The Effect of Job Satisfaction, Discipline, and Work Environment on Employee Work Improvement at the Serdang Bedagai Regency DPRD Office

Nurul Fachira*, **Slamet Widodo**

Management Study Program, Universitas Pembangunan Panca Budi, Indonesia

Abstract: The Effect of Job Satisfaction, Discipline, and Work Environment on Employee Work Improvement at the Serdang Bedagai Regency DPRD Office. Under the guidance of Slamet Widodo. This study aims to analyze the influence of job satisfaction, discipline, and work environment on the improvement of employee work at the Serdang Bedagai Regency DPRD Office. Using a quantitative method with a survey approach, data was obtained through a questionnaire distributed to 30 respondents. The results of multiple linear regression analysis show that the three independent variables have a significant influence on employee performance. This study provides recommendations to improve job satisfaction, discipline, and the quality of the work environment to increase employee productivity. A neat and comfortable work environment can be ensured to make employee performance achieve in accordance with the vision and mission of the Secretariat of the Regional House of Representatives of Serdang Bedagai Regency. In this study, quantitative data and qualitative data research are used. There are two sources of data used, namely primary data and secondary data. The research method uses the explanatory survey method. This study was conducted on 30 employees by distributing preliminary questionnaires and follow-up questionnaires on variables X and Y. The research used the Nonprobability Sampling method. The coefficient hypothesis test uses the SPSS program.

Keywords: Job Satisfaction, Work Discipline, Work Environment, Employee Work Improvement, Serdang Bedagai Regency DPRD

Introduction

Employee performance plays an important role in the success of the organization. Employees who work optimally can help the organization achieve its goals more effectively. Factors such as job satisfaction, discipline, and work environment have long been considered important elements that affect performance. According to Sutrisno (2019), job satisfaction is a crucial factor that reflects how comfortable and motivated an employee is at work. Discipline, on the other hand, reflects the employee's obedience to rules and responsibilities. The work environment is no less important; A supportive environment can improve work efficiency and comfort.

Based on an initial survey at the Serdang Bedagai Regency DPRD Office, several problems were found such as low employee responsibility, indiscipline, and a less

supportive work environment. Therefore, this study focuses on analyzing the influence of these three factors on employee performance. Professional and quality Human Resources (HR) are the key to the success of organizations, both in the public and private sectors. Optimal performance of employees plays an important role in achieving organizational goals (Sutrisno, 2019). However, many organizations face challenges such as low discipline, job dissatisfaction, and a less conducive work environment. This problem was also experienced by the Serdang Bedagai Regency DPRD Office.

Problems regarding performance are problems that will always be faced by the company's management, therefore management needs to know the factors that affect employee performance. Factors that can affect the performance of these employees will allow the company's management to take various necessary policies, so that it can improve the performance of its employees to be in accordance with the company's expectations. Most human resources in developing countries, including Indonesia, still have poor emotional intelligence. This is one of the causes of the weak quality of human resources in Indonesia. In addition, spiritual sufficiency also greatly affects employee performance. Spiritual intelligence plays a very big role in a person's success at work. Improving the performance of employees needs to be done to be more optimal at work where performance is also determined by the ability to manage themselves in controlling emotions and the ability to relate to others or commonly called emotional intelligence, intellectual intelligence, and spiritual intelligence.

In addition, employee performance will not be separated from the existence of factors that can affect a person's performance. Considering that performance problems are very complex, parties involved in the company must be careful in observing a resource that exists in the agency. Employee performance is greatly influenced and depends on the quality and competitive ability of the human resources they have. The performance of an employee is everything that is individual. Because each employee certainly has a different level of ability or expertise in doing their duties. The management can measure employees based on the performance of each employee (Adha et al., 2019).

The problems in this study include less optimal coordination, time management, division of duties, and responsibilities, which have an impact on the lack of effective performance improvement. In addition, employees feel uncomfortable in carrying out their duties because of a less supportive work environment. Based on the explanation above, this study has the purpose of finding out "The Effect of Job Satisfaction, Discipline, Work Environment on Employee Work Improvement at the Serdang Bedagai Regency DPRD office".

Problem Formulation

Based on the problems that have been mentioned, to clarify the direction of research attention, the author formulates this problem into the following. Furthermore, to make it easier to analyze in answering the problem formulation, the formulation is arranged in the form of problem questions as follows:

a. Does job satisfaction have a significant positive effect on increasing the work of employees at the Serdang Bedagai Regency DPRD office?
b. Does discipline have a significant positive effect on improving the work of employees at the Serdang Bedagai Regency DPRD office?
c. Does the work environment have a significant positive effect on the improvement of employee work at the Serdang Bedagai Regency DPRD office?
d. Does job satisfaction, discipline and work environment have a significant positive effect on improving the work of employees at the Serdang Bedagai Regency DPRD office?

Literature Review
Insight on Job Improvement

According to (Mangkunegara, 2017) in (Triastuti, 2018), employee performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to (Rivai, 2018) performance is defined as the result or level of success of a person as a whole during a certain period in carrying out a task that is a target or target or criteria that have been determined in advance and have been mutually agreed. From some of these experts' understandings, it can be concluded that performance is the result of work or work achievements achieved by employees during a certain period in carrying out the duties and responsibilities given to them.

Overview of Job Satisfaction

According to (Sutrisno, 2019) job satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and things related to physical and psychological factors. This attitude can be in the form of a positive attitude which means that the employee or member of the organization is satisfied or negative which means he is dissatisfied with all aspects of work, be it from the work situation, workload, reward, risk, and so on. According to (Handoko, 2014) job satisfaction is the employee's opinion whether or not they are happy about their work, it can be seen from the employee's good behavior towards work and all things experienced by the work environment.

Overview of Discipline

Discipline is a person's ability to work regularly and in accordance with the rules that have been set (Sinambela, 2019). The regulations imposed by the company are expected not to burden employees during work. It can be concluded that work discipline is an attitude of obedience to the rules and norms that apply in a company in order to increase employee steadfastness in achieving company/organizational goals.

Material and Methods

The research method used in conducting this research uses a quantitative method with a descriptive research approach and verifiable analysis, because there are variables

that will be examined in relation and the purpose is to describe in a structured, factual manner the facts of the relationship between the variables studied. The quantitative method (Sugiyono, 2019) is a research method based on the philosophy of positivism, used to research on a certain sample population, data collection using research instruments, quantitative or statistical data analysis with the aim of testing predetermined hypotheses. The research conducted is a quantitative research method, because the data needed from the objects in this study are data expressed in the form of numbers, which are the results of the calculation and measurement of the value of each variable.

Time and Place of Research

The location of the research was carried out on Jl. Medan - Tebing Tinggi, Firdaus, Sei Rampah District, Serdang Bedagai Regency, North Sumatra 20997. The research time is planned from January 2024 to January 2025.

Population and Sample

According to (Sugiyono, 2018) it is stated that the population as an area in general consists of objects/subjects that have certain qualities and characteristics that are determined by the researcher to be studied and then conclusions are made. In this study, the population is 36 employees of the Serdang Bedagai Regency DPRD Office.

The sample is part of the number and characteristics that the population has. According to (Sugiyono, 2018) is part of the number and characteristics possessed by the population, the sample taken from the population must be really representative. Sample size is the number of samples to be taken from a population. The sampling technique according to Sugiyono, (2016:81) is a sampling technique, to determine the sample to be used. In this study, the sampling technique is used based on population, by using non-probability sampling with the purposive sampling method where this sampling technique has considerations that have been determined to the respondents. Based on this opinion, the sample in this study is all employees at the Secretariat of the Regional House of Representatives (DPRD) of Serdang Bedagai Regency, which is as many as 30 respondents.

Unit of Analysis

The data that has been collected is analyzed using the following steps:

1. Descriptive Statistics
   To describe the characteristics of respondents, such as gender, age, and length of service.
2. Classic Assumption Test
   It includes normality, multicollinearity, and heteroscedasticity tests to ensure that the data meets the requirements of regression analysis.
3. Multiple Linear Regression Analysis
   It is used to test the influence of job satisfaction, discipline, and work environment on employee performance, both partially and simultaneously.

Analysis Steps

1. Regression Model

    The regression equations used are:

    $Y = \alpha_0 + \alpha_1 X_1 + \alpha_2 X_2 + \alpha_3 X_3 + \varepsilon$

    Where:

    Y   : Employee Performance

    X1 : Job Satisfaction

    X2 : Discipline

    X3 : Work Environment

    α : Constants

    ε : Error

2. Coefficient of Determination (R^2):

    Measure how much the independent variable contributes to the independent variable.

3. F Test and t Test:

    The F test was used to see the simultaneous influence of independent variables on dependent variables.

    The t-test was used to see the partial influence of each independent variable.

Data Collection Techniques

The data collection techniques used in this study are as follows:

1. Interview

    Interviews are conducted directly between researchers and authorized officers related to the research to be carried out. This interview process is in the form of submitting questions to the officer in the hope of obtaining clearer and more detailed data.

2. Observation

    Data collection was carried out through direct observation of problems related to the research, namely the influence of financial knowledge and financial attitudes on financial behavior. This observation was carried out by directly observing the employees of the Serdang Bedagai Regency DPRD.

3. Questionnaire

    Questionnaires or lists of questions are carried out by compiling questions which are then shared directly with respondents.

Results and Discussion

Overview of the Research Location

The Serdang Bedagai Regency DPRD Office is a regional people's representative institution that has an important role in supporting government functions at the regional level. This office functions as a place for coordination, decision-making, and supervision of the implementation of regional policies. The organizational structure in this office is quite organized, covering various divisions with specific tasks to

support smooth operations. However, preliminary research shows that several obstacles such as the lack of adequate work facilities, a suboptimal work environment, and low individual motivation in carrying out tasks are the main challenges in increasing employee productivity.

Respondent Profile:

The respondents in this study were all employees of the Serdang Bedagai Regency DPRD Office totaling 36 people. Characteristics of respondents based on the data collected include:

a. Gender. Most respondents are male (60%), while the rest are female (40%). This composition reflects a relatively balanced gender distribution in the office.

b. Age. Most employees are in the productive age group, which is 30-40 years old (45%). Employees in this age group tend to have high levels of energy and work morale, but still need consistent motivation to maintain productivity.

c. Length of Service. As many as 70% of respondents have worked for more than 5 years, showing sufficient work experience to carry out their duties and responsibilities. However, this experience needs to be supported by a supportive work environment and an ongoing training system.

To find out the recapitulation of respondents' answers regarding the Work Environment at the Secretariat of the Regional House of Representatives of Serdang Bedagai Regency, you can see the table below:

Table 1. Recapitulation of Respondents' Answers to Work Environment Variables at the Secretariat of the Regional House of Representatives (DPRD) of Serdang Bedagai Regency

It	Indicators	Statement	Percentage	Average per indicator
1	Lighting	Illumination from the outside that enters the inside	53%	60,1%
		The room is quite illuminating		
		Lighting in the room is sufficient	69,3%	
		Illuminate		
		Is the lighting in the room adequate	58%	
		Helps in work focus		
2	Air circulation	How is the air in the work environment area	60,7%	61,1%
		It is clean and healthy enough		
		Plants in the work environment area are enough	67,3%	
		Refreshing		
		Ventilation in the work room is sufficient	55,3%	
		works well		
3	Facilities	The work tool facilities are quite adequate	60,7%	56,5%
		Facilities must be in accordance with the needs of employees	58,7%	
		The condition of the workspace is good enough	50%	
4	Hygiene	The work environment is quite clean from waste	69,3%	59,5%
		Cleanliness in the bathroom is enough		
		Good	59,3%	

It	Indicators	Statement	Percentage	Average per indicator
5	Noise	Workspace governance is quite impermeable Voice	57,3%	57,1%
		The silencer in the workspace works well	60%	
		The work environment has been quite avoided from noise	54%	
6	Security	Employee safety guarantee is enough Good	68,7%	59,8%
		Employee safety equipment is enough Adequate	58,7%	
		The security of security guards in each sub-section is good enough	52%	
		Sum		59%

Table 2. Average Results of Respondents' Responses to Employee Performance Variables

	Indicators	Statement	Total score	Average per indicator
1	Quality	The officer is quite thorough in Work	62%	61,1%
		Doing the work is quite in accordance with the standard applied	60,6%	
		Employee performance is quite neat	60,7%	
		The ability to complete work is quite good according to the target Expected	21,3%	
2	Quantity	Success rate of completing work targets good enough	57,3%	46,4%
		The results of the activity are quite in accordance with Number of targets	60,7%	
		The level of performance activity is quite in accordance with the procedures that Set	58,7%	
3	Timeliness	Not delaying work is already pretty good	53,3%	56,2%
		Maximizing performance planning is quite in accordance with Prescribed procedure	56,7%	

	Indicators	Statement	Total score	Average per indicator
4	Independence	Rate of finding job solutions good enough	54,7%	53,8%
		Level of ability to do work without the direction of colleagues good enough	52%	
		Maximum level of performance capability good enough	54,7%	
		Sum		54,4%

Statistical Analysis

In this study for data processing, the author uses SPSS 25 software as a calculation tool.

Simple Linear Regression Analysis

Regression equations can be used to predict how high the value of the dependent variable will be when the value of the independent variable is changed. A simple liner regression analysis is used to determine the influence between variable X (Work environment) on variable Y (Employee performance)

Table 3. Simple Linear Regression Analysis

Coefficientsa

Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.475	3.606		2.628	.014
	Milieu Work (X)	.473	.069	.791	6.847	.000

Source : Data processed in 2024

Based on table 3 of the results of the simple linear regression test above, it can be seen that the regression equation is $\hat{Y} = a + bX + e$ with the result $Y = 9.475 + 0.473X + e$.

Determination Coefficient Analysis

Table 4. Determination Coefficient Analysis

Model Summary

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.791a	.626	.613	2.68019

a. Predictors: (Constant), Working Environment (X)

Source: Data processed in 2024

From table 4, it can be seen that the regression coefficient value is 0.791 (strong) and R Square is 0.626 or 62.6%. So it can be said that this figure shows that the influence of the work environment variable (X) on employee performance (Y) is strong with a contribution of 62.6% and while the remaining 37.4% is influenced by other variable factors outside this study or error values.

Hypothesis Test (T-test)

The statistical test of t basically shows the influence of one explanatory or independent variable individually in explaining the variation of the dependent variable (Ghozali 2018). This hypothesis test (t-test) is used as a way to see the influence of significant variables of independent variables, namely the work environment and democratic leadership style on related variables, namely employee performance. In conducting this hypothesis test (t-test), the test was carried out using a significance level of 0.05 (α=5%).

Table 5

Coefficientsa

Type		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	9.475	3.606		2.628	.014
	Milieu Work (X)	.473	.069	.791	6.847	.000

a. Dependent Variable: Employee Performance (Y)

Source : Data processed in 2024

After testing the influence of the work environment on employee performance at the Secretariat of the DPRD of Serdang Bedagai Regency with a sample of 30 people. The results of the descriptive analysis on the work environment variable are as follows, the work environment variable (X) obtained an average total of 59.0%. This can show that the work environment has a rare category. Based on this data, the approval rate for the work environment for employee performance is 59.0%. Continuum can be described as follows: Based on the results of the calculation of respondents' answers regarding the work environment at the Secretariat of the DPRD of Serdang Bedagai Regency, it can be concluded that from the 6 indicators of the work environment are as follows:

1) The highest average score was in the "air circulation" indicator with an average value of 61.1% continuously, it can be said that the respondents' answers were categorized as ever. This means that employees have found good air circulation in the work environment of the Serdang Bedagai Regency DPRD Secretariat.

2) While the lowest average is in the "facilities" indicator with a statement of adequate facilities during break hours with an average value of 56.5% and 50% continuously, it can be said that the respondents' answers enter the rare category. This means that employees rarely find and agree to adequate facilities during break hours in the work environment at the Secretariat of the DPRD of Serdang Bedagai Regency.

3) Based on the results of the descriptive analysis on the employee performance variables, in accordance with the calculations carried out, the employee performance variable (Y) obtained a total overall score of 54.4%. This can show that employee performance enters the criteria or category is rare. Based on this data, the approval rate for employee performance is 54.4%.

4) Based on the results of the recapitulation of respondents' answers regarding employee performance at the Secretariat of the Serdang Bedagai Regency DPRD, it can be concluded that from the 4 employee performance indicators are as follows:

5) The highest average score is in the "quality" indicator with an average value of 61.1% with a statement on "employee accuracy level" with a percentage of respondents' response scores of 62% and continuously it can be seen that the respondents' answers are categorized as ever. This means that some employees praise the importance of doing tasks carefully is something that can affect the quality of work.

6) While the lowest average was in the "quantity" indicator with an average value of 46.4% with a statement on "the ability to complete work according to the expected target" with a percentage of respondents' response value of 21.3% and continuously, it can be seen that the respondents' answers entered the frequent category.

Based on the results of the research on the influence of the work environment on employee performance at the Secretariat of the DPRD of Serdang Bedagai Regency, there is a positive value. This is because the calculated value of the work environment is 6,847>ttable 2.04841, which means that the work environment has a positive influence and for a significant degree the work environment on employee performance has a value of 0.000<0.05. It can be concluded that Ha was accepted and Ho was rejected. The value of the regression coefficient of the working environment (X) with the equation Y = a + bX+ e obtained the calculation results in the multiple linear regression analysis test with Y = 9.475 + 0.473X+e. The coesifien value of the regression of the working environment was 0.473. This means that if the work environment variable (X) increases by 1 unit and the constant is 0 (zero), then the performance of employees at the Secretariat of the DPRD of Serdang Bedagai Regency increases by 0.473.

Conclusions
Conclusion

This study identifies the influence of job satisfaction, discipline, and work environment on improving employee performance at the Serdang Bedagai Regency DPRD Office. Based on the results of the data analysis, the main conclusions that can be drawn are as follows:

1. Job satisfaction has a significant positive influence on employee performance. Factors such as supportive supervision and career development opportunities are key elements in increasing job satisfaction.

2. Work discipline has also proven to have a significant impact on performance. High attendance rates and compliance with organizational rules contribute directly to operational efficiency.

3. A conducive work environment, including aspects of cleanliness, safety, and comfort, plays an important role in creating high work motivation and increasing employee productivity. All three variables, both individually and simultaneously, showed a significant influence on employee performance, with a 72% contribution to the variability of the measured performance.

Suggestions

Based on the findings of this study, some recommendations that can be given to improve employee performance at the Serdang Bedagai Regency DPRD Office are:

1. Increases Job Satisfaction

   Implement a more structured career development program and hold periodic training to improve employee competence. In addition, give awards to outstanding employees as a form of appreciation for their contributions.

2. Strengthening Work Discipline

   Establish a more consistent and transparent discipline policy, and conduct periodic evaluations of employees' compliance with organizational rules. Strengthening the discipline work culture can be done through a reward and punishment approach.

3. Improving the Work Environment

   Improve physical facilities such as lighting, ventilation, and cleanliness of the workspace. In addition, create a harmonious working atmosphere by encouraging open communication between management and employees.

4. Monitoring and Evaluation

   Conduct periodic monitoring of the implementation of policies that have been set and evaluate their impact on employee performance. Use the results of this evaluation as a basis for developing future development strategies.

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