The Influence of Work Training, Physical Work Environment, and Work Discipline, on The Performance of Employees of The Republic of Indonesia Ombudsman

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Keywords	ABSTRACT
Job Training, Physical Work Environment, Work Discipline, Employee Performance.	This study aims to determine and analyze the effect of Job Training, Physical Work Environment, and Work Discipline on the Performance of Employees at the Central Indonesian Ombudsman Institute. The research data uses primary data in questionnaires to 100 respondents to the central RI Ombudsman. The data analysis method uses inferential analysis with multiple linear regression and uses the Statistical Product and Service Solution (SPSS) version 26.0 program. The results of multiple linear regression analysis show that the variables Job Training (X1), Physical Work Environment (X2), and Work Discipline (X3) have a positive and significant effect on Employee Performance (Y). The results of this study show that the Indonesian Ombudsman can pay attention to Job Training, Physical Work Environment, and Work Discipline to improve Employee Performance.

INTRODUCTION

Human Resource Management (HRM), as defined by Edy Sutrisno, encompasses policies and practices involving the "human" aspect of human resources from a management position, including recruitment, screening, training, balancing, and assessment. Employees are considered the main asset in an organization and play a strategic role as thinkers, planners, and controllers of organizational activities. Human resources, as the potential possessed by individuals, have cognitive and physical abilities influenced by heredity and the environment. Human resources serve as task executors and have a role as decision-makers and drivers to achieve organizational goals. In the context of the Ombudsman, this institution plays a role in overseeing public services. To eradicate illegal fees, the Ombudsman is part of the Clean Sweep Team for Illegal Levies (Sapu Bersih Pungutan Liar or SABERPUNGLI). The establishment of the Ombudsman is motivated by the desire to empower the community to supervise state administration, minimize power abuse, and enhance public services that are honest, clean, and transparent. The Ombudsman has functions, duties, and authorities regulated by the law, including receiving reports of alleged maladministration, conducting substantive examinations of reports, following up on reports, initiating investigations on its initiative, coordinating and collaborating, building networks, preventing maladministration, and performing other tasks mandated by law.

In the latest research case related to the performance of Ombudsman employees, there was a decrease in the percentage of target performance achievement in 2019, 2020, and 2021. This indicates that employee performance could have met the targets the Central Ombudsman of Indonesia set. Factors such as training, physical work environment, and work discipline are identified as factors that can influence employee performance. Thus, the general conclusion is that human resource development, performance management, and the role of oversight institutions such as the Ombudsman significantly impact organizational effectiveness and efficiency as well as public services. Training, the work

environment, and discipline are crucial in improving employee performance and achieving organizational goals. This research is expected to provide significant benefits in several aspects. Theoretically, this research can serve as a reference for future research, especially in human resource management, helping to deepen the understanding of the working world. Practically, the results of this research can provide valuable input and contributions to companies in addressing issues related to variables affecting employee performance. This input is expected to be a strategic consideration in the company's decision-making. Finally, in terms of academic benefits, the results of this research are expected to be a valuable reference source for future research, providing a solid foundation for further research in this field. Thus, this research is directed towards making a positive and sustainable contribution to developing knowledge and practices in human resource management.

METHODS

In this study, the method employed was the distribution of questionnaires to the employees of the Central Ombudsman of the Republic of Indonesia. The questionnaire is a sheet containing statements for data collection, filled out by employees. The questionnaire was designed based on statements consisting of 5 answer choices for each statement, preventing employees from specifying other answers. The author utilized the Likert scale to quantify the overall responses in the data collection technique. According to Sujarweni (2015:104), descriptive research discusses collecting data, simplifying observed or obtained numbers, and summarizing and presenting them. Statistics also measure data's central tendency and dispersion to get a more interesting and easily understandable picture or information (Mangkuatmojo 2015).

According to Ghozali (2011), reliability is a tool used to measure a questionnaire, which indicates a variable or construct. Normality testing is conducted to determine whether data follows a normal distribution. A regression model is considered good if it has residuals with a normal or close-to-normal distribution. Statistical analysis is used to detect whether residuals have a normal distribution, as stated by Ghozali (2018:161).

The Kolmogorov-Smirnov (K-S) significance level (α) is set at 0.10. The K-S test is performed by formulating hypotheses (Ghozali, 2018:166). Ho: Residual data is normally distributed if the calculated significance > 0.10. Ha: Residual data is not normally distributed if the calculated significance < 0.10

RESULTS

Characteristics of respondents by gender

Based on the results of research on 100 employees at the Central Indonesian Ombudman Institute, Source: Output Frequency Table SPSS 26 Processed 2023 it is said that respondents with male sex amounted to 70 people with a percentage of 70% and for female respondents amounted to 30 people with a percentage of 30%. With this percentage, it means that the Central Indonesian Ombudman Institute is more productive than the female sex. Figure 4.1 is a diagram of the Central Indonesian Ombudman Institute by gender.

Characteristics of respondents by age

Based on the results of a study of 100 employees at the Central Indonesian Ombudman Institute, it can be concluded that respondents based on age in this study sample are dominated by the age of 26-35 years, which is 60%. This indicates that the Central Indonesian Ombudman Institute (has employees of productive age.

Characteristics of respondents based on education

Based on the results of a study of 100 employees at the Central Indonesian Ombudman Institute who were respondents in this study, it is known that respondents based on education level or education level, dominated by employees who take S1 education totaling 52 people with a percentage of 52% which means it has the highest percentage among others so that it can be said that the Central RI

Ombudman Institute accepts more S1 employees than others because more competent in their fields. This indicates that, the human resources owned by the Central Indonesian Ombudman Institute (show the educational background of its employees have various levels of formal education ranging from high school / vocational school to S3.

Characteristics of respondents based on length of work

Based on the results of a study of 100 employees of the Central Indonesian Ombudsman Institute, it is known that respondents based on the length of work are as listed above, as many as 1% of employees work under 1 year, 28% work for vulnerable 2-5 years, 44% work for 6-10 years and 10% work more than 10 years. This is shown by 44% of employees who work between 6-10 years indicating employees of the Central Indonesian Ombudman Agency (have experience in carrying out their duties.

Distribution of Respondents' Answers

The effect of job training (X1), physical work environment (X2) and work discipline (X3) on the dependent variable, namely employee performance (Y) is a research variable taken from questionnaire data distributed to employees at the Central Indonesian Ombudman Institute. This study was conducted to determine the effect of job training, physical work environment, and work discipline on the performance of employees of the Central Indonesian Ombudman Institute, based on the results of quantitative answers using the Likert scale table 1.

Tabel 1. Scale Likert

Statement	Score Weighting
Strongly Disagree (STS)	1
Disagree (TS)	2
Ragu-Ragu (RR)	3
Agree (S)	4
Strongly Agree (SS)	5

Sumber: (Sugiono 2017:94)

Through statements on questionnaires that have been submitted to 100 respondents, various responses were obtained to the variables of training (X1), physical work environment (X2) and work discipline (X3) to the dependent variable, namely employee performance (Y) at the Central Indonesian Ombudman Institute.

Descriptive Job Training Variable Data (X1)

The results of descriptive analysis of the job training variable (X1), where the average value of the respondent's statement results can be seen in table 2 as follows:

Table 2. Average Total Mean Job Training (X1)

No	Job Training Statement (X1)	Mean	Information
	Training Objectives		
1.	Employees attend education and training To be able to improve knowledge on the job	4,18	Agree
2.	After attending the training, I was able to complete the work faster	4,17	Agree
	Average Total Mean	4,18	Agree
	Training Materials		

No	Statement	Mean	Information
3.	I have the opportunity to select materials for training activities as needed	4,12	Agree
4.	Training materials according to my needs so that they can support the work I do	4,19	Agree
	Average Total Mean	4,16	Agree
	Methods used		
5.	Method Delivery that Given When training is very pull so that easy to remember	4,20	Agree
6.	Training methods according to what I need to improve work skills	4,34	Agree
	Average Total Mean	4,27	Agree
	Training Qualification		
7.	Coach or Instructor get convey material clearly and easily understand	4,22	Agree
8.	The trainer or instructor given by the company can attract my attention to attend the training	4,50	Agree
	Total Average *Mean* Work Assessment (X1)	**4,24**	**Agree**
	Total *Mean of* Job Training (X1)	**33,90**	

Source: Data processed by Author 2023

Based on Table 2, respondents' research results on the training variable (X1) were obtained with an overall average of 4.24. These results identify that the training scored well with an affirmative answer on average. From the largest mean obtained on the fourth indicator which states agreement with the training qualification given with a value of 4.36. And the lowest indicator that gets is the indicator from the training material to the results with a value of 4.16.

Descriptive Physical Work Environment Variable Data (X2)

The results of a descriptive analysis of the variables of the physical work environment (X2), where the average value of the respondents' statements on the physical work environment (X2) with an overall average of 4.32. These results identify that the motivation provided by the organization or company gets good value. From the largest mean, indicators of the availability of transportation facilities were obtained where employees received support for transportation facilities so that they were on time at work and a transportation system that was easy to find with a value distribution of 4.42, indicating that respondents agreed with a physical work environment that suits employee needs.

Descriptive Data of Work Discipline Variables (X3)

The results of descriptive analysis of the variable of work discipline (X3), where the average value of the respondent's statement results can be seen in table 3 as follows:

Table 3. Average Total Mean of Work Discipline (X3)

No	Physical work environment statement (X2)	Mean	Information

		Mean	Information
Workplace Building			
1. Building that Used to I work Pay great attention to occupational safety		4,13	Agree
2. A workspace that supports my work activities with good enough lighting		4,19	Agree
Average Total Mean		4,16	Agree
Adequate Work Equipment			
3. The company provides all equipment that supports my work activities		4,27	Agree
4. The company provides air temperature control devices in the work environment in the form of (AC, Fan and etc.) to support my work activities		4,40	Agree
Average Total Mean		4,34	Agree
5. The facilities provided in supporting the work are complete such as work resource equipment		4,49	Agree
6. Availability of religious places of worship such as mosques and prayer rooms for employees		4,27	Agree
Average Total Mean		4,38	Agree
Availability of Transportation Facilities			
7. The availability of transportation facilities that support me to arrive on time		4,51	Agree
8. Easy to find transportation systems around my workplace		4,33	Agree
Average Total Mean		4,42	Agree
Total Average *Mean* Physical Work Environment (X2)		**4,32**	**Agree**
Total *Mean* of Physical Work Environment (X2)		**34,60**	

Source : Data processed by the author 2023

Based on table 3, respondents' research on work discipline (X3) was obtained with an overall average of 4.33. These results identify that the work discipline factor gets a good value. From the largest mean obtained on the indicator of obedience to the rules of behavior where respondents answered in the affirmative and got an average answer of 4.47.

Descriptive Data Employee Performance Variable (Y)

The results of descriptive analysis of employee performance variables (Y), where the average value of respondents' statements can be seen in table 4 as follows:

Table 4. Average Total Mean Employee Performance (Y)

No	Work Discipline Statement (X3)	Mean	Information

Obey the rules of time			
2. I am used to obeying the set working time		4,28	Agree
Average Total Mean		4,29	Agree
Obey the company's time			
3. The agency I work for is very effective in utilizing time		4,36	Agree
4. I am often late for work		4,43	Agree
Average Total Mean		4,40	Agree
Obey the rules of behavior			
5. I have always behaved kindly towards colleagues		4,55	Agree
6. I always use personal identification when working		4,39	Agree
Average Total Mean		4,47	Agree
Obey other rules			
7. I always do my tasks responsibly		4,45	Agree
8. The agency provides strict sanctions for employees who violate the rules		4,43	Agree
Average Total Mean		4,44	Agree
Total *Mean* Average Work Discipline (X3)		**4,40**	**Agree**
Total Mean of Work Discipline (X3)		**35,20**	

Source : Data processed by the author 2023

Based on table 4. Obtained Research Results of Employee Performance Respondents (Y) with an overall average of 4.27. This result identifies that the implementation of employee performance gets a good value. From the largest mean obtained on the committed indicator with a value of 4.39.

Validity Test

The validity test that will be carried out in this study uses a sample of 100 respondents, namely employees of the Central Indonesian Ombudman Institute. The validity test was carried out to test the questionnaire items submitted as instruments in this study whether they were suitable for use. The calculation is to compare r count with r table. If r is calculated to have a greater value than r table where the correlation coefficient is 0.195, then the entire statement is declared valid so that it can be used in this study. That all statement items in this study have a greater Corrected Item Total Correlation value compared to r table on the 100th N, which is 0.195. This indicates that all statement items submitted are valid so that all statement items can proceed to the next stage.

Reliability Test

Reliability test is a test used to determine the consistency of measuring instruments, whether the measuring instrument can be relied on for further use. After the validity test is declared valid, then a reliability test is carried out using the Alpha Cronbachs formula. Where an instrument can be said to be reliable (reliable) if it has a reliability coefficient or alpha of more than 0.6. The results of the Instrument

Reliability Test of Job Training Variables (X1), Physical Work Environment (X2), Work Discipline (X3) and Employee Performance (Y) can be said that the overall questionnaire items of each variable of job training (X1), physical work environment (X2), work discipline (X3), and employee performance (Y) in this study are reliable which is shown in Cronbach's alpha value all variables have a good value of above 0.6. So it can be interpreted that all values of this research variable are said to be good and acceptable.

Normality Test

One Sample Kolmogorov–Smirnov Test, or normality test is used to determine the distribution of the population, whether it follows the distribution theoretically (normal, poisson, or uniform). Which aims to test whether in the regression model, the bound variable and the independent variable both have a normal distribution. The distribution data is said to be normal if the level of significance value is > α = 0.05 and if the opposite is < α = 0.05 then it is said to be abnormal. The following is presented in the following table 5:

Table 5. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parametersa,b	Mean	,0000000
	Std. Deviation	2,02336661
Most Extreme Differences	Absolute	,057
	Positive	,055
	Negative	-,057
Test Statistic		,057
Asymp. Sig. (2-tailed)		,200c,d
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

The result from table 5 above shows that the value of Asymp Sig. (2- tailed) is 0.200. Which means that the regression model in this study has a normal sample distribution based on its significance value > α = 0.05. So it can be said that the distribution of employee performance results derived from job training (X1), physical work environment (X2), and work discipline (X3) is normally distributed at the level of significance α = 0.05.

The multicollinearity test is used to determine whether or not there is a deviation from the classical assumption of multicollinearity, namely the existence of a linear relationship or the value of variance inflation factor (VIF), if the Tolerance value > 0.1 or VIF < 10, then it can be said that multicollinearity does not occur in the model studied. To find out whether multicollinearity occurs can be seen in table 6 below:

Table 6. Multicollinearity Test Output

	Coefficient					
	Standardized Coefficients				Collinearity Statistics	
Model	Beta	T	Say.	Tolerance	BRIGHT

1	(Constant)		2,477	,015		
	Pelatihan_Kerja		,327	2,981	,004	,362	2,762
	LIngkungan_Kerja_Fisik		,376	3,313	,001	,339	2,950
	Disiplin_Kerja		,162	2,099	,038	,734	1,363

Dependent Variable: Kinerja_Pegawai

Sumber: Output SPSS 26. Coefficients, linier regression. Diolah 2022

Based on table 6 (Coefficients) it can be seen that the variance inflation factor (VIF) of each independent variable has the following values:

The VIF value for the job training variable (X1) is 2.762 < 10 and the value of tolerance of 0.3.62 > 0.10, VIF value for physical work environment variable (X2) of 2.950 < 10 and tolerance value of 0.339 > 0.10, VIF value for work discipline variable (X3) of 1.363 < 10 and tolerance value of 0.734. Thus it can be concluded that the regression equation model does not occur multicollinearity and can be used in this study.

Heteroscedasticity Test

In a good regression heteroscedasticity test there should be no heteroscedasticity, this test aims to test whether a regression model has an inequality of variance from one observation to another. A good regression model is one that is homokedasticity, or does not occur heteroscedasticity. In this study, researchers used heteroscedasticity test with glacier test where the test results can be seen in table 7 below:

Table 7. Output Uji Gletjer

Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	t	Say.
		B	Std. Error	Beta		
1	(Constant)	4,259	1,606		2,652	,009
	Pelatihan_Kerja	-,056	,064	-,146	-,874	,384
	LIngkungan_Kerja_Fisik	-,008	,065	-,021	-,120	,905
	Disiplin_Kerja	-,015	,047	-,039	-,330	,742

a. Dependent Variable: ABS_RES

Sumber : Output SPSS 26. Coefficient, linear regression. Diolah 2022

Table 7 above explains that the results of each independent variable, namely job training (X1), physical work environment (X2), and work discipline (X3) using the glacier model obtained significant value results greater than 0.05 (Sig > 0.05) which means that the data in this study did not occur heterokedasticity problems so that this study could be continued.

Autocorrelation is a state in which there is a strong correlation for observations between one and another observation arranged according to time sequence. The autocorrelation test aims to test whether in a linear regression model there is a correlation between confounding errors in the current period and confounding errors in previous periods. A good regression equation is one that has no autocorrelation. If there is autocorrelation, the equation becomes not good for production. One measure in determining the presence or absence of autocorrelation problems is to use the Durbin-Watson (DW) test. Where the results of autokeralsi testing can be seen in table 8 below:

Table 8. Autocorrelation Test

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,762a	,581	,568	2,05474	1,902

a. Predictors: (Constant), Disiplin_Kerja, Pelatihan_Kerja, LIngkungan_Kerja_Fisik

b. Dependent Variable: Kinerja_Pegawai

Sumber : Output SPSS 26. Coefficients, linier regression. Diolah 2022

Based on table 4.15 it can be explained that the Durbin-Watson value is 1.902. Where the value of K or the number of independent and bound variables is 4 and N or the number of respondent data = 100. So that the value of dL = 1.603 and the value of dU = 1.732 then the value of 4-dU = 2.268. If included in the Durbin-Watson decision-making criteria, the results of dU < DW < 4-dU (1.736 < 1.902 < 2.268), which means that the regression model obtained does not occur autocorrelation.

Double Linear Regression Analysis

Multiple linear regression analysis is a form of analysis that discusses the extent of the influence of independent variables, namely training (X1), physical work environment (X2), and work discipline (X3) and the dependent variable is employee performance (Y) of the Central Indonesian Ombudsman Institute. It can be known that the linear regression equation is as follows:

$Y = 0{,}327 X1 + 0{,}376 X2 + 0{,}162 x3$

Information:

And   = Employee Performance

X1 = Job Training

X2 = Physical Work environment X3 = Work Discipline

The interpretation of the results of the equation is as follows:

b1The job training regression coefficient (X1) has a positive contribution value of 0.327 to the employee performance variable (Y). If the training factor (X1) increases by 1%, then employee performance (Y) will increase by 0.327 or 32.7%, assuming the other independent variables are constant.

b2The regression coefficient of the physical work environment (X2) obtained a positive contribution value of 0.376 to employee performance (Y). If the physical work environment factor (X2) increases by 1%, employee performance (Y) will increase by 0.376 or 37.6%, assuming the other independent variable is constant.

b3The work discipline regression coefficient (X3) obtained a positive contribution value of 0.162 to employee performance (Y). If the work discipline factor (X3) increases by 1%, employee performance (Y) will increase by 0.162 or 16.2%, assuming the other independent variables are constant.

The Effect of Job Training on Employee Performance

Based on the results of the study, it can be known that the value of the regression coefficients of the job training variable is positive (0.327), so it can be said that the job training variable (X1) is directly proportional (positive) to the employee performance variable (Y). Based on the tcount value of the training variable of 2.981, it can be seen that the t-count value is greater than ttable with df 96 and the two-sided test. Because the calculated value > ttable (2.981 > 1.988) H0 is rejected and Ha is accepted, and it can be said that

Job training variables affect employee performance. A significant value of 0.004 that is smaller than 0.05 indicates that training is significant to employee performance. So it can be said that job training has a significant positive effect on employee performance. The results of respondents' assessment of the training questionnaire on average answered in agreement with the qualifications of the trainer given, this is also shown in positive implications based on the response of the performance of employees with high responsibility and always committed to what is assigned.

Job training is a process of teaching knowledge and skills as well as attitudes so that employees are more skilled and able to carry out their responsibilities better, according to standards. If the results

of the training assessment obtained during the training period are good, then the company will be affected by the good effects such as increasing employee performance and achieving the company's vision and mission, and vice versa. The results of this study are in line with research conducted by Julianry et al. (2017) and Sirlyana (2020) it is known that training has a significant positive effect on employee performance. The same result was also stated by Subroto (2018) which showed that training had a positive and significant effect on employee performance.

The Effect of Physical Work Environment on Employee Performance

Based on the results of research conducted by researchers, it was found that the physical work environment has a positive and significant effect on employee performance (Y). These results are shown by the value of the coefficient which has a positive direction with a value of 0.376, the calculated value of the ttable > (3.313 > 1.988) and a significant value of 0.038 which is smaller than 0.05 (0.038 > 0.05). Through the distribution of questionnaires conducted to employees of the Indonesian Ombudsman institution as a whole, it shows that the physical work environment gets good grades. Obtained the results of the assessment of respondents of the physical work environment on average answered in the affirmative. From the largest mean, indicators of the availability of transportation facilities were obtained where employees received support for transportation facilities so that they were on time at work and a transportation system that was easy to find with a value distribution of 4.42, indicating that respondents agreed with a physical work environment that suits employee needs.

The physical work environment is an important factor in the achievement of an employee's performance. Where the physical work environment affects employees in completing their work. With an adequate work environment, it will certainly make employees feel at home working, so that employee morale and enthusiasm will arise in carrying out their work, and employee or employee performance will increase. While an inadequate work environment can interfere with employee concentration in carrying out their work, causing errors in work and employee performance or employees will decrease. The results of this study are in accordance with research conducted by Nabawi (2022) which shows that the work environment affects the performance of employees of the Public Works and Public Housing Office of Aceh Tangiang Regency. The positive and significant influence between the work environment on employee performance is consistent with research conducted by Yantika (2021) and (Putri Khairunnisa and Riyanto 2020).

The Effect of Work Discipline on Employee Performance

Based on the results of the study, it can be known that the value of the regression coefficients of the work discipline variable is positive (0.162), so it can be said that the work discipline variable (X3) is directly proportional (positive) to the employee performance variable (Y). Based on the calculated value of the work discipline variable of 2.099, it can be seen that the t-count value is greater than ttable with df 96 and a two-sided test. Because the calculated value > ttable (2.099 > 1.988) then H0 is rejected and Ha is accepted, and It can be said that training variables affect employee performance. A significant value of 0.001 that is smaller than 0.05 indicates that work discipline is significant to employee performance. So it can be said that work discipline has a significant positive effect on employee performance. Based on respondents' responses to work discipline as a whole, it is identified that the work discipline factor gets a good score. From the largest mean obtained on indicators of obedience to rules of behavior where respondents stated to behave friendly towards colleagues and use personal identification when working.

Discipline in a company or government organization is very important to create high productivity and work performance. Good discipline reflects a person's sense of responsibility towards the tasks assigned to him. This encourages morale, passion, and the realization of company, employee, and community goals. Therefore, every manager always tries to make his subordinates have good discipline. A manager is said to be effective in his leadership if his subordinates are well disciplined. The results of this study are in line with research conducted by Situmorang et al., (2021) showing that discipline has

a positive and significant influence on performance. The positive and significant influence between work discipline on employee performance is also stated in research conducted by Sammy Firwish (2020) and Sugito Efendi &; Hardiyanto, (2021).

CONCLUSION

This study aims to analyze the impact of job training, physical work environment, and work discipline on employee performance at the Central Indonesian Ombudsman Institute. The results of the hypothesis test show that job training has a positive and significant influence on employee performance, indicating that training materials and qualifications provided at the Central Indonesian Ombudsman Institute can positively affect employee performance, in accordance with hypothesis 1. Furthermore, the results of the hypothesis test also show that the physical work environment has a positive and significant influence on employee performance. Factors such as office equipment, workspace layout, hygiene, and relationships can affect employees and positively impact performance, according to hypothesis 2. Finally, work discipline was also found to have a positive and significant effect on employee performance. The provision of rules related to time, behavior, and other regulations at the Central Indonesian Ombudsman Institute has a positive impact on employee performance, in accordance with hypothesis 3. Thus, the conclusion of this study provides a deep understanding of the factors that affect employee performance at the Central Indonesian Ombudsman Institute, and provides a basis for policy improvement and development in the fields of training, work environment, and work discipline to improve organizational effectiveness.

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