the organization (Gaol L, 2014).

Discipline is basically something that absolutely must be carried out by every organization, because without the support of good employee discipline, it is difficult for companies to realize their goals. Discipline is very useful for improving the skills and abilities of employees to support changes in employee attitudes based on motivation to excel in an organization. So discipline is the key to the success of a company in achieving its goals (Hasibuan, 2014).

To help employees achieve effective performance, organizations can pay attention to several things other than work discipline, namely rewards and punishments. Rewards are everything that employees receive from their work organizations, as rewards and remuneration for their work (Handoko, 2011).

According to Moorhead and Griffin (2013), rewards include many of the incentives provided by organizations to employees as part of a psychological contract as well as satisfying a number of needs that employees seek to fulfill through their choices of work-related behaviors.

Another factor that is also able to influence employee work discipline is punishment. Punishment is a sanction or punishment in a work organization which is a threat that aims to correct violations, maintain applicable regulations and provide lessons for customers (Mangkunegara, 2013).

This is supported by Mulyanti's research at the BKPPD of Kebumen Regency in 2018 on "Analysis of the Effect of the Work Environment, Leadership Style, Reward and Punishment on Employee Work Discipline". This study aims to analyze the effect of the work environment, leadership style, reward and punishment on work discipline at BKPPD Kebumen Regency. This study uses descriptive and statistical analysis methods. Statistical analysis includes validity test, reliability test, multicollinearity test, heteroscedasticity test, normality test, t test, F test, coefficient of determination, multiple regression analysis. Based on the results of the study indicate that there is a significant effect of work environment variables on work discipline. There is a significant influence of leadership style variables on work discipline. While the reward does not have a significant effect on work discipline. Punishment has no significant effect on work discipline. Taken together, there is a significant effect of work environment, leadership style, reward and punishment variables on work discipline at BKPD Kebumen Regency. The coefficient of determination (adjusted R square) obtained a value of 0.702 which means that the magnitude of the dependent variable is 70.2% and the remaining 29.8% is explained by other variables not in this study.

Based on Faizal Hidayat's research at Waroeng Special Sambal Yogyakarta in 2018 regarding the Effect of Reward and Punishment on Employee Performance with Work Discipline as an Intervening Variable ". The purpose of this study is to determine the effect of reward on work discipline, the effect of punishment on work discipline, and the effect of discipline on work discipline. work on employee performance, the effect of reward on employee performance, the effect of punishment on employee performance, the effect of reward on employee performance with work discipline, and the effect of punishment on employee performance with work discipline at Waroeng Special Sambal outlets in the city of Yogyakarta. The data collection method used is by using a questionnaire and analyzed by using regression analysis and path analysis. The results of this study indicate that reward has a positive and significant effect on work discipline and employee performance, then punishment also has a positive and significant effect on work discipline and employee performance. In addition, there is an indirect effect of reward on employee performance through work discipline, and an indirect effect of punishment on employee performance through work discipline.

According to Research by Egga Novrizalia Puteri at PT Taspen (Persero) Bandung Main Branch Office in 2018 about "The Effect of Reward and Punishment on Employee Work Discipline". The research method used in this research is associative research method. Sampling of 57 respondents. The results of the analysis using multiple linear regression show that the Reward and Punishment variables have a positive and significant effect on the Employee Discipline variable at PT. Taspen (Persero) Main Branch Office Bandung. The results of the analysis using the t test show that Reward and Punishment have a significant effect on the Discipline variable. Where Reward as X1 variable has a significant value on Work Discipline, this can be seen from a significant value of $0.001 < 0.05$ and a

tcount of 3, 450 is greater than ttable which is 1.673, and punishment as the X2 variable has a significant value on Work Discipline, it can be seen from the significant value of $0.000 < 0.05$ and the tcount value of 4.546 is greater than ttable which is 1.673. And the results of the F test show that Reward and Punishment have a positive and significant effect on Work Discipline. The results of the analysis of determination produce an R square of 0.796 or 79.6%. This shows that the percentage contribution of the Reward and Punishment and Work Discipline variables is 79.6%, and the remaining 20.4% is influenced by other factors not examined. And the results of the F test show that Reward and Punishment have a positive and significant effect on Work Discipline. The results of the analysis of determination produce an R square of 0.796 or 79.6%. This shows that the percentage contribution of the Reward and Punishment and Work Discipline variables is 79.6%, and the remaining 20.4% is influenced by other factors not examined. And the results of the F test show that Reward and Punishment have a positive and significant effect on Work Discipline. The results of the analysis of determination produce an R square of 0.796 or 79.6%. This shows that the percentage contribution of the Reward and Punishment and Work Discipline variables is 79.6%, and the remaining 20.4% is influenced by other factors not examined.

Based on the above conditions, the authors are interested in researching about analysis factors that affect the work discipline of health workers at the Public health center Batang-Batang District, Sumenep Regency

METHODS

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Soekidjo, 2012). This research will analyze influence rewards, work coordination and punishment for health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency. The total population is 135 respondents and a sample of 101 respondents is taken by using simple random sampling technique. Data analysis using Linear Regression test. This research has gone through the ethical test phase with the number SK: 2316/KEPK/III/2021.

RESULTS

Table 1 Results of linear regression analysis analysis of factors that affect the work discipline of health workers at the Batang-Batang District Health Center, Sumenep Regency which was carried out on 2-30 August 2021 with a total of 101 respondents

No	Variable	Sig	B	R^2	Sig
1	(Constant)	0.001	1,457		
2	award	0.000	1,625	0.838	0.000
3	Coordination	0.002	1,853		
4	Punishment	0.004	1,913		

1. Partial

a. The Effect of Reward on Discipline

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H1 is accepted so it is concluded that partially there is influence appreciation for health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency.

b. The Effect of Coordination on Discipline

Based on the results of Linear Regression analysis shows that the p-value is $0.002 < 0.05$, then H0 is rejected and H1 is accepted, so it can be concluded that partially there is influence work coordination health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency.

c. The Effect of Punishment on Discipline

Based on the results of Linear Regression analysis shows that the p-value is $0.004 < 0.05$, then H0 is rejected and H1 is accepted, so it can be concluded that partially there

is influence *punishment* to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency

2. Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0.05$ then H1 is accepted so it can be concluded that simultaneously there is reward influence, coordination and *punishment* to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency with a magnitude of 83.8% influence.

DISCUSSION

A. Award for Health Officer at Public health center Batang-Batang District, Sumenep Regency

The results showed that most of the respondents had good category awards as many as 53 respondents (52%). In addition, a number of 35 respondents (35%) had sufficient awards. While a number of 13 respondents (13%) had an award in the less category.

Awards are rewards, prizes, rewards or rewards. In the concept of management, reward is one of the associations of a person's actions and behavior with feelings of happiness, pleasure and usually will make them do a good deed repeatedly. In addition to motivation, rewards also aim to make someone become more active in their efforts to improve or improve the achievements they have achieved (Wibowo, 2014).

According to Handoko (in Romadhon, 2017), reward is a form of appreciation for efforts to get a professional workforce in accordance with the demands of the position, a balanced coaching is needed, namely an effort to plan, organize, use and maintain manpower in order to be able to carry out tasks effectively. and efficient. As a concrete step in the results of the coaching, there is a reward for employees who have shown good work performance.

According to researchers, in improving work discipline in an organization, awards play an important role. Reward or reward is a form of positive reinforcement. With the reward system, it will function as a motivator that can improve employee work discipline positively because with a reward system, performance and compliance with regulations will increase, so they will try to work better in order to get the rewards promised by the company. In Public health center Batang-Batang District, Sumenep The reward applied to employees is in the form of providing services or remuneration according to the workload and length of service of the employee. The reward has gone well. By providing services as a reward to employees Public health center Batang-Batang District, Sumenep It is hoped that the award will also affect employee discipline, because the award will give employees satisfaction and love for the organization or their work. If the employee's love for work is getting better, their discipline will be good too.

B. Work Coordination of Health Officers at Public health center Batang-Batang District, Sumenep Regency

The results showed that almost half of the respondents had good coordination in the category of 55 respondents (54%). In addition, a number of 32 respondents (32%) have sufficient coordination category. While a number of 14 respondents (14%) have poor coordination category.

Coordination is a process of mutual agreement that binds various activities or elements (which are seen in the process) of government that differs in the dimensions of time, place, components, functions and interests between the governed governments, so that on the one hand all activities on both sides are directed at government goals. determined jointly and on the other hand the success of one party is not undermined by the success of the other party.

Coordination is the unification and harmonization of all activities, according to Athoillah as quoted by Jayanti: The existence of good coordination can avoid the possibility of unfair competition or confusion in actions. With good coordination, all parts and personnel can work together towards a predetermined goal (Jayanti, 2013).

Coordination within an organization is fundamental to enabling successful management to be achieved. Why is that, because the coordination is concerned in harmony. Implementation and organic functions of the management, so that the goals that have been set are achieved satisfactorily. That means, that management goals can be achieved effectively and efficiently (Susila, 2013).

Coordination is needed, so that tasks can be carried out and resources used can be effectively and efficiently. Coordination in achieving this synergy there is also an element of communication in achieving it, this is explained by Handyaningrat quoted by Jayanti (2013), namely that working relationships or coordination are forms of administrative communication that help achieve coordination. Therefore, the final result of communication (work relations) is that the organization moves as a unified whole to carry out all organizational tasks, to achieve its goals (Jayanti, 2013).

According to the researcher, coordination is also called cooperation, but actually it is more than just cooperation, because coordination also contains synchronization. While cooperation is a collective activity of two or more people to achieve a common goal. Thus, cooperation can occur without coordination, while in coordination there must be a cooperative effort. To achieve collective goals, good coordination needs to be carried out, so that the cooperation carried out can produce a common goal and among those who cooperate can achieve the desired goals. Coordination can occur when there are two or more people or agencies working together, besides that coordination is created because the actors working together influence each other.

C. Punishment Health Officer at Public health center Batang-Batang District, Sumenep

The results showed that most of the respondents had punishment in the good category as many as 52 respondents (51%). In addition, 34 respondents (34%) had punishment in the sufficient category. While a number of 15 respondents (15%) had punishment in the less category.

Mas'ud (2011) defines punishment in psychological terms as a method used when an adverse situation or unpleasant experience is carried out by a person intentionally bringing down another person. It is generally agreed that punishment is discomfort (unpleasant atmosphere) and bad or bad treatment. According to Purwanto (2015) the purpose of punishment (punishment) is suffering that is given or inflicted intentionally by someone (parents, teachers, and the like) after an offense, crime, or mistake has occurred.

Mursal (2014) defines punishment as an act in which people consciously and intentionally inflict misery on others with the aim of improving or protecting themselves from physical and spiritual weaknesses so as to avoid all violations. According to Djiwandono (2013) the purpose of punishment is to prevent the emergence of bad behavior and remind students not to do what they should not.

According to Ahmadi and Uhbiyanti (2013) punishment is an act in which we consciously and intentionally inflict sorrow on others, both in terms of physical and spiritual terms. Punishment is a way to direct a behavior to conform to generally accepted behavior. In this case, punishment is given when an unexpected behavior is displayed by the person concerned or the person concerned does not respond or does not display an expected behavior.

According to the researcher, the existence of sanctions is urgent because the goal is to re-educate someone to be able to adapt to their environment. This will always be a problem in terms of enforcement and is the reason if someone still does not do a good job. Based on the results of the study, it was found that there were several respondents who said there was a mismatch of sanctions given. Where after being given sanctions, some respondents still did not work well because the sanctions given were only in the form of a warning.

D. Work Discipline of Health Officers at Public health center Batang-Batang District, Sumenep Regency

The results showed that most of the respondents had discipline in the good category as many as 55 respondents (54%). In addition, a number of 34 respondents (34%) have discipline in the sufficient category. While a number of 12 respondents (12%) have discipline in the less category.

Good discipline reflects a person's sense of responsibility for the tasks assigned to him. This encourages passion for performance, morale, and the realization of agency, employee, and community goals. Therefore, every manager always tries to make his subordinates have good discipline. A manager is said to be effective in his leadership, if his subordinates are well disciplined. To maintain and improve good discipline is a difficult thing, because many factors influence it.

According to Hasibuan (2016) discipline is the most important HRM operative function because the better the employee discipline, the higher the work performance that can be achieved.

Without good discipline, it is difficult for organizations and agencies to achieve optimal results. Discipline is a person's awareness and willingness to obey all agency regulations made by management which reminds members of the agency so that all employees can carry out both with their own awareness or by coercion.

According to Indah Puji Hartik (2014), work discipline is a tool used by managers to change a behavior as well as an effort to increase one's awareness and willingness to obey all agency regulations and applicable social norms.

According to researchers, work discipline is an attitude, behavior that is carried out voluntarily and with full awareness and circumstances to follow the rules that have been set by the company, both written and unwritten. Undisciplined behavior that arises is a reflection of employees' negative perceptions of the control exercised by superiors. On the other hand, discipline behavior that arises is a reflection of positive perceptions of superior control. According to researchers, the discipline that has been enforced is good because more than 50% of the respondents have high discipline. This means that most employees have complied with the rules set by the leadership.

E. The Effect of Appreciation on Work Discipline of Health Officers at Public health center Batang-Batang District, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H1 is accepted so it is concluded that partially there is influence appreciation for health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency.

Rewards means reward, prize, award or reward. In the management concept, reward is one of the associations of a person's actions and behavior with feelings of happiness, pleasure and usually will make them do a good deed repeatedly. In addition to motivation, rewards also aim to make someone become more active in their efforts to improve or improve the achievements they have achieved (Wibowo, 2014).

Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and efforts to increase one's awareness and willingness to obey all company regulations and applicable social norms (Hasibuan, 2014).

Rewards also affect work discipline, because rewards will give employees satisfaction and concern for their work. To realize good employee discipline, companies must provide rewards or awards that are relatively in accordance with the responsibilities given to employees. This means that the greater the reward received, the better the employee discipline.

It was found that there was a significant effect of reward on work discipline, because work discipline requires good rewards to support discipline employees in order to form good work discipline. In the formation of work discipline, there are several factors that influence it, one of which is reward and punishment that affect whether or not work discipline is good.

With the provision of services and remuneration, it is hoped that it will influence discipline, motivation and obedience to employee regulations in the workplace, to realize good discipline, the company must provide rewards that are in accordance with the responsibilities given to employees. Because the award will give satisfaction and love of employees to the organization or work. If the employee's love for work is getting better, their discipline will be good too.

F. The Effect of Work Coordination on Work Discipline of Health Officers at the Batang-Batang District Health Center, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.002 < 0.05$, then H0 is rejected and H1 is accepted, so it can be concluded that partially there is influence work coordination health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency.

In the public health center organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. However, there are many health workers who do not pay attention to this matter, such as the arrival and return of officers who are not on time and seem to be in a hurry to provide services, causing the service of officers to be less good (Andini, 2013).

The role of health workers in providing health services is very important, especially as health service implementers, so it is natural that the ability and performance of health

workers is one of the determinants of success in health services. Health workers should be able to have a rational attitude as well as have a high spirit of service, be creative, innovative, disciplined, knowledgeable and skilled and be able to uphold the ethics of the health workforce (Adhithia, 2013).

The quality of public health center services can be seen from the performance and ability of the public health center health workers. The ability of a health worker is a person's ability to do something with certain expertise in a health center or organization that is expected to be able to carry out his responsibilities in order to achieve a goal. The ability of health workers is one element in maturity related to abilities or skills that can be obtained from education, training and an experience, every health worker must have certain abilities and skills to help communities, groups and individuals (Thoha 2013).

Every health worker must understand the task assigned to him, It is the result of work both quality and quantity that can be achieved by a health worker in carrying out his duties in accordance with the responsibilities given to him. Where performance is influenced by abilities or skills and motivation (Ilham, 2015).

A clear division of roles requires good leadership support with clear communication and good cooperation between sectors to help achieve good coordination. Therefore, the leadership role is very necessary in communicating various things to parties inside and outside the institutional system, so as to create proper organization in health services. An organization is a cooperative system and proposes that the main role of the leader is to facilitate communication and encourage subordinates to try harder.

G. The Influence of Punishment on Work Discipline of Health Officers at Public health center Batang-Batang District, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.004 < 0.05$, then H_0 is rejected and H_1 is accepted, so it can be concluded that partially there is influence *punishment* to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency.

Punishment is a threat of punishment that aims to correct violators' employees, maintain applicable regulations and provide lessons to violators (Mangkunegara, 2013).

One of the important roles of punishment is to maintain employee discipline. Punishment is needed to improve discipline and educate employees to obey all company regulations. With justice and firmness, the target of giving punishment will be achieved. Regulations without being accompanied by strict punishment for violators are not an educational tool for employees (Hasibuan, 2014).

According to Putranta (in Desrianti, 2018) Punishment is one way to reduce unwanted behavior by giving unpleasant consequences for that behavior. To punish an employee, the manager may refuse an award of value to the individual, such as a verbal award or merit pay, or the manager may provide an unpleasant outcome, such as a verbal reprimand or a pay cut. As with positive reinforcement, punishment can be done poorly or it can be done well. Again, the manager's notes provide clues about handling punishment as a reinforcement strategy. Also remember that punishment must often be combined with positive reinforcement.

Punishment in Public health center Batang-Batang District, Sumenep it's good, but it still needs to continue to be improved so that employees are more disciplined again considering the discipline of employees at work Public health center Batang-Batang District, Sumenep there's still a lot missing. So that there continues to be an increase in punishment for employees which is expected to make employees more disciplined and pay more attention to existing regulations Public health center Batang-Batang District, Sumenep.

CONCLUSION

1. Most of the respondents have good category awards as many as 53 respondents (52%).
2. Almost half of the respondents have good coordination category as many as 55 respondents (54%).
3. Most respondents have punishment in the good category as many as 52 respondents (51%).
4. Most respondents have discipline in the good category as many as 55 respondents (54%).
5. There is the effect of appreciation on the work discipline of health workers at the Batang-Batang District Health Center, Sumenep Regency.

6. Ada the effect of work coordination on the work discipline of health workers at the Batang-Batang District Health Center, Sumenep Regency.
7. Ada the effect of punishment on the work discipline of health workers at the Batang-Batang District Health Center, Sumenep Regency

SUGGESTION

1. For Respondents

Work discipline at Public health center Batang-Batang District, Sumenep it's good, it's just that for employees whose work discipline is not good, so that they are more obedient to the hours of work and the rules that have been set by the hospital in order to create good work discipline.

2. For Educational Institutions

It is hoped that educational institutions can use the results of this study as input for learning in the influence of rewards, coordination and learning *punishment* to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency and can be redeveloped for further research to be more useful for readers and researchers.

3. For Further Researchers

It is hoped that further research needs to be deepened and added more specific research on the effect of working hours and work regulations to health worker work discipline at the Public health center Batang-Batang District, Sumenep Regency

ACKNOWLEDGMENT

I solemnly declare that to the best of my knowledge, in this thesis there is no scientific work that has been submitted by another person to obtain an academic degree at a university, and there is no work or opinion that has been written or ordered by anyone. others, except those quoted in this manuscript and mentioned in the citation sources and bibliography.

CONFLICT OF INTEREST

In this study, there is no interest whatsoever regarding myself or with other institutions other than the Indonesian Strada Institute of Health Sciences, Kediri City.

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