

## THE IMPACT OF WORKER WELFARE AND WORK ENVIRONMENT ON THE FULFILLMENT OF NON-MEDICAL WORKERS' DUTIES AT RSIA PERMATA BUNDA SOLOK CITY

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### Abstract

*The purpose of this study is to examine how the work environment and well-being of non-medical staff at RSIA Permata Bunda in Solok City affect their job satisfaction. Thirty respondents, sorted by gender, age, education, and term of employment, make up the study's sample. The equation is  $Y = -15.702 + 0.227 (X1) + 1.127 (X2) + e$ , which is based on the results of multiple linear regression analysis and the factors of employee well-being and work environment on job satisfaction. The t-value derived from the t-test on the X1 variable, employee well-being, is higher than the t-table value ( $3.268 > 2.051$ ), indicating that work satisfaction is considerably impacted by the employee well-being variable. The t-value for the X2 variable, the work environment, is more than the t-table value ( $10.567 > 2.051$ ), suggesting that job satisfaction is impacted by the work environment. Concurrently, the F-test analysis reveals that the F-value exceeds the F-table value ( $56.284 > 3.35$ ), suggesting that the work environment and employee well-being have a considerable impact on job satisfaction. According to these findings, there is an 80.7% relationship between the independent variables of work environment (X2) and employee well-being (X1) and the dependent variable, job satisfaction (Y).*

**Keywords:** Employee Well-Being, Work Environment, and Employee Job Satisfaction

### Introduction

One of the key objectives that businesses must pursue in order to succeed in the long run is acknowledging the importance of human resources. Since employee quality has a direct impact on the performance of the organization, human resources are regarded as a very influential component in business development. The higher the ability and capabilities of personnel, the higher the performance they may attain. The organization hopes to improve job satisfaction for each employee by improving the quality of its human resources. Employee satisfaction will therefore lead to better performance, which eventually helps the business succeed.

Human resource management (HRM) has a very important role in the company because it functions to manage, organize, and direct employees so that they can work productively. Employees are the main resource that supports the sustainability and success of the company, because they are invaluable assets. Without a quality workforce, the company will not be able to run well or achieve its goals. Therefore, companies need to pay serious attention to HR management to ensure that employees work with optimal motivation and performance. Effective HR management will create a supportive work environment, which will ultimately increase the company's productivity and profits, (Tambunan, 2021).

Job satisfaction among employees has a significant impact on their motivation, performance, and loyalty to the company. Job satisfaction significantly affects the quality of care given to patients in the healthcare industry, particularly in hospitals. Workers who are happy in their positions are more likely to give better care and build stronger bonds with patients. Though they sometimes go unnoticed, employee welfare and the workplace environment are just as crucial in raising job satisfaction as technical aspects and professionalism. In order to guarantee that workers can perform at their best and deliver the greatest services, businesses—particularly those in the healthcare industry—need to pay attention to these factors.

RSIA Permata Bunda Kota Solok, as one of the health care facilities that focuses on mothers and children, realizes the importance of employee satisfaction to ensure optimal service. A supportive work environment and adequate welfare will create a positive work atmosphere, which in turn will improve the quality of service to patients. Therefore, it is important for RSIA Permata Bunda to pay attention to these aspects in order to achieve quality health services. Employees who are satisfied with their welfare and work environment tend to be more motivated and loyal to the company. High job satisfaction will encourage employees to work with enthusiasm, provide better service, and improve overall performance.

At RSIA Permata Bunda Kota Solok, many non-medical employees are directly involved in various hospital operational activities, such as administration, finance, and customer service. Although they are not directly involved in the medical process, their role is very important to support the smooth operation of the hospital. However, based on initial observations, there are indications that some employees feel dissatisfied with their

working conditions, both in terms of employee welfare and the work environment. Some of the problems found include dissatisfaction with inadequate work facilities, less harmonious interpersonal relationships, and work pressure that affects their physical and psychological well-being. Therefore, the company needs to respond to these complaints by taking corrective steps so that employees can work more comfortably and productively.

The fact that low job satisfaction among non-medical staff might negatively effect hospital service quality and possibly patient welfare makes this topic important to study. Patient services may suffer if non-medical staff members are dissatisfied with their working conditions since they typically perform below par. Thus, the purpose of this study is to examine how the work environment and employee welfare affect the job satisfaction of non-medical staff at RSIA Permata Bunda in Solok City. It is believed that the study's findings will help hospital administration improve the working environment. It is envisaged that improving working circumstances will boost staff wellbeing and maximize job satisfaction, both of which will affect the standard of hospital services.

The degree to which workers feel appreciated, at ease, and secure in their physical and mental performance of their jobs is known as employee well-being. The physical state of the workplace, relationships among coworkers, supervisor support, facilities offered, and the general ambiance of the workplace are all examples of the work environment. These two elements significantly affect how satisfied employees are with their jobs, which in turn affects their motivation and work ethic. When working in a supportive setting and feeling well, employees are more likely to be productive and deliver higher-quality services. Therefore, in order to establish conditions that are advantageous to both the company and its employees, businesses must focus on well-being and the workplace.

The Central Statistics Agency (BPS) defines employee welfare as a state in which a household's material and spiritual needs can be satisfied in proportion to the money earned. The primary metric used to characterize the overall state of community welfare is this income. In this instance, welfare—which is determined by personal wealth and living standards—is invariably linked to the economic component. If a person has a good and respectable quality of life, both materially and non-materially, he is deemed prosperous. As a result, welfare is a basic issue that affects every person and society worldwide, (Damayanti, et al., 2023).

The company's provision of material and non-material types of compensation aimed at preserving and enhancing workers' physical and mental well-being is known as employee welfare. It is anticipated that this will raise worker productivity and enhance their quality of life. Employees' abilities are reflected in their work performance or accomplishments, which are determined by their motivation, knowledge, attitudes, and skills. Employee motivation and work spirit increase with improved wellbeing, which eventually improves performance and yields better results. Employee wellness is therefore crucial to fostering the best possible performance at work, (Afrizal Azis, et al., 2022).

Offering fair pay and welfare benefits is one significant element that may have an impact on worker productivity. When workers receive a fair wage, they feel valued for their contributions, which helps to build a strong relationship between them and the business. Because they believe they are receiving the proper recognition for their efforts, employees will be encouraged to enhance their work performance. Welfare benefits are also crucial for building employee loyalty and enthusiasm for the business. Therefore, as part of a plan to boost worker productivity and quality of work, businesses must offer suitable pay and benefits, (Indiani, 2022).

A positive work environment has a significant effect on staff performance and satisfaction levels in addition to employee welfare. Employees will be more eager and excited to serve customers in a welcoming, secure, and encouraging work environment. Good environmental circumstances can also improve the psychological well-being of employees by lowering stress and raising motivation. Workers that are happy with their workplace are more likely to be devoted and loyal to their jobs. Employees that are very satisfied will therefore be more effective in accomplishing the aims and objectives of the business.

One of the most crucial factors in how employees do their duties is the workplace. Employee work excitement can be affected by focusing on a positive work environment or by establishing working conditions that can inspire people to work. The provision of a comfortable, safe and enjoyable work environment is one way for the government to increase employee performance. A good work environment is one that is safe, comfortable, healthy, and enjoyable for people to work in while doing their jobs, (Nurhayati, et al., 2022).

The phenomenon that occurred at RSIA Permata Bunda Kota Solok shows that a less supportive work environment, such as limited work facilities, lack of comfortable space, and suboptimal communication between employees, affects the level of job satisfaction of non-medical employees. Many employees complain about the high workload and lack of appreciation for their contributions, which causes them to feel stressed and underappreciated. In addition, less harmonious interpersonal relationships between co-workers and superiors also worsen the work atmosphere, which ultimately has an impact on decreasing their motivation and job satisfaction. On the other hand, a supportive work environment, with adequate facilities, good

communication, and an inclusive organizational culture, can increase employee comfort and satisfaction, and encourage them to give their best performance in supporting the smooth operation of the hospital.

In my opinion, creating a work environment that supports and meets the needs of employees is very important. Job satisfaction is not only measured by salary or benefits, but also by a sense of appreciation, a balance between personal life and work, and a harmonious relationship between coworkers and superiors. When these factors are met, employees will feel more motivated and enthusiastic about working. This certainly has a positive impact on their productivity, which in turn improves the overall quality of work. Therefore, it is important for companies to create an atmosphere that supports job satisfaction in order to achieve optimal results.

The phenomenon that occurs at RSIA Permata Bunda Kota Solok is that employee welfare is often seen as a combination of various factors, such as salary, benefits, facilities, and welfare programs provided by the company. The phenomenon that can be observed here is how the company's policy in providing compensation and attention to the physical and psychological well-being of employees and the work environment can affect their level of satisfaction. For example, employees who feel that their salary or benefits are sufficient often feel more satisfied and motivated in working.

### Method

Employees at RSIA Permata Bunda in Solok City were the subject of the study. Quantitative research is the methodology employed. The questionnaire method is the quantitative strategy employed in this investigation. Thirty non-medical employees of RSIA Permata Bunda in Solok City made up the study's population. The author of this study employed complete sampling, which involves selecting the same sample as the population, which consists of 30 non-medical staff members from RSIA Permata Bunda in Solok City. Instrument testing, multiple linear regression analysis, determination coefficient testing, and hypothesis testing were the data analytic techniques employed.

**Table 1.** Operational Definition of Research

No.	Variable	Operational Definition	Indicator	Measurement Scale
1	Employee Welfare (X <sub>1</sub> )	Employee welfare is a form of compensation provided by the company, both in material and non-material forms, with the aim of maintaining and improving the physical and mental condition of employees, (Afrizal Azis, et al., 2022).	1. Welfare is economic 2. Welfare is facility-based 3. Welfare is service-based (Erwin, 2022)	Likert
2	Work environment (X <sub>2</sub> )	The type, location, and activities that each employee engages in are all vital components of the work environment. The layout, the amount of natural light, and the impact of noise on an employee's ability to focus while working are all aspects of the work environment, (Sinta Sundari Heriyanti & Putri, 2021)	1. Relationship between coworkers. 2. Workplace atmosphere 3. Noise 4. Availability of complete work facilities 5. Facilities and Infrastructure, (Benjiro Falah Zayd & Habiburahman 2022).	Likert
3	Employee Job Satisfaction	Employee job satisfaction is the level of pleasure in an employee for his role and work in a company. Type of work, coworkers, facilities, fair treatment, job stability, opportunity to convey messages, compensation, and development possibilities are elements that influence job satisfaction or unhappiness, (Afni Yeni, Arfimasri, 2024)	1. Salary 2. The job itself 3. Coworkers 4. Boss, (Fauzi et al., 2022)	Likert

Source : Data Processing Result, 2025

## Research Results

### Data Instrument Test

#### Validity Test

To ascertain whether a questionnaire's items are feasible for defining a variable, a validation test is utilized. If the questions in a questionnaire can provide information that will be measured, then the questionnaire is considered legitimate. Based on rtable and the following decision-making provisions, rtable is set at 0.361 in this instance.

**Table 2.** Employee Welfare Validity Test (X1)

Items	r-count	r-table	Conclusion
X1.1	0,817	0,361	Valid
X1.2	0,764	0,361	Valid
X1.3	0,878	0,361	Valid
X1.4	0,821	0,361	Valid
X1.5	0,828	0,361	Valid
X1.6	0,804	0,361	Valid
X1.7	0,773	0,361	Valid
X1.8	0,695	0,361	Valid
X1.9	0,736	0,361	Valid
X1.10	0,881	0,361	Valid

Source : Data Processing Result, 2025

The value of r count > r table in the above table indicates that all of the question items used to gauge employee wellbeing variables are legitimate or correct. Thus, it can be said that all of the questions pertaining to employee welfare variables are suitable for additional testing.

**Table 3.** Work Environment Validity Test (X2)

Items	r-count	r-table	Conclusion
X2.1	0,678	0,361	Valid
X2.2	0,743	0,361	Valid
X2.3	0,594	0,361	Valid
X2.4	0,817	0,361	Valid
X2.5	0,743	0,361	Valid
X2.6	0,795	0,361	Valid
X2.7	0,761	0,361	Valid
X2.8	0,818	0,361	Valid
X2.9	0,528	0,361	Valid
X2.10	0,769	0,361	Valid

Source : Data Processing Result, 2025

The value of r count > r table in the above table indicates that all of the question items used to gauge employee wellbeing variables are legitimate or correct. Thus, it can be said that all of the questions pertaining to employee welfare variables are suitable for additional testing.

**Table 4.** Validity Test of Employee Job Satisfaction (Y)

Items	r-count	r-table	Conclusion
Y1	0,764	0,361	Valid
Y2	0,795	0,361	Valid

Y3	0,784	0,361	Valid
Y4	0,706	0,361	Valid
Y5	0,840	0,361	Valid
Y6	0,764	0,361	Valid
Y7	0,854	0,361	Valid
Y8	0,785	0,361	Valid
Y9	0,845	0,361	Valid
Y10	0,656	0,361	Valid

Source : Data Processing Result, 2025

The value of  $r$  count  $>$   $r$  table in the above table indicates that all of the question items used to gauge employee job satisfaction variables are legitimate or accurate. Therefore, it can be said that every question item used to measure employee work satisfaction can be used for additional research.

### Reliability Test

A questionnaire that serves as an indicator of a variable is measured via reliability testing. If a person's response to a questionnaire is constant or stable throughout time, it can be considered dependable. The following table displays the findings of the data reliability test for the employee welfare variable.

**Table 5.** Reliability Test Results

Variable	Cronbach Alpha	N of Items	Conclusion
Employee welfare ( $X_1$ )	0,936	10	Reliable
Work Environment ( $X_2$ )	0,897	10	Reliable
Employee job satisfaction (Y)	0,926	10	Reliable

Source : Data Processing Result, 2025

According to the above table, the factors employed in this study are employee job satisfaction (0.926), work environment (0.897), and employee welfare (0.936), all of which result in a Cronbach Alpha value more than 0.60. The dependability of the three variables is great, as this figure demonstrates. Consequently, the three variables that were employed in this study can still be used throughout the stage of submitting hypotheses.

### Multiple Linear Regression Analysis

**Table 6.** Results of Multiple Linear Regression Analysis

Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-15.702	6.329		-2.481	.020
Employee Welfare	.227	.069	.301	3.268	.003
Work Environment	1.127	.107	.972	10.567	.000

The results of the regression equation in the table above illustrate the following:

$$Y = -15,702 + 0,227 (X_1) + 1,127 (X_2) + e$$

The results of the regression equation describe the following:

- 15.702 is the constant value. This indicates that Employee Job Satisfaction (Y) falls by 15.702 units when the values of the Employee Welfare ( $X_1$ ) and Work Environment ( $X_2$ ) variables are raised.
- 0.227 is the value of the Employee Welfare ( $X_1$ ) coefficient. This indicates that if all other factors stay the same, the value of ( $X_1$ ) will rise by one unit, resulting in a 0.227 increase in employee job satisfaction (Y).
- The Work Environment's ( $X_2$ ) coefficient value is 1.127. This indicates that if all other factors stay the same, the value of ( $X_1$ ) rises by one unit, and Employee Job Satisfaction (Y) rises by 1.127.

### Coefficient of Determination Test

The percentage of the total variance in the dependent variable Y that can be described by the independent variable X is known as the coefficient of determination, and it serves as a gauge of how well a regression equation works. The following are the findings of the coefficient of determination:

**Table 7.** Results of the Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.898 <sup>a</sup>	.807	.792	1.961	.807	56.284	2	27	.000

Source : Data Processing Result, 2025

It is evident from the above table that the R square value, which represents the coefficient of determination, is 0.807, or 80.7%. According to this finding, the independent variables of work environment (X2) and employee welfare (X1) have an 80.7% influence contribution to the dependent variable of employee job satisfaction (Y), with the remaining 19.3% coming from the other two. Other factors not covered in this study, like performance, motivation, and communication, affect the remainder.

### Hypothesis Testing

#### t-test

The test determines if the independent variable actually influences the dependent variable independently and assesses the significance of the relationship between variables X and Y. The following table displays the results of the t-test computations based on the findings of multiple linear regression analysis:

**Table 8.** t-Test Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-15.702	6.329		-2.481	.020
	Employee Welfare	.227	.069	.301	3.268	.003
	Work Environment	1.127	.107	.972	10.567	.000

Source : Data Processing Result, 2025

The analysis's findings in table 4.11 above show that the independent variable has a partial impact on the dependent variable, as shown below:

- The t-test for employee welfare (X1) on job satisfaction (Y). The t-test value and the t-table are compared in order to test the hypothesis. If the t-test is greater than the t-table or has a sign less than 0.05, the hypothesis is accepted. At 0.05, the t-table value is 2.051. With a significance threshold of 0.003, the t-test value for the Employee Welfare variable (X1) is 3.268. H1 is acceptable since the significance level value is  $0.003 < 0.05$  and the t-test value is higher than t-table  $3.268 > 2.051$ . This demonstrates that at RSIA Permata Bunda, Solok City, employee welfare significantly affects non-medical employees' job satisfaction.
- Employee Job Satisfaction (Y) in the Work Environment t-test (X2). The t-test value and the t-table are compared in order to test the hypothesis. If the t-test is greater than the t-table or has a sign less than 0.05, the hypothesis is accepted. At 0.05, the t-table value is 2.051. With a significance level of 0.000, the t-test value for the Work Environment variable (X2) is 10.567. H2 is acceptable since the significance level value is  $0.000 < 0.05$  and the t-test value is higher than the t-table  $10.567 > 2.051$ . This demonstrates that non-medical employees' job satisfaction at RSIA Permata Bunda, Solok City, is significantly impacted by their work environment.

### F Test

Finding out if all of the independent variables (X) in the model have a simultaneous or combined influence on the dependent variable (Y) is the main goal of the F statistical test. The table below displays the results of the ANOVA test conducted using SPSS:



**Table 9. F Test Results  
ANOVA<sup>b</sup>**

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	432.955	2	216.477	56.284	.000 <sup>a</sup>
	Residual	103.845	27	3.846		
	Total	536.800	29			

Source : Data Processing Result, 2025

The f-count value is 56.284 with a significant value of 0.000 and the ft-table value is 3.35, according to the preceding table. The f-count value is  $56.284 > \text{ft-table } 3.35$  with a significant level of  $0.000 < 0.05$ , according to the ANOVA management results above. The dependent variable, employee job satisfaction (Y), is significantly impacted by both work environment (X2) and employee welfare (X1), either separately or in combination, as indicated by the significant value being less than 0.05 and the f-count value being more than the ft-table value. Thus, the acceptance of Hypothesis 3 (H3) can be explained.

## Discussion

### The Influence of Employee Welfare on Employee Job Satisfaction

The impact of employee welfare (X1) on job satisfaction (Y). This study indicates that employee welfare has a positive and significant impact on employee work satisfaction. Since  $t \text{ count } 3.268 > t \text{ table } 2.051$  and the effect of X1 on Y is significant at  $0.003 < 0.05$ , it can be said that H1 is accepted. Employee job happiness is significantly impacted by their welfare. High job satisfaction can be achieved by organizations that value their workers' physical, mental, and social well-being and offer adequate support in the form of pay, flexibility, and involvement.

### The Influence of Work Environment on Employee Job Satisfaction

The impact of the workplace (X2) on workers' job satisfaction (Y). H2 is approved since it is known that  $t \text{ count } 10.567 > t \text{ table } 2.051$  and that X2's influence on Y is substantial at  $0.000 < 0.05$ . The degree of job satisfaction among employees is significantly influenced by their work environment. In terms of physical, social, and psychological assistance, a supportive work environment can enhance employee wellbeing and foster a pleasant mood. Therefore, workers that are at ease in their jobs will be happier with their jobs and typically perform better.

### The Influence of Employee Welfare and Work Environment on Employee Job Satisfaction

A significance level of 0.00 indicates that the F test result is 56.284. According to the study's findings, if the calculated f value is  $56.284 > f \text{ table } 3.35$  with a significance value of  $0.000 < 0.05$ , then H0 is acceptable. This indicates that work environment and employee welfare have a combined impact on employee job satisfaction. Two key elements that significantly impact employee job satisfaction are the work environment and employee welfare. These two elements enhance one another and help to establish a positive and effective work environment. Workers will be happier at work if they believe that their physical, mental, social, and emotional well-being is being taken care of.

## Conclusion

The purpose of this study was to gather empirical data on how employee wellbeing and workplace conditions affect job satisfaction. Thirty samples from RSIA Permata Bunda in Solok City were used in this investigation. according to the outcomes of the tests that were conducted and the conversations that took place in the previous chapter. The following findings are drawn:

1. Employee Welfare has a significant effect on employee job satisfaction at RSIA Permata Bunda, Solok City. Employees who feel prosperous will be more productive, motivated, and have good relationships in the workplace, which ultimately contributes to the overall success of the organization. In addition, companies that prioritize employee welfare tend to have higher employee retention rates. Employees who feel appreciated and cared for by the company are more likely to stay in the long term.
2. Work Environment has a significant effect on employee job satisfaction at RSIA Permata Bunda, Solok City. Employees who work in a healthy and comfortable environment tend to feel more appreciated and respected, which in turn increases their job satisfaction. A positive work environment also helps reduce employee stress and anxiety levels, creating a more productive and collaborative atmosphere.
3. Employee Welfare and Work Environment have a simultaneous effect on Employee Job Satisfaction. Employees who are satisfied with their jobs, both in terms of welfare and work environment, will show higher performance, contribute maximally to organizational goals, and have a high level of loyalty.

Therefore, companies that want to achieve long-term success need to continue to pay attention to and improve the welfare and create a supportive work environment for employees.

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Dwi was born in Solok City, West Sumatra, on November 19, 2001. She is currently pursuing a Bachelor's degree (S1) in Management at the Faculty of Economics, Universitas Mahaputra Muhammad Yamin, Solok, West Sumatra, Indonesia. Through her studies in economics and management, Dwi has come to understand the vital role these fields play in human life. She once experienced a failure in managing herself, but she did not give up. Instead, she learned from her mistakes and continues to strive to improve in the field of economics and management for her personal growth and the betterment of her surrounding environment.