

DAFTAR REFERENSI

- Aini, H. L., & Rofiqoh, I. (2025). Pengaruh motivasi dan lingkungan kerja terhadap kinerja karyawan. *Urnal Locus Penelitian Dan Pengabdian*, 4(12), 11831–11838. <https://doi.org/https://doi.org/10.58344/locus.v4i12.5107>
- Alamiyah, M., Kusuma, K. A., & Abadiyah, R. (2024). Lingkungan kerja, beban kerja dan fasilitas kerja terhadap kinerja pegawai. *Jurnal E-Bis*, 8(1), 135–148. <https://doi.org/https://doi.org/10.37339/e-bis.v8i1.1635>
- Arikunto, S. (2010). *Prosedur Penelitian Suatu Pendekatan Praktik*. Rineka Cipta.
- Ayuningtyas, E. A., & Noviana, U. (2024). Pengaruh Lingkungan Kerja, Beban Kerja, dan Motivasi Kerja Terhadap Kinerja Pegawai. *KENTAL : Jurnal Kewirausahaan Dan Bisnis Digital*, 1(1), 1–12.
- Azizah, I., Wolor, C. W., & Sholikhah. (2024). Pengaruh Stress Kerja Dan Beban Kerja Terhadap Kinerja Pegawai Honor Di Distrik Navigasi Kelas I Tanjung Priok. *Indonesian Journal of Economics Management and Accounting*, 1(11), 1317–1328.
- Bahri, S. (2021). *Metodologi Penelitian Bisnis: Lengkap dengan Teknik Pengolahan Data SPSS*. Penerbit Andi.
- Bakker, A. B., & Demerouti, E. (2007). The Job Demands-Resources model: state of the art. *Journal of Managerial Psychology*, 22(3), 309–328. <https://doi.org/10.1108/02683940710733115>
- Bernardin, H. J., & Russell, J. E. A. (1993). *Human Resource Management: An Experiential Approach*. McGraw-Hill. https://books.google.com/books/about/Human_Resource_Management.html?id=Qu27AAAAIAAJ
- Bozzetti, M., Soncini, S., Chiara, M., & Guberti, M. (2024). Assessment of nursing workload and complexity associated with oncology clinical trials: A scoping review. *Seminars in Oncology Nursing*, 40(5), 151711. <https://doi.org/10.1016/j.soncn.2024.151711>
- BPS Kota Sabang. (2024). *Kota Sabang Dalam Angka 2024*. Badan Pusat Statistik Kota Sabang. [https://doi.org/Katalog No. 1102001.1172](https://doi.org/Katalog%20No.%201102001.1172); Publikasi No. 11720.24001
- Budiasa, I. K. (2021). *Beban Kerja dan Kinerja Sumber Daya Manusia*. CV. Feniks Muda Sejahtera.
- Cavanaugh, M. A., Boswell, W. R., Roehling, M. V, & Boudreau, J. W. (2000). *An Empirical Examination of Self-Reported Work Stress Among U. S. Managers*. 85(1), 65–74.
- Chatterjee, S., Chaudhuri, R., Vrontis, D., & Giovando, G. (2023). Digital workplace and organization performance: Moderating role of digital leadership capability. *Journal of Innovation & Knowledge*, 8(1), 100334.

<https://doi.org/10.1016/j.jik.2023.100334>

- Compeau, D. R., & Higgins, C. A. (1995). Computer self-efficacy: Development of a measure and initial test. *MIS Quarterly*, 19(2), 189–211. <https://doi.org/10.2307/249688>
- Crawford, E. R., LePine, J. A., & Rich, B. L. (2010). Linking Job Demands and Resources to Employee Engagement and Burnout: A Theoretical Extension and Meta-Analytic Test. *Journal of Applied Psychology*, 95(5), 834–848. <https://doi.org/10.1037/a0019364>
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9–30. <https://doi.org/10.1080/07421222.2003.11045748>
- Deng, H., Duan, S. X., & Wibowo, S. (2023). Digital technology driven knowledge sharing for job performance. *Journal of Knowledge Management*, 27(2), 404–425. <https://doi.org/10.1108/JKM-08-2021-0637>
- Dul, J., Ceylan, C., & Jaspers, F. (2011). Knowledge Workers' Creativity and the Role of the Physical Work Environment. *Human Resource Management*, 50(6), 715–734. <https://doi.org/10.1002/hrm.20454>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500–507. <https://doi.org/10.1037/0021-9010.71.3.500>
- Fatih, H. M. (2026). Pengaruh Digitalisasi Kerja dan Dukungan Teknologi terhadap Kinerja Pegawai dengan Kepuasan Kerja sebagai Variabel Intervening pada Pengelola Rumah Susun Kota Banjarmasin. *PESHUM: Jurnal Pendidikan, Sosial Dan Humaniora*, 5(2), 2581–2593. <https://doi.org/https://doi.org/10.56799/peshum.v5i2.13342>
- Fidyatunnisa, Djalil, M. A., & Sakir, A. (2025). The Effect of Work Environment and Workload on Employee Performance Mediated by Job Satisfaction in Employees of PT. Telkom Banda Aceh. *International Journal of Business Management and Economic Review*, 8(3), 148–163. <https://doi.org/https://doi.org/10.35409/IJBMER.2025.3680>
- Fitrianto. (2020). Pengaruh motivasi, disiplin, dan kepuasan kerja terhadap kinerja karyawan PT Bumi Rama Nusantara. *YUME: Journal of Management*, 3(1), 113–134.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2021). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 26* (10th ed.). Badan Penerbit Universitas Diponegoro.
- Goodhue, D. L., & Thompson, R. L. (1995). Task-technology fit and individual performance. *MIS Quarterly*, 19(2), 213–236. <https://doi.org/10.2307/249689>

- Hackman, J. R., & Oldham, G. R. (1976). Motivation through the design of work: Test of a theory. *Organizational Behavior and Human Performance*, 16(2), 250–279. [https://doi.org/10.1016/0030-5073\(76\)90016-7](https://doi.org/10.1016/0030-5073(76)90016-7)
- Hammad, M., Omar, K., Abdul Halim, M. A. S. B., Abid, M., Javed, A., & Zafar, M. J. (2025). Digital transformation in public sector: Enhancing employee motivation and performance. *Public Organization Review*. *Public Organization Review*, 25(3), 1459–1481. <https://doi.org/https://doi.org/10.1007/s11115-025-00870-9>
- Handayani, R. (2022). Tantangan Transformasi Digital Layanan Publik: Antara Infrastruktur, Kesiapan SDM, dan Beban Kerja Birokrasi. *RIGGS: Journal of Artificial Intelligence and Digital Business*, 1(2), 45–58.
- Hart, S. G., & Staveland, L. E. (1988). Development of NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research. In P. A. Hancock & N. Meshkati (Eds.), *Human Mental Workload* (Vol. 52, pp. 139–183). North-Holland. [https://doi.org/10.1016/S0166-4115\(08\)62386-9](https://doi.org/10.1016/S0166-4115(08)62386-9)
- Herlambang, M. A. T., Wardani, S. F. P., & Yuliawati, A. (2022). Pengaruh Lingkungan Kerja terhadap Kinerja Karyawan pada CV. Pilar Perkasa Mandiri. *Jurnal Ilmu Kesehatan Bhakti Husada: Health Sciences Journal*, 13(1), 94–102. <https://doi.org/10.34305/jikbh.v13i1.393>
- Hobfoll, S. E. (1989). Conservation of Resources: A New Attempt at Conceptualizing Stress. *American Psychologist*, 44(3), 513–524. <https://doi.org/10.1037/0003-066X.44.3.513>
- Indonesia., K. P. A. N. dan R. B. R. (2024). Ukur Kemampuan Digital ASN, Kementerian PANRB Gelar Survei Digital Mindset dan Digital Leadership ASN. In *Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi*.
- Ingsih, K., Rahman, P., & Prayitno, A. (2024). Pengaruh Kompetensi Individu, Sikap Kerja dan Komunikasi Internal terhadap Kinerja Karyawan. *Jurnal Manajemen Dan Akuntansi*.
- Insel, P. M., & Moos, R. H. (1974). *Work Environment Scale*. Consulting Psychologists Press. https://books.google.com/books/about/Work_Environment_Scale.html?id=ey3BSQAACAAJ
- Islami, N. A., Suryanti, R., Cendekiawan, K. A., Ardianto, R. E., & Tawil, M. R. (2024). Pengaruh Kepuasan Kerja, Lingkungan Kerja Dan Beban Kerja Terhadap Kinerja Karyawan. *Jurnal Ilmiah Edunomika*, 8(2). <https://doi.org/https://doi.org/10.29040/jie.v8i2.13068>
- John P. Campbell, B. M. W. (2015). *The Modeling and Assessment of Work Performance*. *Annual Review Organizational Psychology and Organizational Behavior*. 2(47), 032414–111427. <https://doi.org/https://doi.org/10.1146/annurev-orgpsych->

- Johnson, J. V., & Hall, E. M. (1988). Job Strain, Work Place Social Support, and Cardiovascular Disease: A Cross-Sectional Study of a Random Sample of the Swedish Working Population. *American Journal of Public Health*, 78(10), 1336–1342. <https://doi.org/10.2105/AJPH.78.10.1336>
- Julianda, A., & Yuliantari, K. (2024). Pengaruh Beban Kerja dan Lingkungan Kerja terhadap Kinerja Karyawan pada PT . Saunder Digital Asia Jakarta Pendahuluan. *Global: Jurnal Lentera BITEP*, 02(05), 155–162.
- Karasek, R. A. (1979). Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign. *Administrative Science Quarterly*, 24(2), 285–308. <https://doi.org/10.2307/2392498>
- Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia. (2023). Presiden Jokowi Teken Perpres 82/2023, Menteri PANRB: Jalan Tol Menuju Layanan Digital Terpadu. In *Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi*.
- Koesomowidjojo, S. R. L. (2017). *Panduan Praktis Menyusun Analisis Beban Kerja*. Raih Asa Sukses.
- Kompas. (2023). Jokowi Sentil ASN Sibuk Urus SPJ: Birokrasi Jangan Hanya Sekadar Tumpukan Kertas. *Kompas.com*.
- Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., Schaufeli, W. B., de Vet, H. C. W., & van der Beek, A. J. (2011). Conceptual Frameworks of Individual Work Performance: A Systematic Review. *Journal of Occupational and Environmental Medicine*, 53(8), 856–866. <https://doi.org/10.1097/JOM.0b013e318226a763>
- LePine, J. A., Podsakoff, N. P., & LePine, M. A. (2005). A Meta-Analytic Test of the Challenge Stressor-Hindrance Stressor Framework: An Explanation for Inconsistent Relationships Among Stressors and Performance. *Academy of Management Journal*, 48(5), 764–775. <https://doi.org/10.5465/AMJ.2005.18803921>
- Lesmana, G., Jamaludin, A., & Nandang. (2024). Optimizing Employee Performance: The Impact of Job Characteristics and Work Discipline at PT. Pratamaeka Bigco Indonesia. *INVEST : Jurnal Inovasi Bisnis Dan Akuntansi*, 5(2), 304–316. <https://doi.org/https://doi.org/10.55583/invest.v5i2.855>
- Locke, E. A., & Latham, G. P. (2002). Building a Practically Useful Theory of Goal Setting and Task Motivation: A 35-Year Odyssey. *American Psychologist*, 57(9), 705–717. <https://doi.org/10.1037/0003-066X.57.9.705>
- Lojonon, X., & Alfred, Y. (2025). Factors influencing digital adoption of data and information management methods in the public sector. *IGI Global*.
- Massami, E. P., & Manyasi, M. M. (2021). Analysis of determinants of work performance for seafarers based on fuzzy Electre model. *Journal of Shipping and Trade*, 6(1), 7. <https://doi.org/https://doi.org/10.1186/s41072-021-00088-0>

- McCloy, R. A., Campbell, J. P., & Cudeck, R. (1994). A Confirmatory Test of a Model of Performance Determinants. *Journal of Applied Psychology*, 79(4), 493–505. <https://doi.org/10.1037/0021-9010.79.4.493>
- Meshkati, N. (1988). Toward Development of a Cohesive Model of Workload. In P. A. Hancock & N. Meshkati (Eds.), *Human Mental Workload* (Vol. 52, pp. 305–314). North-Holland. [https://doi.org/10.1016/S0166-4115\(08\)62394-8](https://doi.org/10.1016/S0166-4115(08)62394-8)
- Moos, R. H. (1994). *Work Environment Scale Manual: Development, Applications, Research* (3rd edition). Consulting Psychologists Press. https://books.google.com/books/about/Work_environment_scale_manual.html?id=2iRYAAAAYAAJ
- Motowidlo, S. J., Borman, W. C., & Schmit, M. J. (1997). A Theory of Individual Differences in Task and Contextual Performance. *Human Performance*, 10(2), 71–83. https://doi.org/10.1207/s15327043hup1002_1
- Msuya, M. S., & Kumar, A. B. (2022). The role of supervisor work-life support on the correlation between work autonomy, workload and performance: perspective from Tanzania banking employees. *Future Business Journal*, 8(1), 26. <https://doi.org/10.1186/s43093-022-00139-3>
- Nasiri, M., Ukko, J., Saunila, M., & Rantala, T. (2020). Managing the digital supply chain: The role of smart technologies. *Technovation*, 96–97(May 2019), 102121. <https://doi.org/10.1016/j.technovation.2020.102121>
- Nitisemito, A. S. (2015). *Manajemen Personalia*. Ghalia Indonesia.
- Nugroho, A. D., & Wahjoedi, T. (2023). The influence of work attitude, work communication and work environment on employee performance. *International Journal of Science and Research Archive*, 9(1), 670–678. <https://doi.org/10.30574/ijrsra.2023.9.1.0510>
- Nurain, A., Chaniago, H., & Efawati, Y. (2024). Digital behavior and impact on employee performance: Evidence from Indonesia. *Journal of Technology Management & Innovation*, 19(3), 15–27. <https://doi.org/10.4067/S0718-27242024000300015>
- Nuraini, A., Chaniago, H., & Efawati, Y. (2025). The effect of workload and compensation on employee performance with work stress as an intervening variable in KSOP Class III Tanjung Wangi, Banyuwangi Regency. *Journal of Management*, 4(1), 167–17. <https://doi.org/https://myjournal.or.id/index.php/JOM/article/view/336>
- Pancaningsih, R., Suyatno, A., & Rahmawati, E. D. (2025). Digitalization and automatization on the performance of employees of the Karanganyar Environmental Service through job satisfaction. *International Journal of Management, Accounting & Finance (KBIJMAF)*, 2(3), 49–55. <https://doi.org/10.70142/kbijmaf.v2i3.337>
- Pangabean, R. K., Junita, A., & Miraza, Z. (2024). The Impact of Stress and Workload on Performance Moderated by Work Shift. *Jurnal Administrasi*

- Bisnis*, 13(1), 19–30. <https://doi.org/https://doi.org/10.14710/jab.v13i1.54614>
- Parasuraman, A. (2000). Technology Readiness Index (TRI): A multiple-item scale to measure readiness to embrace new technologies. *Journal of Service Research*, 2(4), 307–320. <https://doi.org/10.1177/109467050024001>
- Parker, C. P., Baltes, B. B., Young, S. A., Huff, J. W., Altmann, R. A., LaCost, H. A., & Roberts, J. E. (2003). Relationships Between Psychological Climate Perceptions and Work Outcomes: A Meta-Analytic Review. *Journal of Organizational Behavior*, 24(4), 389–416. <https://doi.org/10.1002/job.198>
- Pemda, P. (2026). Kesalahan Umum Penyusunan SKP ASN dan Cara Memperbaikinya. In *Pusat Pendidikan dan Pelatihan Pemerintahan Daerah*.
- Peraturan Menteri Pendayagunaan Aparatur Negara Dan Reformasi Birokrasi Nomor 6 Tahun 2022 Tentang Pengelolaan Kinerja Pegawai Aparatur Sipil Negara, Pub. L. No. 155 (2022).
- Peraturan Menteri Perhubungan Nomor 2 Tahun 2024 tentang Organisasi dan Tata Kerja Distrik Navigasi (2024).
- Peraturan Menteri Perhubungan Nomor PM 19 Tahun 2022 Tentang Organisasi Dan Tata Kerja Distrik Navigasi, Pub. L. No. 825 (2022).
- Peraturan Presiden Nomor 82 Tahun 2023 Tentang Percepatan Transformasi Digital Dan Keterpaduan Layanan Digital Nasional, Pub. L. No. 259 (2023).
- Petzsche, V., Rabl, T., & Baum, M. (2020). Digital Technology Support and Employee Intrapreneurial Behavior. *Academy of Management Proceedings*, 1, 13504. <https://doi.org/10.5465/AMBPP.2020.13504abstract>
- Pradhan, R. K., & Jena, L. K. (2017). Employee performance at workplace: Conceptual model and empirical validation. *Business Perspectives and Research*, 5(1), 69–85. <https://doi.org/10.1177/2278533716671630>
- Pradhana, A., & Mon. (2025). Pengaruh Tambahan Penghasilan Pegawai (TPP), Beban Kerja, dan Lingkungan Kerja terhadap Peningkatan Kinerja Aparatur Sipil Negara di Lingkungan Sekretariat Daerah Provinsi Kepulauan Riau dan Kepuasan Kerja sebagai Variabel Mediasi. *Jurnal Manajemen Pendidikan Dan Ilmu Sosial*, 7(1), 116–132. <https://doi.org/https://doi.org/10.38035/jmpis.v7i1.6315>
- Pramujadi, F., Lestari, D. S., & Augustinah, F. (2024). Pengaruh Beban Kerja dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada PT Support Logistics Indonesia. *SAB (Studi Administrasi Bisnis)*, 2(1).
- Pulakos, E. D., Arad, S., Donovan, M. A., & Plamondon, K. E. (2000). Adaptability in the Workplace: Development of a Taxonomy of Adaptive Performance. *Journal of Applied Psychology*, 85(4), 612–624. <https://doi.org/10.1037/0021-9010.85.4.612>
- Putra, A. S. (2012). *Analisis Pengaruh Beban Kerja Terhadap Kinerja Karyawan Divisi Marketing dan Kredit PT. WOM Finance Cabang Depok*. Institut

Pertanian Bogor.

- Putra, R. S., Eliyana, A., & al., et. (2024). The Influence of Workload and Working Environment on Employee Performance Through Job Satisfaction as a Mediation Variable at CV. Kebab Bosman Food Indonesia. *Universitas Airlangga Publications*.
- Rasool, S. F., Mohelska, H., Rehman, F. U., Raza, H., & Asghar, M. Z. (2025). Exploring the Nexus Between a Supportive Workplace Environment, Employee Engagement, and Employee Performance in the Kingdom of Saudi Arabia. *Administrative Sciences*, 15(6), 1–21. <https://doi.org/10.3390/admsci15060230>
- Ratnawati, W. (2022). Pengaruh Gaya Kepemimpinan Dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada Pt. Progress Citra Sempurna (Pcs) Jakarta Selatan. *Jurnal Ilmiah Swara MaNajemen (Swara Mahasiswa Manajemen)*, 2(4), 519. <https://doi.org/10.32493/jism.v2i4.25925>
- Raziq, A., & Maulabakhsh, R. (2015). Impact of Working Environment on Job Satisfaction. *Procedia Economics and Finance*, 23, 717–725. [https://doi.org/10.1016/S2212-5671\(15\)00524-9](https://doi.org/10.1016/S2212-5671(15)00524-9)
- Reid, G. B., & Nygren, T. E. (1988). The Subjective Workload Assessment Technique: A Scaling Procedure for Measuring Mental Workload. In P. A. Hancock & N. Meshkati (Eds.), *Human Mental Workload* (Vol. 52, pp. 185–218). North-Holland. [https://doi.org/10.1016/S0166-4115\(08\)62387-0](https://doi.org/10.1016/S0166-4115(08)62387-0)
- Riyanto, S., & Hatmawan, A. A. (2020). *Metode Riset Penelitian Kuantitatif Penelitian Di Bidang Manajemen, Teknik, Pendidikan Dan Eksperimen*. Deepublish.
- Ruzakki, H., Nashrullah, N., Junaedi, D., Khoiriyah, S., & Asror, M. (2024). Trend Pemanfaatan Teknologi Augmented Reality Dan Virtual Reality Dalam Pembelajaran Pendidikan Agama Islam Di Indonesia. *Edukasi Islami: Jurnal Pendidikan Islam*, 13(01), 97–108. <https://doi.org/10.30868/ei.v13i01.4888>
- Sala, E. E., & Subriadi, A. P. (2022). Hot-fit model to measure the effectiveness and efficiency of information system in public sector. *The Winners*, 23(2), 131–141. <https://doi.org/10.21512/tw.v23i2.7423>
- Sari, A. D. N. (2024). Pengaruh faktor-faktor internal dan eksternal terhadap kinerja karyawan di Indonesia: *Literature Review*. *Business and Accounting Education Journal*, 5(3), 312–331. <https://doi.org/10.15294/baej.v5i3.10011>
- Sedarmayanti. (2017). *Manajemen Sumber Daya Manusia: Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil*. Refika Aditama.
- Siagian, C., & Dr. Muhammad Donal Mon. (2024). Factors Affecting Employee Performance in Manufacturing Companies: Empirical Studies in Batam City. *TIJAB (The International Journal of Applied Business)*, 8(1), 32–44. <https://doi.org/10.20473/tijab.v8.i1.2024.43883>
- Sinaga, R., & Arianto, D. (2025). Pengaruh Usia dan Pengalaman Kerja terhadap

- Tingkat Adaptasi Teknologi Digital pada Pegawai Sektor Publik. *Jurnal Manajemen Sumber Daya Manusia Dan Birokrasi*, 6(1), 112–125.
- Spector, P. E., & Jex, S. M. (1998). Development of four self-report measures of job stressors and strain: Interpersonal Conflict at Work Scale, Organizational Constraints Scale, Quantitative Workload Inventory, and Physical Symptoms Inventory. *Journal of Occupational Health Psychology*, 3(4), 356–367. <https://doi.org/10.1037/1076-8998.3.4.356>
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sugiyono, P. D. (2013). *Metode Penelitian Kuantitatif, Kualitatif dan R&D* (19th ed.). Alfabeta, CV.
- Sujarweni, V. W. (2020). *Metodologi Penelitian Bisnis & Ekonomi*. Pustaka Baru Press.
- Sulaiman, Saleh, C., Muluk, M. R. K., & Setyowati, E. (2025). Digital Competence and Employee Performance: The Mediating Role of Work Motivation in the Public Sector. *Journal of Cultural Analysis and Social Change*, 10(2), 580–592. <https://doi.org/10.64753/jcasc.v10i2.1646>
- Tarwaka. (2015). *Ergonomi Industri: Dasar-Dasar Pengetahuan Ergonomi dan Aplikasi di Tempat Kerja*. Harapan Press.
- Tornatzky, L. G., Fleischer, M., & Chakrabarti, A. K. (1990). *The Processes of Technological Innovation*. Lexington Books. https://books.google.com/books/about/The_Processes_of_Technological_Innovation.html?id=QWiwAAAAIAAJ
- Tri, C., Dewi, T., & Krisnadi, H. (2023). *The Effects of Using Digitalization , Work Life Balance and Work Engagement on Employee Performance Through Job Satisfaction at PT Waskita Karya Infrastruktur*. 8(2), 1197–1207.
- Triansyah, F. A., Hejin, W., & Stefania, S. (2023). Factors affecting employee performance: a systematic literature review. *Journal Markcount Finance*, 1(3), 150–159. <https://doi.org/10.55849/jmf.v1i2.102>
- Ulva Noviana dan Eka Avianti Ayuningtyas. (2024). *The Influence of Work Environment , Workload , and Work Motivation on The Performance of Employees*. 01(01), 1–12.
- Utama, I., & Riani, A. L. (2025). Conducive Work Environment to Enhance Employee Performance in Umrah Service Companies. *The Eastasouth Management and Business*, 3(3), 585–597. <https://doi.org/10.58812/esmb.v3i03.583>
- Utama, Z. M. (2026). *Competency , Workload , and Organizational Culture as Determinants of Public Sector Employee Performance in Indonesia*. 6(1), 225–242.
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012a). Consumer acceptance and use of information technology: Extending the unified theory of acceptance and use

- of technology. *MIS Quarterly*, 36(1), 157–178. <https://doi.org/10.2307/41410412>
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012b). Consumer acceptance and use of information technology: Extending the unified theory of acceptance and use of technology. *MIS Quarterly*, 36(1), 157–178. <https://doi.org/10.2307/41410412>
- Vischer, J. C. (2007). The Effects of the Physical Environment on Job Performance: Towards a Theoretical Model of Workspace Stress. *Stress and Health*, 23(3), 175–184. <https://doi.org/10.1002/smi.1134>
- Wang, Y., Park, J., & Gao, Q. (2025). *Digital leadership and employee innovative performance: the role of job crafting and person – job fit*. 16, 1–16. <https://doi.org/10.3389/fpsyg.2025.1492264>
- Widyastuti, T., Ramdani, Z., Alim, S., & Harlianty, R. A. (2024). The Indonesian Version of Individual Work Performance Questionnaire (IWPQ): Structure Factor and Criterion Validity. *Psychological Research and Intervention*, 7(1), 1–16.
- World Bank. (2026). *Public Workforce Performance and Prosperity*. World Bank.
- Xu, G., Zheng, Z., Zhang, J., Sun, T., & Liu, G. (2025). *Does Digitalization Benefit Employees? A Systematic Meta-Analysis of the Digital Technology – Employee Nexus in the Workplace*. 13(6), 409. <https://doi.org/10.3390/systems13060409>
- Yusof, M. M., Kuljis, J., Papazafeiropoulou, A., & Stergioulas, L. K. (2008a). An evaluation framework for health information systems: Human, organization and technology-fit factors (HOT-fit). *International Journal of Medical Informatics*, 77(6), 386–398. <https://doi.org/10.1016/j.ijmedinf.2007.08.011>
- Yusof, M. M., Kuljis, J., Papazafeiropoulou, A., & Stergioulas, L. K. (2008b). An evaluation framework for Health Information Systems: Human, organization and technology-fit factors (HOT-fit). *International Journal of Medical Informatics*, 77(6), 386–398. <https://doi.org/10.1016/j.ijmedinf.2007.08.011>
- Zhenjing, G., Chupradit, S., Ku, K. Y., & Nassani, A. A. (2022). *Impact of Employees ' Workplace Environment on Employees ' Performance : A Multi-Mediation Model*. 10(May). <https://doi.org/10.3389/fpubh.2022.890400>