

The Effect of Individual Characteristics, Service Compensation and Work Ethics on Generation Y of Nursing Performance

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Abstract

This study aimed to examine the effect of individual characteristics, compensation for services and work ethic on the performance of the nurses at the General Hospital of the City of Mataram. This study uses a quantitative approach and included in the associative causal research. The study population was all nurses on duty at the Hospital as many as 318 people. Based on the calculation formula Slovin, then the size of the sample used in this study as many as 178 people. Therefore, in this study population is homogeneous, then the sample is determined by a simple random sampling technique. Data were collected using a questionnaire distributed to 178 respondents. Furthermore, the data were analyzed using multiple linear regression. The results showed that the characteristics of the individual, compensation services and work ethic partial and simultaneous significant positive effect on the performance of nurses. Compensation services are the dominant variable affecting the performance of the nurses at the Hospital. It is advisable for the management of the Hospital to give priority to members who excel by providing continuing education, training, and career development. It also can provide feedback on work performance, a variation of tasks, create a harmonious working environment among nurses, and their reward system implementation/award fair and decent.

Index terms— individual characteristics, compensation, work ethic, performance.

1 I.

Preliminary he nursing care is given in the form of nurses' performance and should be based on a high capacity so that the performance of support services in the task of nursing services. Performance is a person who carried out the work in accordance with the task in an organization (Nursalam, 2011). There are three (3) variables that affect work behavior and performance, variable individual characteristics, job characteristics, characteristics of the work environment (Gibson, 1987). the performance of nurses can be influenced by the individual characteristics of nurses themselves. Everyone has their own characteristics so that there is a fundamental difference with the lain. Robbins (2008), states that the individual characteristics such as age, length of employment, and marital status can affect the individual's performance.

Several previous studies showing the effect of individual characteristics on the performance of nurses as research conducted by Megawati (2017) shows that the individual characteristics of positive and significant effect on the performance of nurses. This study was supported by research conducted by Moses (2014), ??umajas et.al (2014) ??nd Jalil et.al (2014). In contrast, previous studies showed different results is the research conducted by Dana and Endang (2017) which states that the characteristics of the individual has a positive effect on performance.

The performance of nurses is also closely related to satisfaction with the provision of services received. Compensation is very important and influential in improving employee performance. Several studies have shown the influence of compensation on performance, such as research conducted by Komara and Nelliawati (2014) which states that compensation positive and significant influence on employee performance. This study was supported by research conducted by Sulaiman (2017), ??ameed et.al (2014) as well as research by Asih et.al,

3 LITERATURE REVIEW

44 ??2014). Instead, different research showed by ??uharyanto et.al, (2015) which states that compensation does
45 not have a significant influence on employee performance.

46 In addition to individual characteristics, the statement of client satisfaction over the performance of nurses is
47 also demonstrated by nurse's work ethic itself. Ethics in the profession are the basic things that need attention.
48 Nurses work ethic based on the code of professional conduct that has set. a few previous studies showing the effect
49 of the performance of the work ethic is the research conducted by ??udianto et.al (2017) states that the work
50 ethic positive and significant effect on performance. Other research by Choiriah (2013) show that professional
51 ethics has a positive effect on performance. This study was supported by research conducted ??ana and Gufron
52 (2015) which states that Islamic work ethic positive effect on the performance of auditors. Research by Imam
53 et. al (2013) which states Islamic work ethic positive and significant effect on performance. Other research by
54 Puspita and Agus (2017) which states work ethic positive effect on performance as well as research by ??aisal
55 (2107) which states that the work ethic and significant positive effect on employee performance.

56 Regional General Hospital Kota Mataram made an object of study site because it is a public service institution
57 in health. Nurse Regional General Hospital Kota Mataram amounted to 318, the average is still under 35 years
58 old and most were female gender. Judging from the age of existing nurses, nurse at the General Hospital of City
59 of Mataram categorized as Generation Y or who is often called the millennial generation. Generation millennial
60 described as a private individual, please ignore political issues, focusing on materialistic values, and less to help
61 others when compared with the generation X and the baby boomers during the same age of this generation,
62 narcissistic and happy to move from one job to another (Wikipedia, 2018).

63 Some of the phenomena that demonstrate the lack of performance of nurses at the General Hospital of the
64 City of Mataram are still complaints from patients or family related work ethic nurses in providing care for
65 patients. From the data of complaints about the behavior of the nurses who are less friendly, less sensitive to the
66 state of the patient, photographs of patient care in the room, less sterile in action and a long service response
67 (PR Mataram City Hospital, 2018). Performance still less can also be seen from compliance documentation of
68 nursing care are not optimal and the results of audits carried out by the Committee on Prevention and Infection
69 Control on compliance with hand washing and waste management (PIC Committee on Regional General Hospital
70 Mataram, 2018).

71 Referring to the various previous studies where there are several variables that affect the performance of
72 getting inconsistent results and see the phenomenon occurs, it is necessary to research on the effects of individual
73 characteristics, work ethic and compensation services on the performance of nurses Generation Y in the General
74 Hospital of the City of Mataram.

75 2 II.

76 3 Literature Review

77 The performance of nurses can be influenced by the individual characteristics of the nurses themselves. Everyone
78 has their own characteristics so that there is a fundamental difference with one another. Robbins (2008) in
79 Kumajas (2014), states that individual characteristics such as age, sex, years of education level and marital
80 status can affect the performance of the individual. ??asibuan (2003), argues that the individual age affects the
81 physical, mental, workability, responsibilities, and tends to absenteeism. Conversely, age older employees less
82 physical condition, but working resilient, and have more responsibility. Kumajas (2014) stated an increasingly
83 older age of nurses so accepting a job will be more responsible and experienced.

84 Notodmodjo ??2003), states that people who have higher education will have a higher knowledge, when
85 compared with those who had low education and through education one can improve intellectual maturity so
86 that they can make a decision to act. Highly educated nursing staff motivations would be better because it
87 already has the knowledge and insight wider than the educated nurses were law. Menurut Nursalam (2009) that
88 more and more nurses working lives, the more experienced nurses in providing nursing care in accordance with
89 the standards or procedures remain in force. Kumajas (2014) states that many working experiences to provide
90 expertise and job skills. Otherwise.

91 Wibowo (2007) in Fitrianasari et.al (2013) claimed compensation packages offered a number of organizations to
92 workers in return for the use of its workforce. ??itrianasari et.al (2013) states that the perception of compensation
93 related to the appropriateness of financial and nonfinancial rewards which received a positive response will be
94 the driving factor increasing performance nurses. Mangkunegara (2009) in Komaraet.al (2014) states that the
95 compensation given to affect the level of employee satisfaction and motivation as well as the work proceeds. The
96 compensation payment system that is felt unfairly affect employee behavior as seen from the performance of
97 employees who are not supporting the goals of the institution.

98 Compensation can be interpreted as a form of change given by the company to employees for services provided
99 to the company as part of an employment relationship (Simamora 2003 standards and attention to ethics and
100 moral norms so that people receive the care and quality of nursing care. Choiriah (2013) states that the ethics of
101 the profession has a positive effect on performance. The higher level of adherence to professional ethics auditor
102 then displayed performance auditor also will be better then Praktiyasa and Sari (2016) state that the auditor
103 that meets the principles of professional ethics will be able to give a sense of responsibility to their work. The

104 sense of responsibility is what will make the best efforts of auditors in completing the work so that the auditor
105 can improve its performance.

106 Based on the concepts that have been raised, then the hypothesis in this study include: H1: Individual
107 characteristics has a significant positive effect on performance of nurses. H2: Services Compensation has a
108 positive and significant impact on performance of nurses.

109 H3: Work ethic has a positive and significant effect on performance of nurses.

110 4 III.

111 5 Research Methods

112 This type of research that will be used are associative quantitative research. This study will be able to show the
113 influence of individual characteristics, compensation for services and work ethic on the performance of nursing
114 staff in Regional public hospital Mataram. Populasi town in quite a lot of research as many as 318 functional
115 nursing directly provide services nurse in Regional public hospital Mataram. Based on the calculation formula
116 Slovin, then the size of the sample size for this study as many as 178 people. The sample is determined by
117 simple random technique sampling. Analysis of multiple linear regression was used to analyze the form and
118 effect relationship between variables in this study. Multiple linear regression analysis conducted with the aid of
119 computer software SPSS.

120 IV.

121 6 Results

122 Multiple linear regression calculations in this study were undertaken using SPSS. The results of multiple linear
123 regression calculation are as follows: The coefficient of determination is the ratio between variations in the
124 dependent variable explained by the independent variables together compared to the total variation of the
125 dependent variable. As for the coefficient of determination based on the results of multiple linear regression
126 analysis was done in this study can be seen in the following table:

127 7 Discussion a) Impact of Individual Characteristics on the 128 Performance of Nurses

129 The results of multiple regression analysis in this study showed a regression coefficient of 0.210 with 0.002
130 significance value can be expressed Individual Characteristics positive and significant impact on the Performance
131 of Nurses in General Hospital of City of Mataram. This means that the proposed research hypothesis is proven
132 or acceptable.

133 Individual characteristics are different from one another. According to Ivancevich (2006), Individual
134 Characteristics variables such as skill, perception, personality, abilities, and attitudes, these variables influence
135 on workplace behavior as an example of employee productivity, creativity, and performance. The opinion states
136 that the individual factors or characteristics of individuals affect the performance, in which the individual
137 characteristics have a positive impact on performance.

138 According to Robbins (2000) there are three variables that influence performance: (1) The actual formation of
139 good character it takes a very long time, even had to childhood, meaning that age a person will usually form a
140 more purposeful character. Related to the sex of the respondents were more dominant women than in men at 71
141 percent. This is consistent with the early history of the nursing profession which starts from Florence Nightingale
142 started it as a work that is based on the love of a mother or a female. There is a tendency that the nurse with
143 the female gender is more capable of doing good nursing care than male nurses at the General Hospital of the
144 City of Mataram.

145 Results of research consistent with research Robbins (2000) and Soetjiptoet.al (2002) states that the employee
146 performance affects the performance proven in this study, which means that a person is placed on the unit nurses
147 working in accordance with its capabilities and competence will demonstrate performance well. Meanwhile, Ilyas
148 (2001) gives a performance assessment as a process of assessing the results of personal work in the organization
149 through performance instruments and essentially a personnel evaluation of job performance by comparing the
150 gold standard appearance.

151 8 b) Effect of Service Compensation on Nurse Performance

152 The analysis showed regression coefficient of 0.352 with a significance value of 0.000, it can be stated that there
153 is a significant positive effect on the Performance Compensation JasaPelayanan nurse at the General Hospital of
154 City of Mataram.

155 Developing an effective compensation system can retain and recruit people who competent and talented in
156 achieving organizational goals (Robbins, 2008). according to the result, the nurse will be nice in the performance
157 if given a good compensation. The higher the compensation awarded will be a better performance at work.

158 The nursing profession has an important role in providing quality health care in a hospital, because of the type
159 of services rendered by the approach of biological, psychological, social, spiritual, and performed with continuous

11 CONCLUSION

160 ??MOH, 2004). the implementation of maximum nurses working in health care quality occurs when the system
161 is done the implementation of care nursing supports nursing practice standards ??Wahyuni, 2007). Nursing as a
162 form of professional services is an integral part and parcel of overall health care. This is emphasized in Law No.
163 36 the Year 2009 on Health, which carried out the treatment and or treatment.

164 The compensation is essential for nurses. The size of the compensation is a measure of the performance of
165 nurses, so if the compensation system is fair for hospital nurses can better encourage nurses in their work and
166 more accountable for each task gift. The compensation is one work of nurse ways to increase capacity. If the
167 compensation of nurses perceived competitive just and by nurses that also hospitals will easily attract potential
168 people, retain and motivate nurses to improve their performance, so the service provided qualified. Finally, the
169 hospital not only excels in competition, yet also able to increase profitability and expand its business ??Nugroho,
170 2009).

171 The results are consistent with research conducted Setiawan (2013), there is a significant influence in a positive
172 direction between the variable compensation with the performance of nurses with influences that occur very
173 strong. Sistem compensation within the organization greatly impacts the nurse's performance. Including nurse's
174 compensation in the high category so the effect on performance results. Then human resource management needs
175 to be improved. Because based result most respondents with sufficient compensation performing well enough.
176 Each hospital has always wanted increased productivity of each nurse. To achieve this, hospitals must provide
177 good motivation for all nurses in order to achieve performance and increase productivity.

178 9 c) Influence on Performance Work Ethics Nurses

179 Ethics Kerjamemiliki regression showed a regression coefficient of 0.323 with a significance value of 0.000. Thus the
180 hypothesis asserts Kerjaberpengaruh Ethics positive and significant impact on Nurses Performance, acceptable.
181 Dengan etic yang well, it is expected performance produced by the Regional General Hospital the city of Mataram
182 can be achieved. A nurse's work ethic refers to the code of ethics that governs and guides nurses in everyday
183 practice as being fair to the patient, respecting the rights of patients and advocate on behalf of patients. Code
184 Nurse Nurse Pledge Indonesia Indonesia is expected to unite the will and promise of sublime nurses in performing
185 professional responsibility (Sumijatun, 2011).

186 Research Wijayanti (2012) Work Ethics concluded that influence on employee performance. Research on Work
187 Ethic is often getting the attention of researchers especially on service organizations, such as research Febriyanto
188 (2012) where the research results show that the Work Ethic significant effect on performance. The same result
189 is also proved by Herlambang (2013) and Chaidir (2012).

190 Based on these results it can be concluded that the variable Work Ethic with Nurse Performance at Regional
191 General Hospital Kota Mataram positive and significant impact. The results support the results Ayudiati (2010),
192 Wijayanti (2012), Febriyanto (2012), Herlambang (2013), and Chaidir (2012). This indicates that the Work
193 Ethic positive significant effect on employee performance. Where the Ethics Code is an attitude of personality,
194 temperament, character, and belief in something. This attitude is not only owned by individuals but also by
195 groups, even communities. Ethics established by habit, the influence of culture and value systems that are
196 believed.

197 Work ethic has many elements: sourced and are associated with the values of a person's psychological, shows an
198 ingrained view, showing one's attitudes and expectations. Furthermore, with regard to morality and its Ethical
199 issues and justification. Morality is also a social instrument when a social group calls for guiding action against
200 the government for the better (Kumorotomo, 2014). By having a good work ethic, it will create a good working
201 culture, which is able to provide health care to communities without seeing the difference and more responsible
202 in carrying out the duties and functions of a public health nurse like a waitress.

203 10 VI.

204 11 Conclusion

205 Individual characteristics has a significant positive effect on the Performance of Nurses. Meaning if Characteristics
206 Individuals who owned a nurse at the General Hospital of the City of Mataram more appropriate, then the nurse
207 will get better performance. Conversely, if the individual characteristics are less appropriate or less suitable,
208 then the nurse performance will decrease or less. Service compensation has a positive and significant impact
209 on the Performance of Nurses. That is if Compensation Services Services at Regional General Hospital Kota
210 Mataram increased more appropriate (fair and reasonable), it can improve the performance Nurse getting better,
211 otherwise if Compensation Service Provider increasingly does not match (is not fair and not worth it) will have
212 an impact on changes in performance Nurse which become increasingly better. Work Ethic has a positive and
213 significant impact on the Performance of Nurses. This means that if the implementation of the Work Ethic
214 stronger at Regional General Hospital Nurses Mataram, then the nurse will get better performance. Conversely,
215 if the implementation of the Work Ethic weaker at Regional General Hospital Nurses Mataram, then performance
216 will be bad. Individual characteristic nurses, Services Compensation Services, and Work Ethics have significant
217 effects simultaneously on the Performance of Nurses. This means that the Individual Characteristics matching,
218 Services Compensation and Work Ethics strong implementation at Regional General Hospital of Mataram, then
219 the nurse will get better performance. then the nurse will get better performance.

220 **12 VII.**

221 **13 Recommendation**

222 Based on test results to variable Individual Characteristics, Services Compensation Services, Work Ethics and
 223 Performance Nurse, the policy implications are suggested in this study that the management of the General
 224 Hospital of City of Mataram need to provide support especially to nurses to carry out nursing care entirely to
 225 do with minimal hold regular meetings once a week to socialize accompanied with training so they have a better
 226 knowledge in the achievement of the management of the general hospital. Otherwise, Regional General Hospital
 227 Kota Mataram priority to provide further education, training and career development for nurses excel. It also
 228 can provide feedback on work performance, the variation of tasks, create a harmonious working environment
 229 among nurses, and their reward system implementation/award fair and responsible ethics committee will open.
 230 otherwise always provide direction and supervision of the work ethic of discipline and work interests should be
 231 prioritized and made as effective as possible. This is because according to the results of interviews complaint to
 232 the ethics committee nursing problems still considered complicated because they must pass through the stages
 of grooves that are too long and complicated. ¹

1

Model	Coefficients	unstandardized B	Std. Error
1	(Constant)	.463	.160
	X1	.210	.067
	X2	.352	.066
	X3	.323	.053

Based on the table, the model's regression equation is as follows:

$$Y = 0.463 + 0.210 X1 + 0.352 X2 + 0.323 X3 + e$$

The explanation of the model are:

- 1) The constant of 0.463 means if KarakteristikIndividu independent variable (X1), KompensasiJasa Service 0, then the nurse performance as the dependent variable (Y) will have a value of 0.463.
- 2) The coefficient value of B1 is 0.210 means that if a variable Individual Characteristics (X1) increased by one unit, then the nurse performance (Y) will also be increased by 0.210 on condition KompensasiJasa Service
- 3) The coefficient value of B2 is 0.352 means that if a variable service compensation (X2) increased by one unit, then the nurse performance (Y) will also be increased by 0.352 on condition Individual Characteristics (X1) and Work Ethics (X3) is assumed to be constant or fixed.

[Note: have a positive and significant influence on the Performance of Nurses in the General Hospital of the City of Mataram. Meaning if Characteristics Individuals who owned a nurse getting fit or by task performance will be better. Conversely, if theA]

Figure 1: Table 1 :

233

2

Model	R Square	R adjusted Square	F test	Sig.
1	.870	.767	185.283	.000

Based on Table 2, it can be described that the amount of R Square (R²) is 0.757. This means that 75.70 percent of the variation of Nurse Performance (Y) in Mataram City Hospital can be explained by the variation of the three independent variables, Individual Characteristics (X1), Compensation JasaPelayanan (X2), and Work Ethics (X3). While the remaining 24.30 percent is explained by other variables outside the model that are not included in this research model.

The testing procedure to test simultaneous significance of the research can be formulated according to the F test results Table 4:14. According to the table above, the calculated F value of 185.283. If the value of F arithmetic compared with F table of 2,660, it can be said F count > F table, then H₀ is rejected and H_a accepted means Individual Characteristics (X1), Compensation JasaPelayanan (X2) and Work Ethics (X3) have a significant effect simultaneously on the Performance of Nurses (Y) in Mataram City Hospital.

Figure 2: Table 2 :

The Effect of Individual Characteristics, Service Compensation and Work Ethics on Generation Y of Nursing Performance

factors: the ability, skills, background, and the demographics of a person; (2) psychological factors: perception, attitude, personality, learning, and motivation is variable according to Gibson heavily influenced by the family, the social rate of previous work experience

organizational factors: resources, leadership, rewards, structure, and design work.

and demographic(s)

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Figure 3:

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13 RECOMMENDATION

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