

THE CONTRIBUTION OF WORK ENVIRONMENT, CREATIVITY, AND DISCIPLINE TO TEAM PERFORMANCE IN THE EVENT ORGANIZER INDUSTRY

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Abstract: This study aims to analyze the influence of work environment, work creativity and work discipline on team performance at Royal W.O. The population of this study is the Royal W.O team which is 50 people. The sample of this study is 50 samples, with census sampling technique. This study is quantitative research with multiple regression analysis techniques. From the results of hypothesis testing, there is a positive and significant influence between the work environment on team performance. Workplace innovation has a favorable and statistically significant effect on group output, according to the second hypothesis test. Results from the third hypothesis test showing that work discipline has a positive and statistically significant effect on team performance. From what we can tell from the tests, the determination coefficient is 0.858. In other words, the study model explains 86% of the variance in team performance factors due to differences in work environment, work inventiveness, and work discipline, while other variables account for the remaining 14%.

Keywords: *work creativity, work discipline, work environment, team performance*

Submitted: 2025-06-03; Revised: 2025-06-26; Accepted: 2025-06-28

1. Introduction

Human resources are crucial to an organization's success and expansion (Hidayat & Taufiq, 2012). Consequently, in order to achieve peak performance, it is necessary to invest in and develop human resources as an asset. This can only be accomplished if business players are adept at fostering environments that foster the optimal development of employees' talents and skills, particularly in relation to performance. The wedding organizer (WO) industry in Indonesia continues to show significant growth, along with the increasing demand for professional services in wedding planning. The performance of the team in a wedding organizer is a crucial factor in determining the success of the event and client satisfaction, which ultimately affects the sustainability and reputation of the business. Optimal performance does not only depend on individual skills, but is also influenced by various internal and external factors (Listiani, 2011) This study seeks to analyze more deeply several key factors that are thought to have a significant influence on team performance in wedding organizers.

Everything surrounding a worker and having the potential to influence how they carry out their duties is considered part of the work environment (Hidayat & Taufiq, 2012). Organizational atmosphere and the physical workplace are two factors that impact how well an individual does his or her job (Nafiah & Sutianingsih, 2024). One of the most important factors

influencing workers' satisfaction and output on the job is the physical setting in which they do their duties (Sarbiah, 2023). In the context of wedding organizers, the work environment includes physical conditions such as workplace comfort, availability of facilities, as well as non-physical aspects such as relationships between colleagues, management support, and a positive or negative work atmosphere. A conducive work environment can encourage teams to work more effectively, feel more comfortable, and reduce stress levels, which in turn will increase their motivation and contribution to the success of the event. On the contrary, a poor work environment can lead to demotivation, decreased concentration, and increased errors (Marwansyah & Handoyo, 2024).

In an effort to improve team performance, organizations know very well that the first thing to do is to increase team creativity. Because the team is an invaluable asset that can raise or decrease the performance of the organization. Therefore, team creativity is felt as the main thing so that the team's abilities can be used as much as possible to achieve organizational goals. Work creativity plays a vital role in the wedding organizer industry which relies heavily on innovation and uniqueness in every event (Purnomo, 2016). Work creativity refers to the team's ability to generate new ideas, innovative solutions, and different approaches to face challenges, from decoration concepts, event rundowns, to solving unexpected problems in the field. In the fierce competition, wedding organizers are required to always offer something fresh and different to stay relevant in the eyes of the bride-to-be. Therefore, the team's ability to think outside the box and implement creative ideas will be directly correlated with service quality and client satisfaction (Warsita, 2012).

The organizational situation in this certain period is closely related to the existing rules of the game. So that it cannot be separated from the discipline of the employees. According to Hidayat & Taufiq (2012) discipline is obedience to the rules. Meanwhile, discipline is an effort made to create conditions in an orderly, effective and successful work environment through an appropriate regulatory system. Work discipline is the main foundation in ensuring smooth operations and service quality in every wedding organizer (Muna et al., 2023). Work discipline includes compliance with standard operating procedures (SOPs), punctuality, responsibility for tasks, and commitment to preset targets (Agustina, 2021; Nugroho & Sutianingsih, 2024). Given the one-time and no-redo nature of wedding events, each team is required to show a high level of discipline in every aspect, starting from initial preparation, coordination with vendors, to the implementation of the event. Lack of discipline in one individual can have a systemic impact on the entire team and potentially damage the reputation of the wedding organizer and the experience of the bride and groom (E. Sutrisno, 2016).

2. Literature Review

2.1. Work environment

Employees can perform at their best when they feel safe and comfortable in their work environment. A worker's dedication and devotion to their employer will flourish, leading to peak performance, if they enjoy what they do for a living and get along well with their coworkers. Employee performance is influenced by the work environment (Sunardi; & Sutianingsih, 2023). When employees are happy and healthy in the workplace, productivity rises. Agencies should be mindful of working circumstances if they want to provide an environment that encourages workers to reflect on their job (Fitri & Ferdian, 2021). On the other side, when workers invest in themselves, they'll be able to boost their performance at work, which will have an impact on the agency's bottom line. When a corporation provides its workers with a suitable workplace that matches their actual working conditions, productivity

risers. Geographical factors that have the potential to impact an employee's well-being while on the job are referred to as the work environment (Wahyu & Salam, 2020). According to Nabawawi (2019), a person's work environment encompasses all of the following: the physical space in which they do their duties, the tools they use, the procedures they follow, and the ways in which they collaborate with others.

A supportive and positive environment can directly increase productivity, creativity, and team collaboration (Yudea & Sutianingsih, 2022). For example, a comfortable work location, such as a well-organized office or a conducive meeting area, minimizes distractions and creates a more focused work atmosphere. In addition, emotional and psychological support is also crucial. In a fast-paced and often stressful WO industry, an environment that allows crews to feel valued, listened to, and have space to voice ideas or concerns will encourage them to work better. Managers who provide constructive *feedback*, facilitate open communication, and acknowledge hard work, can build high team morale. This good morale will be reflected in more meticulous planning details, smooth coordination between teams, and the ability to overcome unexpected challenges as the event progresses. Research conducted by Sinambela & Lestari (2022) and Hermawan (2022) states that the work environment affects employee performance. So, the first hypothesis can be formulated as follows:

H1: The work environment has a positive and significant effect on team performance

2.2. Work creativity

In general, creativity is not only about growing and creating new ideas, but rather combining previous ideas (Rompas, Pio, and Rumawas, 2021). According to Lestari (Lestari, 2019) creativity is the transformation of new knowledge in products, processes, services, and actions using something new. According to Hong et al. (Hong et al., 2018) employee creativity is the ability of employees to create useful new ideas where the ideas arise depending on the cognitive characteristics of each employee and the level of creativity that the employee has is able to be guided and developed with the organizational context and culture that the individual or employee lives. Munandar (2016) creativity is defined as a skill to help tasks assigned to employees to be completed. Creativity is also defined as the employee's expertise in creating something new. According to (Astuti & Sitawati, 2019; Putri et al., 2024) stated that creativity is a conceptual component that contains extrinsic components that are influenced not only by subsequent interests, but also by performance aspects, namely performance aspects that affect creativity.

In an industry that relies heavily on detail, personalization, and the ability to adapt, creativity is key to success. Creative teams are able to find innovative solutions to unexpected challenges, such as sudden changes to plans or unusual client requests. They can design unique and different wedding concepts, not only following trends but also creating an unforgettable experience for couples. In addition, creativity also encourages work efficiency and effectiveness. With thinking outside the box, teams can identify new ways to manage resources, set schedules, or even simplify complex processes, saving time and money. The ability to think creatively also increases client satisfaction, as fresh ideas and innovative execution make weddings feel more personalized and in line with expectations. The research conducted by Ratnasari et al. (2021) and Apryani & Siagian (Apryani & Siagian, 2023) stated that work creativity affects employee performance. So the second hypothesis can be formulated as follows:

H2: Work creativity has a positive and significant effect on team performance

2.3. Work discipline

An employee's level of discipline directly correlates to their ability to perform well on the job, which is why it ranks as the sixth most essential operational function in human resource management. Good work discipline among employees is essential for firms to attain their full potential. The ability and desire to adhere to all corporate policies and relevant societal standards constitutes discipline, according to Hasibuan (2019). The term "discipline" is used by Sutrisno (2019) to describe the internal process that helps workers adapt to rules, regulations, and high standards of conduct and performance. As stated by Agustini & Dewi (2019), work discipline is the practice of adhering to established policies and procedures in the workplace with the aim of motivating employees to work harder and more efficiently towards the accomplishment of organizational objectives (Sudaryono & Sutianingsih, 2023). One definition of work discipline offered by Hasibuan (Hasibuan, 2017) is an employee's knowledge of and commitment to following all policies and procedures set out by the organization as well as any relevant societal standards.

In an industry that relies on punctuality, detail, and complex coordination such as wedding organizers, work discipline is the main foundation of success. A disciplined team will show characteristics such as adherence to schedules, consistency in executing procedures, and high responsibility for every task undertaken. For example, punctual attendance at briefings, location preparation, and event implementation are manifestations of discipline that directly affect the smooth running of the entire wedding series. If one team member is not disciplined, the domino effect can ruin the overall schedule and quality of service, such as delays in setting up decorations that impact the rundown of the event. In addition, work discipline is also reflected in meticulousness and attention to detail. In a wedding, every little element must be perfect, from the arrangement of the chairs, the coordination of vendors, to the management of guests. A disciplined team will ensure every detail is checked and executed properly, reducing the potential for mistakes that can damage the wedding organizer's reputation and the bride and groom's experience. The research conducted by Adinda et al. (2023) and Putra & Haryadi (2022) state that work discipline affects employee performance. So the third hypothesis can be arranged as follows:

H3: Work discipline has a positive and significant effect on team performance

2.4. Team Performance

According to Hughes et al. (2020), performance is associated with actions taken or outcomes produced by an organization in pursuit of its objectives. In this context, "performance" refers to the tangible results that an individual produces while at work. The final product takes physical form during performance. Assessments based on performance have the potential to be powerful motivators for workers. According to Damayanti and Sutianingsih (Damayanti & Sutianingsih, 2023), performance is defined as the outcomes attained by employees in carrying out their duties in compliance with the specific requirements of their job. According to Mkamburi and Kamaara (2017), performance evaluations keep track of how well workers accomplished their assigned tasks and responsibilities during a given time frame in relation to the organization's objectives. It has nothing to do with the worker's character but rather the outcomes of a finite functional unit's or an individual's actions over a given time frame. Maharjan (2012) argues that when people are enthusiastic about and content with their work, it shows in their performance. While working to meet basic requirements and building experiences that lead to personal growth, any person is likely to encounter unforeseen challenges.

3. Research Method

This study takes a quantitative method to address research questions based on real-world data, painting a picture of how team performance is affected by factors including work atmosphere, creativity, and discipline. This study took place at Royal W.O. Quantitative data is what is utilized. Primary data is being utilized at the same time. Sugiyono (2016) states that a population is a broad category that includes all the things or people that a researcher has decided to study because of their shared traits and features. This study's population consists of all fifty members of the Royal W.O. squad. The complete Royal W.O. team serves as the sample for this study. This is done since the population is limited; thus all 50 teams are taken from the population. This study's sampling procedures were determined using the saturation sampling methodology, which means that, because the population is small, the entire population is employed as a sample. In this study, questionnaires, interviews, and observation were utilized to gather data. In this work, SPSS 26 is utilized to do multiple regression analysis on the collected data.

4. Results and Discussion

4.1. Results

Data Quality Test

a. Validity Test

From the calculation of the correlation coefficient of the score of each item of the statement of the instrument of work environment, work creativity, work discipline and team performance to 50 respondents, the number of statements of each variable of 5 statements resulted in the total score of each respondent obtained the following results.

Table 1. Validity Test

Variabel	R Table	R Count
Work environment	0.273	0,776
	0.273	0,768
	0.273	0,843
	0.273	0,845
	0.273	0,815
Work creativity	0.273	0,678
	0.273	0,819
	0.273	0,916
	0.273	0,819
	0.273	0,557
Work discipline	0.273	0,795
	0.273	0,782
	0.273	0,831
	0.273	0,773
	0.273	0,689
Team performance	0.273	0,837
	0.273	0,866
	0.273	0,821
	0.273	0,763
	0.273	0,871

Source: Questionnaire results processed 2025

Based on the results of the validity test on the variables of work environment, work creativity, work discipline and team performance, the results showed that r calculated for all statements was greater than r of the table at a significance level of 5%, which was 0.273. So, it can be concluded that all of the statements are valid.

b. Reliability Test

The purpose of the reliability test is to identify trustworthy research data that is in line with real-world conditions. According to this test, a data collecting tool is reliable if it can be trusted in relation to real-world conditions. The Alpha Cronbach formula is utilized in this reliability test. If the alpha value is less than 0.6, it is considered untrustworthy, and if it is more than 0.6, it is considered dependable. Here is a table displaying the results of the reliability tests:

Table 2. Reliability Test Results

Variabel	Alpha Value	R Standard
Work environment	0,868	0,60
Work creativity	0,823	0,60
Work discipline	0,830	0,60
Team performance	0,878	0,60

Source: Questionnaire results processed 2025

The reliability results for the variables work environment, work creativity, work discipline and team performance at the coefficient value in the Alpha Cronbach column showed a $>$ of 0.6. From these results, it can be explained that the results of the data and the results of the questionnaire have a very good level of reliability, or in other words the questionnaire data can be trusted.

Classic Assumption Test

a. Normality Test

Finding out if the data obtained follows a normal distribution is the goal of this normalcy test. In order to determine if something is normal, this test looks at the normality graph. You may view the results of the study's normalcy test in the image below:

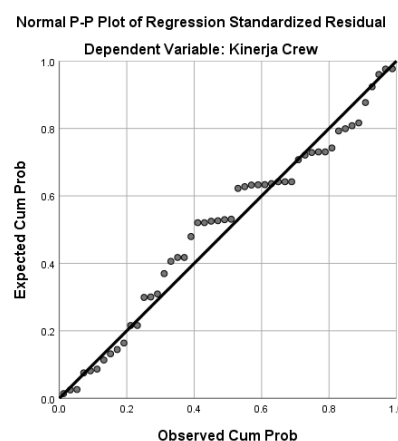


Figure 2. Normality Chart Test

The results of the tests showed that the data distribution (the points) followed the graph's diagonal axis. Therefore, it is claimed that the data follows a normal distribution.

b. Heteroscedasticity Test

The purpose of the heteroscedasticity test is to determine if the residual variance in the regression model is unequally distributed across observations. The graphic below provides a description of the heteroskedakity test graph:

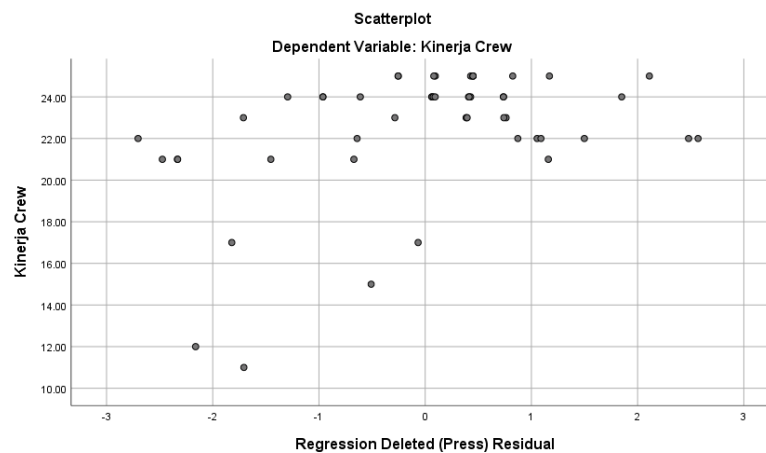


Figure 3. Heteroscedasticity Graph Test

Figure 3 shows that there is no evidence of heteroskedasticism since the dot distribution is all over the place on the Y axis, with no discernible pattern.

c. Multicollinearity Test

The analysis and provision of representative findings are contingent upon the outcomes of the multicollinearity test. In a multicollinearity scenario, independent variables are correlated with one another. The suggested multiple regression model may be checked for signs of multicollinearity by calculating the Variance Inflating Factor (VIF). Multicollinearity does not exist when the VIF score is less than 10. As shown in table 3, the multicollinearity test was conducted:

Tabel 3. Multicollinearities Test

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
Work environment	0.210	4.754
Work creativity	0.207	4.829
Work discipline	0.353	2.835

Source: Questionnaire results processed 2025

Based on the information provided, it appears that the independent variables in this study, which include work environment, work creativity, and work discipline, have a VIF value greater than 0.10. Additionally, the variables of work environment, work creativity, and work discipline do not exhibit any symptoms of multicollinearity, as their VIF values are less than 10 out of 10.

Model Feasibility Test

a. Simultaneous Test (F Test)

For this study, we utilize the model feasibility test, often known as the F test, to see if the regression model is appropriate. The significant value at the 5% level of significance (or 0.05) in the F test makes it clear. The regression model is considered feasible if the significance value is less than 0.05.

Table 4. Model Feasibility Test

Model	F	Sig.
Regression	99.997	.000
Residual		
Total		

Source: Questionnaire results processed 2025

According to the data in the table, the F-test yielded a significant result of 0.000 and an F-value of 99.997. This research's regression model may test hypotheses since the significance value is less than 0.05, indicating that the study is viable.

b. Coefficient of Determination (R Square)

In the multiple linear tests, the magnitude of the determination coefficient (R²) was also analyzed. The determination coefficients test in this study was used to see the influence of independent variables (work environment, work creativity and work discipline) on dependent variables of team performance.

Table 6. Determination Test

R	R Square	Adjusted R Square
0.931	0.867	0.858

Source: Questionnaire results processed 2025

A determination coefficient (Adjusted R Square) of 0.858 was computed from the data. What this indicates is that the study model explains 86% of the variance in team performance as a function of workplace creativity, work discipline, and environment, while other variables account for the remaining 14%.

Multiple Regression Analysis

Multiple linear regression analysis was used to determine the influence of independent variables (work environment, work creativity and work discipline) on dependent variables (team performance).

Table 5. Multiple Regression Test

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
(Constant)	0.676	1.283	
Work environment	0.325	0.122	0.312
Work creativity	0.322	0.117	0.325
Work discipline	0.336	0.085	0.359

Source: Questionnaire results processed 2025

Based on the results of multiple linear regression analysis in table 5 above, the following multiple regression equation model is obtained:

$$Y = 0,676 + 0,312X_1 + 0,325X_2 + 0,359X_3 + e$$

Based on the above results, it can be explained as follows:

With a constant value of 0.676, we may deduce that team performance is a dependent variable and that work environment, creativity, and discipline are independent variables with a value of zero. A regression coefficient of 0.312 for the work environment variable indicates that, all else being equal, team performance rises by 0.312 points for every one-point increase in this variable. Assuming all other independent variables stay the same, a 0.325 regression coefficient for the work creativity variable indicates that a one-point rise in this variable will lead to a 0.325-point boost in team performance. With all independent variables held

constant, a 0.359 regression coefficient for the work discipline variable indicates that a one-point rise in this variable will lead to a 0.359-point boost in team performance.

Hypothesis Test (t-Test)

The t-statistical test basically shows how far an independent variable individually influences in explaining the variation of dependent variables (Ghozali, 2013). In this study, the t-test was used to test the influence of work environment, work creativity, and work discipline on team performance partially. These results can be seen in table 5 with the following explanation.

Table 6. Hypothesis Test (t-Test)

Model	t	sig
(Constant)	.527	.600
Work environment	2.665	.011
Work creativity	2.753	.008
Work discipline	3.967	.000

Source: Questionnaire results processed 2025

- The work environment has a calculated t value (2.665) > a table (1.675) or can also be seen from the significance value of $0.01 < 0.05$, from these calculations, then the hypothesis (H1) of the work environment has a positive effect on team performance is acceptable.
- Work creativity has a t-value of (2.753) > t of the table (1.675) or can also be seen from the significance value of $0.00 < 0.05$, from these calculations, the hypothesis (H2) of work creativity has a positive effect on team performance is acceptable.
- Work discipline has a t-value of calculation (3.967) > t table (1.675) or can also be seen from the significance value of $0.00 < 0.05$, from these calculations, the hypothesis (H3) of work discipline has a positive effect on team performance is acceptable.

4.2. Discussion

The effect of work environment on team performance

The research findings indicate that the work environment test has a t value (2.665) greater than the t table value (1.675), or the significance value is $0.01 < 0.05$. These calculations support the hypothesis (H1) that the work environment positively impacts team performance. Hermawan (2022) and Sinambela & Lestari (2022) found that the work environment has an effect on employee performance, lending credence to this finding. Team output, innovation, and harmony may all benefit from an upbeat and encouraging work atmosphere. An example of a pleasant work environment is a well-organized office or conference room, which helps to reduce distractions and fosters a more concentrated work environment.

The Influence of Work Creativity on Team Performance

The conclusion that works creativity positively impacts team performance can be drawn from the research findings on the work creativity test, which shows a calculated t value (2.753) > t table (1.675) or, alternatively, a significance value of $0.00 < 0.05$. Workplace innovation influences productivity, according to studies by Ratnasari et al. (2021) and Apriyani and Siagian (2023). Being creative is essential for success in an industry that values individualization, adaptability, and attention to detail. In the face of unforeseen obstacles, such as last-minute plan revisions or out-of-the-ordinary customer requests, creative teams can come

up with novel solutions. Not only can they keep up with the latest trends, but they can also come up with creative and original ideas for weddings that will leave guests with lasting memories. Furthermore, originality promotes efficacy and efficiency in the workplace.

The effect of work discipline on team performance

The hypothesis (H3) that work discipline positively impacts team performance can be accepted, according to the research findings on the work discipline test, which shows a calculated t value ($3.967 > t \text{ table } 1.675$) or, as can be observed from the significance value of $0.00 < 0.05$. Both Adinda et al. (2023) and Putra & Haryadi (2022) found that workplace discipline had an effect on workers' productivity, lending credence to these findings. Work discipline is extremely important for professionals in the wedding planning sector, who must be prompt, meticulous, and able to coordinate complicated events. Schedule adherence, consistent process execution, and high accountability for every work completed are qualities of a disciplined team. For instance, being on time for briefings, preparing the venue, and carrying out the event are all examples of discipline that contribute to the series' overall efficiency.

5. Conclusion

The hypothesis testing findings show that the work environment has a favorable and substantial effect on team performance. A favorable and statistically significant relationship was found between team success and employee creativity in the workplace, according to the second hypothesis test. Results from the third hypothesis test showing that work discipline has a positive and statistically significant effect on team performance. From what we can tell from the tests, the determination coefficient is 0.858. What this indicates is that the study model explains 86% of the variance in team performance as a function of workplace creativity, work discipline, and environment, while other variables account for the remaining 14%.

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