
THE EFFECT OF TRAINING AND WORK DISCIPLINE ON THE PERFORMANCE OF SECURITY UNITS AT THE CLASS I IMMIGRATION OFFICE

Johanes Nico Lambok Pardamean^{1*}, Widhi Wicaksono²

Program Studi Manajemen S1 Fakultas Ekonomi Dan Bisnis, Universitas Pamulang,
Banten, Indonesia

johanesniko210@gmail.com, dosen01049@unpam.ac.id

Abstract

The purpose of this study was to determine the effect of training and work discipline on the performance of employees of the Security Unit at the Class I Special Non-TPI Immigration Office in South Jakarta. The method used is quantitative. The sampling technique used saturated sampling and obtained a sample of 77 respondents. Data analysis used validity test, reliability test, classical assumption test, regression analysis, correlation coefficient, determination coefficient and hypothesis test. The results of this study are that training has a significant effect on employee performance, the regression equation value is $Y = 20.692 + 0.899 X_1$, the correlation coefficient value is 0.753, meaning that the two variables have a strong relationship. The determination or contribution result is 0.567 or 56.7% while the remaining 43.3% is influenced by other factors. Hypothesis test obtained t count value > t table or (9.920 > 1.992). Thus, H₀ is rejected and H₁ is accepted. Work discipline has a significant effect on employee performance with the value of the regression equation $Y = 20.692 + 0.899 X_1$, the correlation coefficient value obtained is 0.753, meaning that the two variables have a strong level of relationship. The results of the determination or contribution of its influence are 0.567 or 56.7% while the remaining 43.3% is influenced by other factors. Hypothesis testing obtained a calculated t value > t table or (9.920 > 1.992). Thus, H₀ is rejected and H₁ is accepted, Training and work discipline simultaneously have a significant effect on employee performance with the value of the regression equation $Y = 21.906 + 0.617X_2$, the correlation coefficient value is 0.583, meaning that the two variables have a moderate level of relationship. The determination or contribution value of its influence is 0.340 or 34.0% while the remaining 66.0% is influenced by other factors. The left-hand side hypothesis test obtained a calculated t value > t table or (6.214 > 1.992). This is reinforced by obtaining a significance of 0.000 < 0.05, thus H₀ is rejected and H₂ is accepted.

Keywords: Training, Work Discipline, Employee Performance.

INTRODUCTION

In an organization, human resources are the main supporter to achieve the goals that have been set. Quality human resources will help advance the organization as a place to improve good performance, with reliable human resources, the operational activities of the institution will run smoothly. The Class 1 immigration office specifically for South Jakarta is part of the East Jakarta immigration office work area which was formed to accommodate the high needs of the South Jakarta community for immigration services from both Indonesian citizens (WNI) and foreign citizens (WNA). The opening of the South Jakarta immigration office is also an effort

to improve immigration services in the DKI Jakarta area as stipulated in the decree of the Minister of Justice Number M.01-PR.07.04 of 1991.

In 2006 the status of the South Jakarta Immigration Office changed to a special class 1 immigration office in accordance with the decree of the Minister of Law and Human Rights of the Republic of Indonesia Number: M.01-PR.07.04 of 2006 with a working area covering 10 sub-districts, namely Kebayoran Baru, Kebayoran Lama, Pesanggrahan, Cilandak, Pasar Minggu, Jagakarsa, Mampang Prapatan, Tebet and Setia Budi. The institution has several employees who are placed in sections or divisions according to the company's needs. Thus, the role of human resources is very important in a company, both private companies and government companies.

Considering that human resources are one of the factors that are directly involved in running the activities of the institution and play an important role in improving the company's performance in achieving the goals that have been set, the institution must have truly qualified human resources. In order to increase the work ability of employees in carrying out their duties and jobs, the institution needs to provide training to its employees in order to optimize the achievement of the company's goals. So far, the company still has problems related to employee training programs, such as in organizing training on materials related to their job descriptions, which have been considered to still often make mistakes.

Some problems in the training of Security Units at the Class I Special Non-TPI Immigration Office in South Jakarta are in the aspect of the method used during the training, which is monotonous with lectures and using slides, even though not all are right as they should be in certain parts or in certain materials, they should be with simulations so that they are more interesting and can also be directly understood and practiced. The institution has several employees who are placed in sections or divisions according to the needs of the institution. Thus, the role of human resources is very important in a company, both private companies and government companies.

Considering that human resources are one of the factors that are directly involved in running the activities of the Institution and play an important role in improving the company's performance in achieving the goals that have been set, the company must have truly qualified human resources. Providing training is certainly needed by an organization/institution or company in order to increase the knowledge, skills of employees or employees so that they are able to carry out their duties and obligations properly so that they are able to support what is the goal of the organization. The instructions given in training are not yet comprehensive and relevant to current conditions.

The following are phenomena that occurred at the Class I Special Non-TPI Immigration Office in South Jakarta:

Table 1. Pre-Survey Aspects of Class I Immigration Office Training Research in South Jakarta for the 2020-2023 Period

No	Measurement Aspects	Target	Realization	Gap
1	Orderly application of punishment sanctions	Employees receive sanctions in accordance	Employees do not receive dismissal sanctions even though they have	Employees do not receive dismissal sanctions

		with applicable provisions	received warning letters twice	
2	Recording sanctions for employees in an orderly and open manner	Employees who receive sanctions can openly know the amount and form of the sanctions.	Employees cannot see the sanctions given and the amount openly.	Employees are not aware of the sanctions given
3	The sanctions imposed have not had a deterrent effect	The sanctions given have a deterrent effect and can improve performance.	The sanctions imposed do not have a deterrent effect and are not intended to improve performance.	Creating sanctions that have a deterrent effect, such as salary cuts, can improve performance.
4	The punishments given often ignore the principles of humanism.	The punishment given does not violate the principles of humanism	The sanctions given are using body shaming or ethnic harassment	Prevent inhumane sanctions and ethnic harassment
5	The punishment sanctions given are not evaluated periodically	Periodic evaluation in giving sanctions and the number of employees receiving sanctions	There has been no periodic evaluation of the sanctions that have been given to employees	Conduct periodic evaluations so that the sanctions given are in accordance with the principles of humanism and constructive criticism.

Source: Class I Immigration Office in South Jakarta, processed, 2023

Table 2. Pre-Survey Aspects of Work Discipline Research at Class I Immigration Offices in South Jakarta for the 2020-2023 Period

No	Aspect	Target	Realization	Gap
1	Employees at the basic level have the initiative in completing the leader's orders.	Completion of work according to working hours	The work was not completed on time	Work that is not completed on time so overtime is required
2	Recording sanctions for employees in an orderly and open manner	Employees who receive sanctions can openly know the amount and form of the sanctions.	Employees cannot see the sanctions given and the amount openly.	Employees are not aware of the sanctions given

		form of the sanctions.		
3	The sanctions imposed have not had a deterrent effect	The sanctions given have a deterrent effect and can improve performance.	The sanctions imposed do not have a deterrent effect and are not intended to improve performance.	Creating sanctions that have a deterrent effect, such as salary cuts, can improve performance.
4	The punishments given often ignore the principles of humanism.	The punishment given does not violate the principles of humanism	The sanctions given are using body shaming or ethnic harassment	Prevent inhumane sanctions and ethnic harassment
5	The punishment sanctions given are not evaluated periodically	Periodic evaluation in giving sanctions and the number of employees receiving sanctions	There has been no periodic evaluation of the sanctions that have been given to employees	Conduct periodic evaluations so that the sanctions given are in accordance with the principles of humanism and constructive criticism.

Source: Class I Immigration Office in South Jakarta, processed, 2023

Table 3. Pre-Survey Aspects of Employee Performance Research at the Class I Immigration Office in South Jakarta 2018-2022

No	Aspect	Target	Realization	Gap
1	Employees at the basic level have the initiative in completing the leader's orders.	Completion of work according to working hours	The work was not completed on time	Work that is not completed on time so overtime is required
2	Employees at the basic level are able to complete basic tasks assigned without violating the provisions.	Basic employees have the ability to complete assigned tasks in an orderly manner	Basic employees complete work in violation of regulations such as not using standard PPE.	Basic employees have the ability to complete work according to work standards.

3	Basic employees are not late for work	Basic employees are not late for work	Basic employees are late for work an average of 3 times a month	There are basic employees who are late for work on average 3 times a month
4	Basic employees have the ability to build harmonious relationships with other employees.	Basic employees have harmonious communication and relationships in the work environment	Basic employees are reluctant to build communication with other employees	Employees who have the initiative and ideas to create harmonious communication in the work environment.
5	Basic employees have the initiative to maintain a culture of smiling, greeting, and being clean and tidy.	Basic employees are accustomed to doing a clean and neat greeting smile	Basic employees forget to apply the concept of a smile and greeting	Employees make a clean and neat greeting smile as a work culture

Source: Class I Immigration Office in South Jakarta, processed, 2023

RESEARCH METHODS

This type of research is quantitative, according to Sugiyono (2019:8) who argues that "quantitative research is a research method based on the philosophy of positivism, used to research certain populations or samples, data collection using research instruments, data analysis is quantitative or statistical, with the aim of testing the established hypothesis". This research is an empirical study that aims to test the effect of training and work discipline on employee performance.

Time This research was conducted for 11 (eleven) months starting from December 2023 to November 2024. The research was conducted in stages adjusted to the level of the author's needs, starting with writing a research title proposal, proposal seminar, refining proposal materials, making research instruments, collecting primary and secondary data, processing data that had been obtained by the author and compiling the thesis report.

This study was conducted by distributing questionnaires to security employees at the Class I Immigration Office in South Jakarta.

1. Observation

According to Sugiyono (2019:141) "observation is a process that consists of various processes so that data is obtained based on facts about the real world obtained through observation". In this case, the author carried out direct observation of the company where the observation was limited to the main problem so that attention was more focused on (real) and relevant data.

2. Questionnaire

A questionnaire is a number of questions asked to respondents in writing. The list of questions is intended primarily to relate to the problem being studied. According to Sugiyono (2019:142) "a questionnaire is an efficient data collection technique if the researcher knows who the variables will be measured with and what is expected from the respondents". In this study, the questionnaire made in the form of statements with answers referring to the Likert scale: Strongly Disagree (weight 1), Disagree (weight 2), Less Agree (weight 3), Agree (weight 4) and Strongly Agree (weight 5).

3. Documentation

According to Sugiyono (2019:138) "documents are records of past events". Documents can be in the form of writing or images. This method is used to obtain data on company history, number of employees and so on.

4. Library Study

According to Sugiyono (2019:140) he argues that "literature studies are related to theoretical studies and other references related to the values, stress and norms studied and are important in conducting research, this is because research cannot be separated from scientific literature". In this study, literature studies were carried out by looking for theoretical foundations related to the research title.

According to Sugiyono (2019:308) "secondary data is an indirect data source that provides data to data collectors". Secondary data in this study includes company history data, the company's vision and mission. According to Sugiyono (2019:147) "in quantitative research, data analysis is the activity of collecting data from sources obtained". Activities in data analysis are grouping data based on variables and types, tabulating based on variables, presenting data based on the variables studied, performing calculations to answer the problem formulation, and performing calculations to test the hypotheses that have been proposed. The data analysis methods used in conducting this research are:

Descriptive Analysis.

Descriptive method is data used by collecting data and analyzing it so that a description, picture or phenomenon being studied is obtained. In this study, for data weighting, the researcher used a measurement scale. According to Sugiyono (2019:92), "a measurement scale is an agreement used as a reference to determine the length of the interval in the measuring instrument so that when used it will produce quantitative data". In statistics, many types of scales are studied and used for both academic and practitioner interests.

Of the many types of scales that have been developed, in this study the author uses a Likert scale. According to "Malholta data (2019:298)" the Likert scale is a measurement with five response categories ranging from "strongly agree" to "strongly disagree" where respondents determine the degree of agreement or disagreement with each of a series of statements regarding the stimulus object. The opinion above is emphasized by Sugiyono (2019:92) that "the Likert scale is a scale used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena". Furthermore, Sugiyono (2019:92) explains that "by using a Likert scale, the variables to be measured are described into variable indicators and these indicators are used as references in compiling questions or statements". In this social phenomenon research, the variables have been specifically determined by the

researcher, which are hereinafter referred to as research variables. The following are the Likert scales and scores used:

Table 3. Likert Scale

Alternative Answers	Weight
Strongly agree	5
Agree	4
I disagree	3
Don't agree	2
Strongly Disagree	1

Source: Sugiyono (2019:92)

RESEARCH RESULT

Respondent characteristics based on gender: 44 male respondents or 57.1%, while 33 female respondents or 42.9%. Respondent characteristics based on age: 2 respondents under 25 years old or 2.6%, 26 respondents between 25-35 years old or 33.8%, 45 respondents between 36-45 years old or 58.4%, 3 respondents between 46-50 years old or 3.9% and 1 respondent over 50 years old or 2.9%. Respondent characteristics based on education: 43 respondents have a high school education or equivalent or 55.8%, 3 respondents have a diploma education or 3.9%, 29 respondents have a bachelor's degree (S1) or 37.7%, and 2 respondents have a master's degree (S2) or 2.6%. Respondent characteristics based on length of service: 3 people or 3.9% of respondents have worked for less than 2 years, 24 people or 31.2% have worked for 3-4 years, 23 people or 29.9% have worked for 5-6 years and 27 people or 35.1% have worked for more than 6 years.

DISCUSSION

1. The Influence of Training (X1) on Employee Performance (Y)

Based on the results of the study, the regression equation value $Y = 20.692 + 0.899 X1$ was obtained, the correlation coefficient value obtained was 0.753, meaning that the two variables have a strong relationship. The results of the determination or contribution of its influence were 0.567 or 56.7% while the remaining 43.3% was influenced by other factors. The hypothesis test obtained a calculated t value $> t$ table or $(9.920 > 1.992)$. Thus, H_0 is rejected and H_1 is accepted, this shows that there is a significant influence between training on the performance of employees of the Class I Special Non-TPI Immigration Office in South Jakarta. The results of this study support the results of the study conducted by Saputri Maharani, Aidil Amin Effendy (2021). The Effect of Training and Work Discipline on Employee Performance at PT. Panarub Industry Laboratory Section Tangerang. In his research, he concluded that training and work discipline simultaneously have a positive and significant effect on employee performance with a determination value of 47% and the hypothesis test obtained a calculated F value $> F$ table or $(36.742 > 2.710)$. The results of this study are also in accordance with the research conducted by N. Lilis Suryani, Kiki Zakiah (2019). The Effect of Training and Work Discipline on Employee Performance at PT. Bank Negara Indonesia Tangerang, which resulted in the conclusion that training and work discipline simultaneously have a significant effect on employee performance with a

determination value of 57.7% and the hypothesis test obtained a calculated $F > F$ table ($32.019 > 2.800$).

2. The Influence of Work Discipline (X2) on Employee Performance (Y)

Based on the results of the study, the regression equation value $Y = 21.906 + 0.617X_2$ was obtained, the correlation coefficient value was 0.583, meaning that the two variables have a moderate level of relationship. The determination value or contribution of its influence is 0.340 or 34.0% while the remaining 66.0% is influenced by other factors. The left-hand side hypothesis test obtained a calculated t value $> t$ table or ($6.214 > 1.992$) this is strengthened by obtaining a significance of $0.000 < 0.05$, thus H_0 is rejected and H_2 is accepted, this indicates that there is a significant influence between discipline on the performance of employees of the Class I Special Non-TPI Immigration Office in South Jakarta. The results of this study are also in accordance with the research conducted by Andre Putra Batra, Aris Ariyanto (2024). The Effect of Discipline and Job Training on Employee Performance at PT. Global Jasa Sejahtera Jakarta. In his research, he concluded that discipline and work training simultaneously have a significant effect on employee performance with the regression equation $Y = 7.331 + 0.391X_1 + 0.444X_2$. The determination coefficient value is 63.8% while the remaining 36.2% is influenced by other factors. The hypothesis test obtained the calculated F value $> F$ table or ($51.884 > 2.760$).

The results of this study are also in accordance with the research conducted by Ahmad Nazir (2019), The Effect of Training and Work Discipline on Employee Performance at PT Surya Mastika Nusantara which resulted in the conclusion that training and work discipline simultaneously affect employee performance, this is evidenced by the hypothesis test obtained sig. $0.000 < 0.05$.

3. The Influence of Training (X1) and Work Discipline (X2) on Employee Performance (Y)

Based on the results of the study, it shows that training (X_1) and work discipline (X_2) have a significant effect on employee performance with the regression equation $Y = 16.285 + 0.759X_1 + 0.180 X_2$. The correlation coefficient value or the level of relationship between the independent variable and the dependent variable is obtained at 0.590, meaning that it has a strong relationship. The determination coefficient value or contribution of its influence simultaneously is 59.0% while the remaining 41.0% is influenced by other factors. The hypothesis test obtained the calculated F value $> F$ table or ($98.402 > 2.730$). Thus, H_0 is rejected and H_3 is accepted, this shows that there is a significant simultaneous influence between training and work discipline on the performance of employees of the Class I Special Non-TPI Immigration Office in South Jakarta. The results of this study are also in accordance with the research conducted by Tarudin, Ibnu Sina (2023) The effect of training and work discipline on employee performance at PT Srikandi Diamond Motors Pondok Cabe Tangerang Selatan. In his research, he concluded that training and discipline have a significant effect on employee performance with a regression equation value of $Y = 8.152 + 0.750X_1$, the correlation coefficient value obtained is 0.839, meaning that the two variables have a very strong relationship. The determination value or contribution of its influence is 0.704 or 70.4% while the remaining 29.6% is influenced by other factors.

Hypothesis test t count value $>$ t table or ($77.337 > 2.750$). The results of this study are also in accordance with the research conducted by Akbar Saeful Rochman, Sungkono, (2023) The Effect of Training and Work Discipline on Employee Performance at PT Saitama Stamping Indonesia at KIIC, which produced The results of the study showed that training was in the fairly high category, work discipline was in the high category, and employee performance was in the high category. Training has a positive and significant effect on employee performance at PT Saitama Stamping Indonesia and work discipline has a positive and significant effect on employee performance at PT Saitama Stamping Indonesia.

CONCLUSION

Considering the results of the examination and discussion regarding the influence of work motivation and stress on employee performance, the following objectives were obtained:

1. Training has a significant influence on employee performance with the regression equation $Y = 20.692 + 0.899 X_1$, the correlation coefficient value obtained is 0.753, meaning that the two variables have a strong relationship. The results of the determination or contribution of its influence are 0.567 or 56.7% while the remaining 43.3% is influenced by other factors. The hypothesis test obtained a calculated t value $>$ t table or ($9.920 > 1.992$). Thus, H_0 is rejected and H_1 is accepted, this shows that there is a significant influence between training on the performance of employees of the South Jakarta Class I Special Non-TPI Immigration Office.
2. Work discipline has a significant effect on employee performance with the regression equation $Y = 21.906 + 0.617 X_2$, the correlation coefficient value of 0.583 means that the two variables have a moderate level of relationship. The determination value or contribution of its influence is 0.340 or 34.0% while the remaining 66.0% is influenced by other factors. The left-hand side hypothesis test obtained a calculated t value $>$ t table or ($6.214 > 1.992$) this is strengthened by obtaining a significance of $0.000 < 0.05$, thus H_0 is rejected and H_2 is accepted, this indicates that there is a significant influence between discipline on employee performance at the South Jakarta Class I Special Non-TPI Immigration Office.
3. Training and work discipline simultaneously have a significant effect on employee performance with the regression equation $Y = 16.285 + 0.759 X_1 + 0.180 X_2$. The correlation coefficient value or the level of relationship between the independent variable and the dependent variable is obtained at 0.590, meaning that it has a strong relationship. The determination coefficient value or contribution of its influence simultaneously is 59.0% while the remaining 41.0% is influenced by other factors. The hypothesis test obtained the calculated F value $>$ F table or ($98.402 > 2.730$). Thus, H_0 is rejected and H_3 is accepted, this indicates that there is a significant simultaneous influence between training and work discipline on the performance of employees of the Class I Special Non-TPI Immigration Office in South Jakarta.

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