



THE INFLUENCE OF SPIRITUAL MOTIVATION, PSYCHOLOGICAL MOTIVATION, PHYSIOLOGICAL MOTIVATION ON EMPLOYEE PERFORMANCE THROUGH JOB SATISFACTION AT HEALTH CENTERS IN THE CITY OF TANJUNGPINANG

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Abstract

The existence of HR (Human Resources) in management is truly strategic and is even the key to management success in carrying out various activities to achieve the goals as set. The research method used in this research is mixed methods. Mixed method or combination research is a research method that combines quantitative and qualitative methods. The data analysis technique in this research uses Partial Least Square (PLS). PLS is a Structural Equation Modeling (SEM) model with a variance-based approach or component-based structural equation modeling. From testing the r-square value on employee performance, the Adjusted R-Square for path models using intervening variables is 0.951. This means that the ability of the variables spiritual motivation, psychological motivation, and physiological motivation through job satisfaction in explaining employee performance is 95.1%. Thus, the model is classified as substantial.

Keywords: *The Influence Of Spiritual Motivation, Psychological Motivation, Physiological Motivation On Employee Performance*

1. INTRODUCTION

Background of the problem

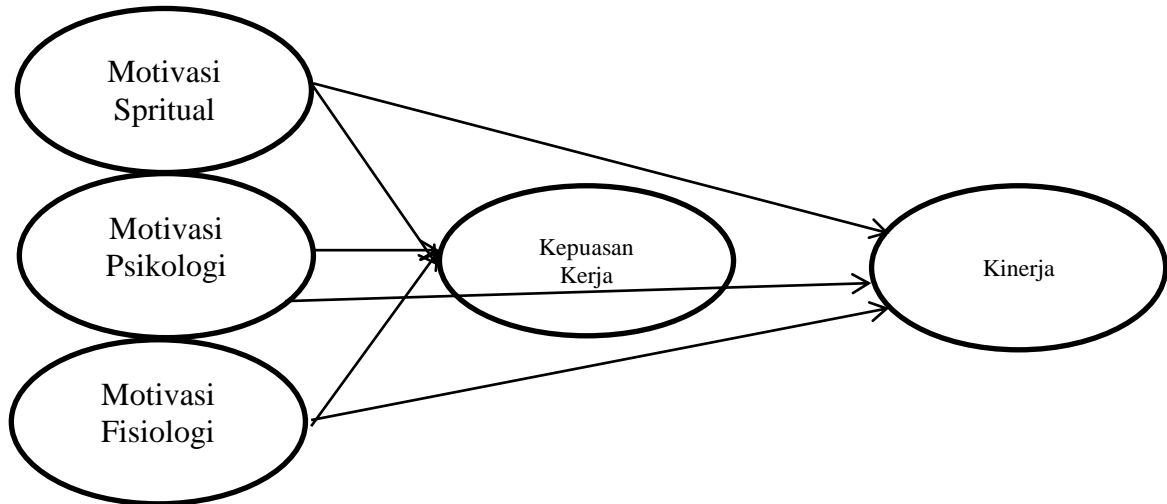
The various needs that are factors in human motivation are complex. The highest need that is a psychological motivation factor is self-actualization (Andjarwati, 2015). But actually within humans there is a spirit, a spirit identical to. In humans, apart from physiological motivation, psychological motivation and social motivation, there is spiritual motivation. To achieve self-actualization as the highest level of motivation is by satisfying the four needs that are at the level below it. People who self-actualize are more driven by metamotivation. The concept of metamotivation is a humanistic approach that recognizes the existence of religion. In this condition, humans feel a very deep religious experience. Personality (self) escapes from physical reality and merges with transcendental power.

This level is part of human perfection. Therefore, Maslow divided two classifications of motivation: primary motivation and spiritual motivation. Spiritual needs are natural needs whose fulfillment depends on human perfection and individual maturity. It seems that there is a large contribution to the importance of a person's spiritual influence on a person's psychology at work, which will significantly influence the increase in performance. In fact, in general employees continue to be driven by universal needs which are arranged from the lowest level to the highest and usually tend to ignore spiritual motivation in their lives. The problem is that employees as individuals tend to always want to serve their own interests and if they do not do so then their behavior can be said to be not conducive to optimal efficiency in the use of resources (Chapra, 2000). One of the motivations that every human being should have is spiritual motivation. A Muslim's spiritual motivation is divided into three: faith motivation, worship motivation and muamalat motivation. The motivation for aqidah is a life belief, namely a vow that comes from the heart, the motivation for worship is a motivation that is never done by people who do not have a religion, such as prayer, prayer and fasting. while muamalat motivation means managing human

needs such as: primary needs (basic needs), secondary (pleasure) with the obligation to improve performance and primary needs (luxuries) which are prohibited by Islam.

Conceptual framework

Picture 1. Research Model



Hypothesis:

- H1 : It is suspected that there is an influence of spiritual motivation on the performance of Puskesmas employees throughout the city of Tanjungpinang
- H2 : It is suspected that there is an influence of psychological motivation on the performance of Puskesmas employees throughout the city of Tanjungpinang.
- H3 : It is suspected that there is an influence of physiological motivation on the performance of Puskesmas employees throughout the city of Tanjungpinang.
- H4 : It is suspected that there is an influence of job satisfaction on the performance of community health center employees throughout Tanjungpinang City.
- H5 : It is suspected that there is an influence of spiritual motivation on job satisfaction in community health centers throughout Tanjungpinang City.
- H6 : It is suspected that there is an influence of psychological motivation on job satisfaction in community health centers throughout Tanjungpinang City
- H7 : It is suspected that there is an influence of physiological motivation on job satisfaction in community health centers throughout Tanjungpinang City
- H8 : It is suspected that there is an influence of performance on job satisfaction in community health centers throughout Tanjungpinang City
- H9 : It is suspected that there is an influence of spiritual motivation on performance through job satisfaction as a moderating variable in community health centers throughout Tanjungpinang City
- H10: It is suspected that there is an influence of psychological motivation on performance through job satisfaction as a moderating variable in community health centers throughout Tanjungpinang City

THEORETICAL BASIS
Spiritual Motivation

Hygienic motivation theory according to Herzberg (Robbins, 2016: 213) states that an individual's relationship with work is something fundamental that a person's attitude towards work will greatly determine his or her success or failure. Herzberg concluded that the answers given when people felt good about their jobs were completely different from the answers given when they felt bad. According to Jalaludin (2009: 2007), spiritual motivation is a basic spiritual need, so it should pay attention to spiritual values by exploring, instilling and compiling the basics of human



morality. Spiritual motivation is motivation to protect oneself from the characteristics of polytheism, disbelief and hypocrisy. Spiritual motivation is an encouragement within a person in his efforts to avoid bad qualities that can damage faith

Spiritual motivation is the urge to attain the inspiration of piety and always present the activities of amar ma'ruf nahi munkar as a result of religious reflection (Junaidi, 2017: 23). Spiritual motivation is the accumulation of all the inner experiences one has gone through. Motivation theories are closely related to human needs. A person's needs will continue to increase without limit, this is done only to fulfill his desires, because every human being will not feel satisfied with what he gets. This will result in a person's satisfaction never being achieved and continuing to increase. Needs will force someone to fulfill them, one way a person can fulfill needs is by doing work. The work done will result in a wage or salary that can be used to meet needs.

Psychological Motivation

Motivation is a psychological condition that encourages someone to do something. Motivation is a psychological condition that encourages someone to do something. Motivation is a form of interest that arises in a person because of an encouragement or stimulation that arouses his soul. Research findings show that encouragement from people close to him can increase motivation. (Hamali, 2016: 159) suggests that motivation has two components, namely an inner component and an outer component. The internal components are changes within a person, a state of dissatisfaction, and psychological tension. The external component is what a person wants, the goal towards which his behavior is directed. So, the external component is the goal to be achieved. Motivation stems from the word motive which can be interpreted as the driving force that exists within a person to carry out certain activities in order to achieve a goal. Motive can even be interpreted as an internal condition (preparedness). According to Mc. Donald, motivation is a change in energy within a person which is characterized by the emergence of "feelings" and is preceded by a response to a goal.

From the definition put forward by Mc. Donald contains three main elements/characteristics of motivation, namely that motivation initiates a change in energy, is characterized by feelings, and is stimulated by a goal. However, in essence, motivation is a psychological condition that encourages someone to do something. Abraham Maslow, quoted by Purwa Atmaja, divides human needs into five levels or Five Hierarchy of Needs. Maslow said that individuals must go through these stages sequentially in terms of satisfaction until they reach the highest stage.

Physiological Motivation

According to Lussier (2015; 174), Maslow's human needs are classified into five levels and each is explained as follows: Physiological needs are the most basic hierarchical positions which are the needs to be able to live such as eating, drinking, shelter, and clothing that can be met with the salary received. The most important thing in Maslow's thinking is that a process of fulfilling needs that increases from the lowest to the highest needs shows that each need is mutually supporting and interdependent (interdependence), meaning that needs that have been satisfied do not disappear when subsequent needs emerge and dominate. The need simply ceases to be the main motivation for behavior, and still influences subsequent behavior, only with less intensity. A person who decides to work because he is driven by fulfilling his physiological needs, if the salary or wages received from the organization is high enough, then money is no longer the main motivation for behavior but still influences behavior. Robbins and Judge (2008: 20) described in a hierarchy of five basic human needs according to Maslow, namely: Physiological needs, including hunger, thirst, shelter, sexual and physical needs

Job Satisfaction

Job satisfaction is basically an individual thing. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of activities based on individual desires, the higher the satisfaction with that satisfaction. Thus, satisfaction is an evaluation that describes a person's feelings of being happy/unhappy, satisfied/dissatisfied at work. According to (Sinambela, 2016) job satisfaction theories include:

1. Value Theory
This theory emphasizes that job satisfaction can be obtained from many factors, namely by effectively satisfying workers by finding what they want and if possible giving it. The weakness of this theory is the fact that people's satisfaction is also determined by individual differences. In addition, the non-linear relationship between the amount of compensation and the level of satisfaction is more contrary to reality.
2. Balance Theory (Equity Theory)
This theory suggests that people will feel satisfied/dissatisfied, depending on the presence/absence of balance in a system, especially the work system. According to this theory, the main components in justice theory are input, outcome, comparison person, equity in equity. Input is all the values received by employees that can support work implementation, for example: education, experience, skills and effort. Results are all the values obtained and felt by employees, for example: wages, additional benefits, status symbols, reintroduction, etc. The comparison person is an employee in a different organization or himself in a previous job. So, if the comparison is felt to be balanced then the employee will feel satisfied. On the other hand, if it is not balanced it can cause dissatisfaction.
3. Difference Theory (Discrepancy Theory)
Locke in Sinambela (2016) stated that employee job satisfaction depends on the difference between what the employee gets and what the employee expects. If what employees get turns out to be greater than what they expected, they will be satisfied. On the other hand, if what employees receive is lower than expected, it will cause dissatisfaction.
4. Need Fulfillment Theory
According to this theory, employee job satisfaction depends on whether or not employee needs are met. Employees will feel satisfied if they get what they need. The greater the employee's needs are met, the more satisfied they will be.
5. Group View Theory (Social Reference Group Theory)
According to this theory, employee job satisfaction does not depend on fulfilling needs alone, but also depends on the opinions of groups that employees consider to be reference groups. Employees use this reference group as a benchmark for assessing themselves and their environment. So, employees will feel satisfied if their work results match the interests and needs expected by the reference group
6. Two factor theory (Two Factor Theory)
According to this theory, employee job satisfaction does not depend on meeting needs alone, but also depends on the employee group's perception of job satisfaction and job dissatisfaction through separate dimensions as proposed by Herzberg. Therefore, employees in their work can enter into various combinations of positive outcomes that will overshadow high job satisfaction or low dissatisfaction.

2. IMPLEMENTATION METHOD

Mixed-Method.

The combined research model (Mixed Method) consists of a sequential explanatory model, a sequential exploratory model, a concurrent triangulation design, a concurrent embedded model. The sequential explanatory model combines quantitative and qualitative research sequentially, firstly done quantitative research, then conducted qualitative research. After analysis, the results of quantitative and qualitative data will be entered into the matrix to see the comparisons obtained. The sequential 26 exploratory model combines the two research methods sequentially, starting with qualitative research and the second stage is quantitative research. The concurrent triangulation design is a balanced combination of two research methods using both quantitative methods and qualitative methods. These methods are used together, at the same time, but independently to answer research problems. The concurrent embedded model is a merging of quantitative and qualitative research methods. Wijaya (2019).



The method used is an explanatory qualitative approach that is explanatory to research methods (Zaluchu, 2018). Research procedures are the steps carried out in research in the form of research methods, population and sample (quantitative) or sample data sources (qualitative), research instruments, data collection techniques, and data analysis techniques (Sugiyono, 2014). The qualitative data analysis procedures are: 1) collecting data sourced from books and research journals that are focused on the topic of research methods; 2) Grouping the data into types of research (quantitative, qualitative, R&D); 3) Discussion of the type of research method, and its suitability with the idea/title of the research to be discussed accompanied by examples of methods;

Population

The population collects the whole object to be measured in a study (Cooper and Schindler, 2003: 179). 235 employees. The sampling technique is used in non-probability sampling (Now, 1992: 235; Black and Champion, 2001: 233; Cooper and Schindler, 2003: 198). Following the specific sample, the characteristics are required, namely the features of the entire worker. The sampling technique selected is a non-probability technique that is judgmental (purposive). This is an example of a fact that has been established by those who will be taken as samples (Black and Champion, 2001: 264).

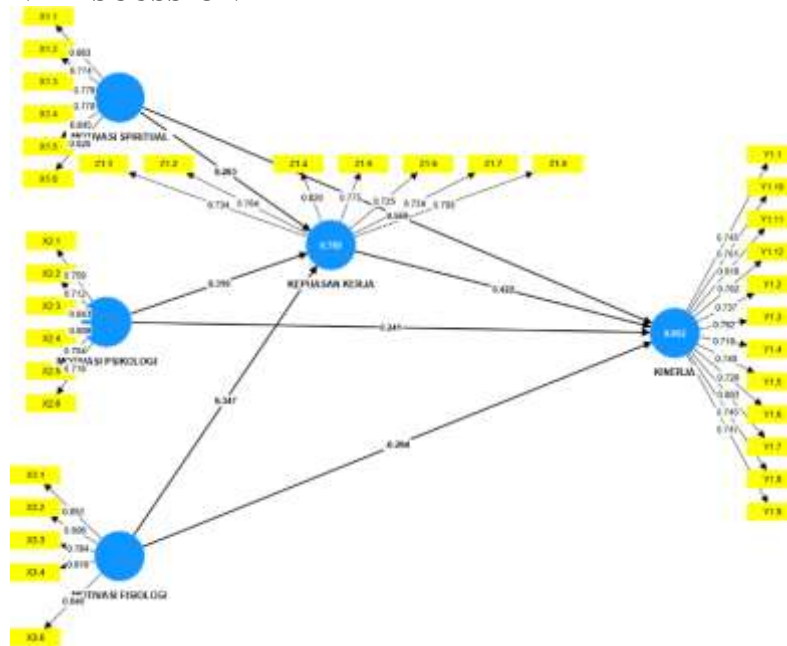
Sample

The sampling method in this research is probability sampling. Primary data in the form of a survey from a questionnaire was processed using SPSS. The questionnaire used used a Likert scale, distributed to 235 respondents. Partial Least Squares (PLS). PLS is a Structural Equation Modeling (SEM) equation model.

Data Analysis Method

The data analysis technique in this research uses Partial Least Square (PLS). PLS is a Structural Equation Modeling (SEM) equation model with a variance-based approach or component-based structural equation modeling. According to Ghazali & Latan (2015), the aim of PLS-SEM is to develop theory or build theory (prediction orientation). PLS is used to explain whether there is a relationship between latent variables (prediction). PLS is a powerful analysis method because it does not assume flow data with measurements on a certain scale, the number of samples is small (Ghozali, 2015). This research has a complex model and a limited number of samples, so data analysis uses SmartPLS software. SmartPLS uses a bootstrapping or random doubling method. Therefore the assumption of normality will not be a problem. In addition, by carrying out bootstrapping, SmartPLS does not require a minimum number of samples, so it can be applied to research with small sample sizes. PLS-SEM analysis consists of two sub models, namely the measurement model or outer model and the structural model or inner model.

3. RESULTS AND DISCUSSION



1. Path Coefficient

Seeing the significance of the influence between constructs can be seen from the path coefficient. The sign in the path coefficient must be in accordance with the hypothesized theory, to assess the significance of the path coefficient it can be seen from the t test (critical ratio) obtained from the bootstrapping process (resampling method).

a. R-Square

R-Square is a measure of the proportion of variation in variable values that is influenced (endogenous) and can be explained by the variables that influence it (exogenous). This is useful for predicting whether the model is good or bad (Juliandi, 2018). The criteria for R-Square according to Juliandi (2018) are as follows:

- a) If the R2 value (adjusted) = 0.75 the model is substantial.
- b) If the R2 value (adjusted) = 0.50 the model is moderate.
- c) If the R2 value (adjusted) = 0.25 the model is weak.

Tabel 1
R-Square

	R-square	R-square adjusted
JOB SATISFACTION	0.789	0.785
PERFORMANCE	0.952	0.951

Sources: Smart PLS 4, 2023

The conclusion from testing the r-square value on employee performance is that the Adjusted R-Square for the path model using intervening variables is 0.951. This means that the ability of the variables spiritual motivation, psychological motivation, and physiological motivation through job satisfaction in explaining employee performance is 95.1%. Thus, the model is classified as substantial.

b. Direct Effect and Indirect Effect

The purpose of direct effect analysis is useful for testing the hypothesis of the direct influence of a variable that influences (exogenous) on the variable that is influenced (endogenous) (Juliandi, 2018). Probability/significance value (P-Value):

- a) If the P-Values < 0.05, then it is significant.
- b) If the P-Values value is > 0.05, then it is not significant.



Tabel 2
Direct Effect dan Indirect Effect

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
JOB SATISFACTION -> PERFORMANCE	0.422	0.421	0.050	8.483	0.000
PHYSIOLOGICAL MOTIVATION -> JOB SATISFACTION	0.347	0.345	0.147	2.362	0.009
PHYSIOLOGICAL MOTIVATION -> PERFORMANCE	-0.204	-0.211	0.074	2.766	0.003
PSYCHOLOGICAL MOTIVATION -> JOB SATISFACTION	0.319	0.328	0.081	3.940	0.000
PSYCHOLOGICAL MOTIVATION -> PERFORMANCE	0.241	0.243	0.063	3.826	0.000
PSYCHOLOGICAL MOTIVATION -> PERFORMANCE	0.263	0.258	0.128	2.052	0.020
SPIRITUAL MOTIVATION -> PERFORMANCE	0.569	0.573	0.068	8.343	0.000
PSYCHOLOGICAL MOTIVATION -> JOB SATISFACTION -> PERFORMANCE	0.134	0.138	0.039	3.453	0.000
SPIRITUAL MOTIVATION -> JOB SATISFACTION -> PERFORMANCE	0.111	0.109	0.058	1.926	0.027
PHYSIOLOGICAL MOTIVATION -> JOB SATISFACTION -> PERFORMANCE	0.146	0.144	0.062	2.378	0.009

Sumber : Smart PLS 4, 2023

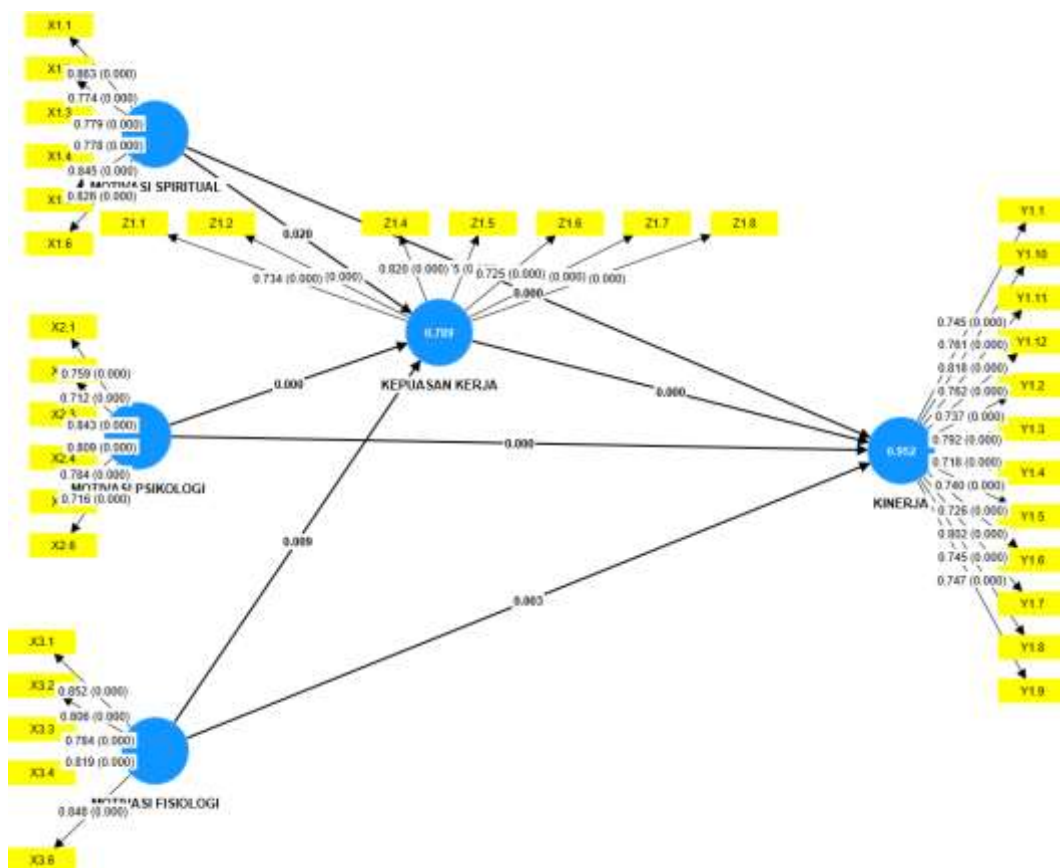
The conclusion from the direct effect values in the table above is as follows:

- 1) Spiritual Motivation on Employee Performance: Path coefficient = 8.343 > T-Table = 1.686 with p value 0.000 < 0.05, meaning that the influence of X on Y is significant.
- 2) Psychological Motivation on Employee Performance: Path coefficient = 3.826 > T-Table = 1.686 with p value 0.000 < 0.05, meaning that the influence of X on Y is significant.
- 3) Physiological Motivation on Employee Performance: Path coefficient = 2.766 > T-Table = 1.686 with p value 0.003 < 0.05, meaning that the influence of X on Y is significant.
- 4) Job satisfaction on employee performance: Path coefficient = 8.483 > T-Table = 1.686 with p value 0.000 < 0.05, meaning that the influence of Z on Y is significant.
- 5) Spiritual motivation on job satisfaction: Path coefficient = 2.052 > T-Table = 1.686 with p value 0.020 < 0.05, meaning that the influence of x on Z is significant.
- 6) Psychological motivation on job satisfaction: Path coefficient = 3.490 > T-Table = 1.686 with p value 0.000 < 0.05, meaning that the influence of X on Z is significant.

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- 7) physiological motivation on job satisfaction: Path coefficient = 2.362 > T-Table = 1.686 with p value 0.009 < 0.05, meaning that the influence of X on Z is significant.
- 8) Spiritual Motivation Job Satisfaction on Employee Performance: Path coefficient = 1.926 > T-Table = 1.686, meaning that the variable (job satisfaction) intervening influence of an endogenous variable (spiritual motivation) on the exogenous variable (employee performance).
- 9) Psychological Motivation Job Satisfaction on Employee Performance: Path coefficient = 3.453 > T-Table = 1.686, meaning that the variable (psychological motivation) intervening influences an endogenous variable (work environment) on an exogenous variable (employee performance).
- 10) Physiological Motivation Job Satisfaction on Employee Performance: Path coefficient = 2.378 > T-Table = 1.686, meaning that the variable (job satisfaction) intervening influences an endogenous variable (Physiological Motivation) on the exogenous variable (employee performance).



T-Value Inner dan Outer Model.

4. CONCLUSION

Based on the results of the analysis and discussion in the previous chapter, the following conclusions can be made:

1. Spiritual motivation has a positive and significant effect on employee performance. This means that if Spiritual Motivation is good it will provide an increase in employee performance at the Tanjungpinang City Health Center.
2. Psychological motivation has a positive and significant effect on employee performance. This means that if the psychological work motivation provided is good, it will provide an increase in employee performance at the Tanjungpinang City Health Center.



3. Physiological Motivation has a positive and significant effect on employee performance. This means that if Physiological Motivation increases it will provide an increase in employee performance at the Tanjungpinang City Health Center.
4. Job satisfaction has a positive and significant effect on employee performance. This means that if employees feel satisfied with the work carried out appropriately, it will provide an increase in employee performance at the Tanjungpinang City Health Center.
5. Spiritual motivation has a positive and significant effect on job satisfaction in community health centers throughout Tanjungpinang City.
6. Psychological motivation has a positive and significant effect on job satisfaction in community health centers throughout Tanjungpinang City
7. Physiological motivation has a positive and significant effect on job satisfaction in community health centers throughout Tanjungpinang City
8. Spiritual motivation has a positive and significant effect through job satisfaction on employee performance.
9. Psychological motivation has a positive and significant effect through job satisfaction on employee performance.
10. Physiological Motivation has a positive and significant effect through job satisfaction on employee performance.

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