Archives of Business Research – Vol. 9, No. 9
Publication Date: September 25, 2021
DOI:10.14738/abr.99.10967.
Safrida, Fahmi, N. A., & Nasution, I. (2021). Performance of Educational Personnel Which Affected by the Work Environment, Individual Characteristics and Ability as Intervening (The Study on Educational Staff of Economic Faculty UISU Medan). Archives of Business Research, 9(9). 181-192.

Performance of Educational Personnel Which Affected by the Work Environment, Individual Characteristics and Ability as Intervening (The Study on Educational Staff of Economic Faculty UISU Medan)

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ABSTRACT

This research talks about Work Environment and Individual Characteristics towards their performance and ability as intervening variables at Educational Staff of Economic Faculty UISU Medan. Based on the results of data analysis by using Path Analysis, it is found out that; Work Environment has positive and significant effect towards the ability; Individuals' characteristics have positive and significant effect towards Performance; Individuals' characteristics have positive and significant effect towards performance; Individuals' characteristics have positive and significant effect towards Performance; and ability has positive and significant effect towards performance. From the results of this research, it is expected that the future researchers conduct research in order to know the factor which has effect towards performance beside work environment, Individuals' characteristic, and ability.

Keywords: Work Environment, Individuals' Characteristics, Ability and Performance

INTRODUCTION

It is undeniably that education is a very important investment in human resources. The nation's competitiveness is largely determined by the quality of its education. Education is an important element in fighting poverty, empowering women, and improving the quality of life and the competitive and comparative advantages of a nation. More specifically the competitiveness of a nation is determined by the quality of its higher education. Higher education has a burden in history in building its nation's civilization through reciprocal relations with government, the private sector and civil society. Without quality, reputable, and world-class universities, the nation's competitiveness will not increase significantly. Thus, universities as manufacturing knowledge must always examine their central position in the society. At present the competition for universities at the national level is increasingly stringent, which makes each university compete with each other such as the various universities in North Sumatra. For this reason, efforts need to be made to improve the performance of educational personnel by paying

attention to the work environment, individual characteristics, abilities and performance of the educational personnel.

Employee performance is essentially the outcome of a complicated process that is influenced by both the employee's self (internal factor) and the company's strategic initiatives. Internal elements such as motivation, objectives, and expectations, among others, have a role. External influences include, for example, the company's physical and non-physical surroundings (Luthans, 2006). Good performance is of course an expectation for all companies and institutions that employ employees because the performance of these employees is ultimately expected to improve the overall performance of the company. Therefore companies need to manage their employees well, one of them is by providing facilities and infrastructure where the company strives to realize a conducive work environment and work climate so that employees are encouraged to always innovate and be creative. In addition to the above matters, the company can also create a system that is fair, clear, humane, and flexible structure related to the division of tasks, authority and responsibility, paying attention to the ability of employees and their efforts in achieving their career goals. It is important for companies to make employees feel comfortable with the job and work environment so that they can achieve the best performance. In working, the work environment has a direct effect on work attitudes and determines employee work performance. A pleasant work environment makes employee attitudes positive and gives encouragement to employees to work more diligently and better. Conversely, if the environmental situation is unpleasant they tend to leave the environment.

Based on the theory of Colquitt, LePine, Wesson (2009), Murphy (2002), Campbell (1984), Gibson (2009), Jex Hikman (1992), Bernardin (1993), Lindsay and Petrick (1997), Schermerhorn, Hunt and Osborn (1999) there are four definitions of performance, namely: (1) performance is defined as behavior, (2) performance is defined as work results, (3) performance is defined as achievement, (4) performance is defined as competence.

Cascio (1991), states that ability and motivation are factors that interact with performance. Ability is determined by skill and knowledge, while skills are influenced by personality and knowledge formed by education, training experience, and interests which are all summarized in the theory of competence. While from the perspective of individual employees and organization, employee performance is influenced by achievement motives, competence and commitment.

LITERATURE REVIEW

Work environment

As'ad (1998) describes that the physical environment and work environment are: (a) workplace buildings; (b) machinery and equipment; (c) operating facilities and infrastructure. Various physical environment variables have an influence on the performance of employees in the work environment faced. While the opinion of As'ad (1998) regarding the non-physical environment is an atmosphere of the work environment created and the relationship between employees and the physical environment of the work they face. In this case the conditions created due to the relationship between employees and the physical environment such as machinery and equipment as well as with various other operational infrastructure and the relationships created between fellow employees and employees with superiors are non-

physical environment and work environment of employees. (Dafrudin et al 2019),(Ihya et al 2019), (Riyadi 2019) the work environment is not a significant influence on employee performance.

Performance based on empirical research is influenced by the work environment. So the hypothesis are proposed as follows:

H1: There is a significant effect between the work environment and ability

H2: There is an indirect effect of the work environment on performance through ability variables

Individual characteristics

Employees in an organization / company are individuals who are faced with work activities where this will indicate differences in individual characteristics of each employee. Characteristics of an individual as an employee can be seen from his ability to work, his motivation, his initiative, his creativity and other things that can affect his performance.

There are four individual characteristics as employees in relation to their work, namely: biographical, ability, personality and learning (Robbins, 2009).

Biographical characteristics are characteristics that can be seen and can be observed, such as: age, gender, marital status, number of family members (occupants of the house) and years of work (Robbins, 2009). It is likely that the relationship between age and performance is an increasingly important issue over the coming decade, namely the widespread belief that the quality of work will decline with increasing age (Robbins, 2009). This is because physical skills such as speed, flexibility, strength and coordination will decrease with increasing age. However a person's productivity depends not only on similar physical skills, but also on his years of work in a company. This means that the longer the employee works at the company, the more experience he has and the wiser he is in making decisions. In addition there is a belief that age is also considered to have a negative correlation with work absence. This means that the older an employee is, the lower the absentee rate of work, but this is related to work absences that can be avoided; while being absent for reasons that cannot be avoided (such as due to sickness in old age) is indeed true.

In terms of marital status, married employees are found to have fewer absenteeism rates, are less likely to change jobs and express job satisfaction. This can be explained because marriage requires greater family responsibility so that an increase in position (career) in work becomes very important. Based on research, employees who have many dependents or many children have a positive correlation with attendance, especially for female employees; where the relationship between the number of dependents and job satisfaction has a positive relation (Robbins, 2009).

The longer working period of employees makes him more senior in the job. However based on research, it turns out there is no reason to believe that employees who work longer in a company will definitely be more productive than those with lower seniority; but if it is associated with absenteeism, it turns out that seniority is negatively related to absenteeism (Robbins, 2009).

Work ability is the capacity of individuals to complete various tasks in a job. The overall ability of an employee includes intellectual abilities, emotional skills and physical abilities (Goleman, 2001). Every human being has different abilities; some have higher abilities and some are lower than others. Intellectual ability is needed to show mental activities. To find out a person's intellectual abilities, it can be done with an IQ test. In general, the higher the position hierarchy of someone in the organization / company, the more intelligent and verbal abilities to make the work succeed are needed; but high IQ (intelligence), is not a requirement for all types of work because many jobs can be completed even though IQ is not high.

Emotional skills / abilities are related to personal qualities such as initiative, empathy, adaptability and persuasive abilities. Various studies have shown that the most necessary elements for success in work - especially leadership - are emotional skills / intelligence that have the most role in achieving achievement, whereas IQ occupies the second position after emotional intelligence (Goleman, 2001). Physical abilities are needed to carry out tasks that require stamina, body coordination or balance, strength, speed and flexibility of the body.

Personality Characteristics

Personality is often defined as a combination of all the ways in which individuals react and interact with other people (Robbins, 2009). In organizational behavior it is often said that the personality of an adult is influenced by heredity and environment with variables in the form of situational conditions.

Hereditary factors occur from the time of conception in the womb; body shape, face, temperament, energy level and biological rhythms, where all of them are characteristics that are considered partially or entirely influenced by parents, both biologically, psychollogy, or physiologically. However personality is not entirely influenced by heredity; environmental factors can also influence a person's personality. Then situational conditions can influence the effects of hereditary factors and the environment on personality. A person's personality, although relative and consistent, can change in different situations.

Characteristics of Learning

Learning activities occur at all times and opportunities. Learning is any relatively permanent change in individual behavior that occurs as a result of life experiences. If the individual changes in behavior, it can be said that the learning process have happened to the individual. Some experience is needed for learning. This experience can be obtained directly through observation or practice; learning can be produced from a direct and indirect experience, such as being obtained from field practice and reading. Robbins (2009) states that tests are still needed to determine whether this experience results in relatively permanent behavioral changes. If the answer is "yes", it can be said that the learning process has taken place in the individual concerned. Learning that is carried out through job training will foster motivation for employees in carrying out their work, namely through changes in work behavior in accordance with those obtained from the training.

The strength of each organization lies in human resources, so that organizational achievement is inseparable from the achievements of each individual involved in it, and that final achievement is known as performance (Bernadine and Russell, 1993).

Colquitt, LePine, Wesson (2009) indicates that performance is the worth of a collection of employee actions that both favorably and adversely contribute to the achievement of corporate goals. There are three elements to performance: (1) task behavior, (2) moral behavior, and (3) challenging behavior. The conduct of workers who are actively involved in translating the organization's resources into the organization's qualities, services, or products is referred to as task behavior. Task behavior encompasses both regular and renewal chores. Performance based on empirical research is influenced by individual characteristics, Individual Characteristic is positively and significantly influencial to the performance, individual characteristics and employee performance include: (Kridharta & Rusdianti, 2017), (Harianto et al., 2016), (Djamaludin, 2012), (Setiono, 2016), (Astuti et al., 2011), (Dessy et al., 2018) (Ihya et al, 2019:) Based on the description above, the hypothesis can be proposed as follows:

H3: There is a significant influence between individual characteristics of work and work ability

H4: There are indirect effects of individual characteristics on performance through work ability variables

Ability

Ability plays an important role in individual behavior and performance (Coward and Sackett, 1990). Ability is a person's talent to perform physical or mental tasks while skills are talents possessed and can be learned by someone to carry out tasks (Ivancevich et al., 2007). A person's ability is generally stable for some time, but skills change along with training and experience so that someone has new skills.

According to Robbins and Judge (2008) ability is the capacity of individuals to perform various tasks in a job. Generally, individual capacity is influenced by the contribution of knowledge (knowledge), skills (skills), and attitudes (attitudes) that are embedded in the mind that comes from your self, parents, teachers, and the environment. Gibson (1971) defines abilities as the potential of people to carry out work and abilities are traits that are born and can be learned. Ability is defined as the capacity of individuals to carry out various tasks in a job. Ability is a current assessment of what a person can do (Ivancevich et al., 2007). HB based on the description above, the hypothesis proposed is as follows:

H5: There is a significant effect between ability and performance

Performance

Individual performance refers to employees' work in terms of both quality and quantity in accordance with defined work standards. Individual characteristics, labor effort, and organizational support will be required to reach this level of individual success. In other words, individual performance is the result of individual attributes that determine the capacity to do something and work efforts that shape the desire to achieve something and support the organization that provides an opportunity to do something. Gibson et al., (2009) presented a performance theory model and conducted an analysis of a number of variables that influence behavior and performance, namely individuals, behavior, psychology and organization. Individual variables consist of abilities and skills, background, and demographics. Ability and skills are the main factors that influence individual performance.

In this regard Robbins (2009) evaluates performance using the following indicators: (1) Quality, work quality is assessed by individual evaluations of the quality of work produced and the perfection of tasks based on workers' skills and abilities. (2) Quantity is the quantity produced and is represented in words such as the number of units produced or the number of cycles of activities performed. (3) Timeliness is the degree of activity performed at the specified time, as measured by coordination with output outcomes and maximization of time available for other tasks. (4) Effectiveness is the degree of use of organizational resources (energy, money, technology, raw materials) that is maximized in order to enhance the output of each unit in resource utilization. (5) Independence is the degree to which people have job obligations that include individual duties and responsibilities to the company.

Colquitt, LePine, Wesson (2009) indicates that performance is the worth of a collection of employee actions that both favorably and adversely contribute to the achievement of corporate goals. There are three elements to performance: (1) task behavior, (2) moral behavior, and (3) challenging behavior. The conduct of workers who are actively involved in translating the organization's resources into the organization's qualities, services, or products is referred to as task behavior. Task behavior encompasses both regular and renewal chores.

Research methods

This research was conducted at the Faculty of Economics, Islamic University of North Sumatra. This study uses quantitative analysis, using independent variables, namely the Work Environment and Individual Characteristics and the dependent variables are performance and intervening variable abilities.

The data used are primary data obtained through questionnaires addressed to respondents who in this case are educational staff. Overall, the questionnaire instrument test was tested for validity and reliability testing.

The population in this study was 39 educational personnel at the Faculty of Economics, UISU, Medan. Due to small number of the population, all of them were taken by using the Total Sampling method, where all populations are sampled (Sekaran, 2003).

Data Analysis and Discussion

This data analysis explains the work environment and individual characteristics of performance and ability variables as intervening with education staff at the Faculty of Economics, UISU, Medan. The analysis method used in this study is validity and reliability test, classic assumption test, multiple linear regression and partial testing and path analysis.

Validity and Reliability Test Results

The results of the validity test in this study all variables are declared valid and all statement items have a significance value above 0.05. Test Reliability is a test used to measure questionnaires which are indicators of variables or constructs (Sekaran, 2003). Measurements are made only once and then the results are compared with questions. One questionnaire is said to be reliable if it gives a Cronbach alpha value> 0.60 (Sekaran, 2003). The Cronbach alpha technique is done by calculating the variance of each item and the total variance of the

questions. The result, from the respondent's answers to all the questions asked was declared reliable (can be seen in Table 1).

Table 1. Reliability Test Results

Variables	Cronbach's Alpha	Description
Work Environment (X1)	**0,971**	**Reliable**
Individual's Characteristics (X2)	**0,966**	**Reliable**
Ability (X3)	**0,958**	**Reliable**
Performance (Y)	**0,964**	**Reliable**

Classic assumption test

Normality test

The results of the normality test with the One-Sample Kolmogorov-Smirnov Test method show results of 0.267 or can be said to be greater than 0.05. The result means that all variables in this study are normally distributed.

Heterocedasticity test

From the scatterplot graph presented, it can be seen that the points spread randomly and did not form a clear pattern, and spread both above and below zero on the Y axis. This means that heteroscedasticity does not occur in the regression model so that the regression model can be used to predict performance based on the input of the independent variable.

Multicollinearity Test

The multicollinearity test is designed to determine whether the regression model discovered a connection between independent variables. The term "multicollinearity" refers to the existence of a perfect or definite connection between many or all of the variables that explain the regression model (Situmorang, et al. 2008: 63). It can be seen that the VIF value is <5, which means that there is no multicolinerity and the tolerance is greater than 0.1 and it is suspected that there is no multicollinearity.

Hypothesis testing

Table 2: Hypothesis Testing Results

Hypothesis	B	Standard of Error	Beta	T	Sig.	Description
WE → ability	.328	.156	.422	2.100	.043	accepted
IC → ability	.180	.153	.437	2.179	.046	accepted
WE → performance	.462	.177	.383	2.607	.013	accepted
IC → performance	.560	.167	.474	3.355	.002	accepted
A → performance	.800	.110	.596	7.338	.000	accepted
R = 0,845 *Adjusted square* is 0,690						accepted

H1: The Effect of Work Environment on Ability

Work Environment Variables have a positive and significant effect on ability at the Faculty of Economics, UISU, Medan. This can be seen from the sig column (significant) Coefficients obtained a significant value of 0.043. Then the value sig 0.043 is smaller than the probability value which is 0.05 or the value of 0.05 > 0.043, then H0 is rejected and Ha is accepted. That is, the path analysis coefficient is significant, and the $t_{count\ (2,100)}$ value > $t_{table\ (2,023)}$

H2: The Effects between Individual Characteristics and Abilities

Individual Characteristics variables have a positive and significant effect on Ability at the Faculty of Economics, UISU, Medan. This can be seen from the sig column (significant) Coefficients which obtained sig value 0.002. The sig value of 0.046 is smaller than the probability value of 0.05 or the value of 0.05> 0.046, then Ha is accepted and H0 is rejected. That is, the path analysis coefficient is significant, and the $t_{count\ (2,179)}$ > $t_{table(2,023)}$

H3: Effect of Work Environment on Performance

Work Environment Variables have a positive and significant effect on Performance at the Faculty of Economics, UISU, Medan. This can be seen from the sig column (significant) of the Coefficients obtained, which is a significant value of 0.013. Then the value of sig 0.013 is smaller than the probability value of 0.05 or the value of 0.05> 0.013, then H0 is rejected and Ha is accepted. That is, the path analysis coefficient is significant, and the $t_{count\ (2,607)}$ > $t_{table\ (2,023)}$

H4: Effect of Individuals Characteristics on Performance

Individual Characteristics variables have a positive and significant effect on Employee Performance at the Faculty of Economics, UISU, Medan. This can be seen from the sig column (significant) Coefficients obtained a significant value of 0.002. Then the value of sig 0.002 i s smaller than the probability value of 0.05 or the value of 0.05> 0.002, then H0 is rejected and Ha is accepted. That is, the path analysis coefficient is significant, and the t_{count} (3.355)> t_{table} (2,023)

H5: Effect of Ability on Employee Performance

The ability variable has a positive and significant effect on Employee Performance at the Faculty of Economics, UISU, Medan. This can be seen from the sig column (significant) on Coefficients which is a significant value of 0,000. Then the value of sig 0,000 is smaller than the probability value of 0.05 or the value of 0.05> 0,000 which means that H0 is rejected and Ha is accepted. That is, the path analysis coefficient is significant, and the t_{count} (7.338)> t_{table} (2,023)

DISCUSSION

Based on data analysis, it has been explained that the work environment has a positive and significant effect on ability at the Faculty of Economics, UISU, Medan. This is in accordance with the opinion of experts that to improve the ability of employees, the work environment must be well prepared and satisfying. Capacity building must be directed to enhance the skills and abilities of employees in carrying out their duties. The benefits are not only for employees but also for the Faculty of Economics, UISU, Medan.

Data analysis proves that individual characteristics have a positive and significant effect on ability at the Faculty of Economics, UISU, Medan. This is in accordance with the opinion of some experts that the better the characteristics of the employee, the easier the employee will be in

performing the work. This means that the more positive biographical characteristics, ability characteristics, personality characteristics and learning characteristics possessed by employees, the more fluent the employee will be in doing his work according to his abilities.

The work environment has a positive and significant effect on the performance of educational personnel, meaning that the positive perceptions / responses of educational personnel to the work environment make the educational personnel works more seriously or optimally for the benefit of the organization. A work environment created by an organization that is positively responded to by educational personnel, make them feel close to the organization and feel that working in an organization is the best choice.

The results of the analysis of individual characteristics have a positive and significant effect on employee performance. This shows that the better the characteristics of the individual, the performance of the educational personnel increases.

The ability variable has a positive and significant effect on employee performance. The results of this analysis illustrate that the results of the study are also supported by the opinion of Coward and Sackett (1990) who state that abilities and skills play an important role in individual behavior and performance. General ability is the competency needed to support individual performance in a particular job that includes a number of very important behaviors. Competencies needed are in the form of ability, knowledge, understanding and values that must be possessed.

The ability of an employee is an embodiment of knowledge about tasks and knowledge. This is basically related to educational background. By knowing the level of knowledge and skills, it can be estimated whether the individual is capable or not in carrying out the work that is his responsibility. Individual performance is the work of employees both in terms of quality and quantity based on predetermined work standards. This individual performance will be achieved if supported by individual attributes, work effort and organizational support. In other words, individual performance is the result of individual attributes that determine the capacity to do something and work efforts that shape the desire to achieve something and support the organization that provides an opportunity to do something. Gibson et al., (1995) presented a performance theory model and conducted an analysis of a number of variables that influence behavior and performance, such as individual variables, behavior, psychology and organization. Individual variables consist of abilities and skills, background, and demographics. Ability and skills are the main factors that influence individual performance in carrying out the work that is their responsibility.

CONCLUSION

The conclusion of the results of this study is that the work environment, individual characteristics have a positive and significant influence on performance with intervening abilities. This shows that even though the educational personnnel has felt that the working environment is good, the improvement of the work environment, especially in creating a more conducive environment still needs to be done considering that UISU Medan University is prone to conflict.

Differences in individual characteristics in education personnel, especially learning characteristics, need to be improved, considering that at present there is a need for education personnel who are responsive to change. If the individual changes in behavior then the learning process has occurred in the individual. Some experience is needed for learning. This experience can be obtained directly through observation or practice; learning can be generated from a direct and indirect experience.

The ability of educational personnel is also important to note considering that at present almost all of the work already uses the program. In addition there are differences in the demands of work for employees when using intellectual abilities. The more complex a job is in terms of the demand for information processing, the more general and verbal intelligence capabilities needed to do the job to succeed.

The performance of educational personnel must be improved. This is necessary for the reason that there has not been a more stringent assessment system for the achievements obtained by the education staff. Work standards also need to be established to support the achievement of the vision of the mission of the Faculty of Economics of UISU Medan.

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