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# Improving Employee Performance: A Study of The Influence of Motivation Sincerity Discipline and Work Environment

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**Abstract:** Employee performance can be improved with various efforts. The aim of this research is to reveal the influence of work motivation (X1), sincerity work (X2), work discipline (X3), and work environment (X4) on employee performance (Y), using associative strategy quantitative research methods. The research location was the Nias Regency Education Office, the research population was all 138 employees and the sample was drawn by purposive sampling of 40 people. Data was collected using a closed questionnaire and analyzed using inferential statistics using multiple linear regression techniques. The results of the study concluded that there is a significant influence in part between work motivation, sincerity, discipline and the environment on employee performance. Every increase in work motivation, sincerity, discipline and environment by 1,00% will be followed by an increase in employee performance by 13,207%. It is recommended to leaders and organizations to increase motivation, sincerity, discipline and work environment in order to achieve better performance.

**Keywords:** motivation, sincerity, discipline, environment, performance

## 1. Introduction

The performance of people who have high work motivation is very different from those who do not have it at all (Rahmadani et al. 2024). People who have high motivation have a strong drive within themselves which makes them do something to act (Agung et al. 2024), behave and work in certain ways based on motives (A et al. 2024). Likewise, people who have sincerity to work, their performance is very different from those who do not (Agung et al. 2024). People who are sincere will always work happily without being ordered by others, without being forced, not intimidated, but will sincerely do their work as to God (Karsono 2023). Work discipline also greatly influences a person's performance at work, because this is an attitude of obedience to the rules or regulations that apply in an organization based on the awareness and conscience of the people in it and not because there is an element of coercion from other parties (Nasution, 2022). A good work environment also greatly influences the performance of the people who work in it, in this case the physical work environment and the psychological work environment, namely the socio-emotional relationship between leaders and their subordinates and between employees and each other (Lopes 2023). Both motivation, sincerity, discipline and the work environment all greatly influence and provide a huge impact on a person's performance (Lase et al. 2020, 2022).

Motivation can be explained as someone's drive, cause or reason, conditions that encourage or cause someone to do an action or activity, which occurs consciously (Of et al. 2024). Motivation is a strong impulse that makes people act or behave, wanting to achieve higher status, power and recognition for each individual,

business or activity that can generate or increase the work enthusiasm and enthusiasm of employees, the result of a number of internal or external processes. for an individual, which causes enthusiasm and persistence in carrying out certain activities (Maria et al. 2024). It is a state of the human soul and mental attitude that provides energy, encouragement or movement and directs or channels behavior towards achieving needs that provide satisfaction or reduce imbalance (Priscilla, 2024). It can be emphasized that motivation is an impulse or reason that is the basis of a person's enthusiasm for doing something to achieve a certain goal or as all things that give rise to encouragement or enthusiasm within a person to do something (Nurrachma et al. 2024). This motivation is very influential and makes a huge contribution to employee performance (Lesmana, 2022).

Sincerity means a clean heart, honesty and willingness to do or do something, giving without expecting reward or praise from others (Abdullah 2020). This attitude seems easy to say, but many people have difficulty implementing it in everyday life. A sincere attitude can only be done with strong intentions, a positive attitude, and not blaming every situation that is being faced (Nirwana, 2018). Working sincerely is doing something with all your heart, with sincere intentions, working hard, intelligently, seriously, with all your might and energy, full of enthusiasm, never giving up, and thoroughly and without complaining to achieve the best results (Nisar, 2018). Working hard uses physical strength, working smart uses the brain, while working sincerely is working with a good conscience towards God and humans (Widyatmoko, 2020). Working sincerely and with an attitude of devotion is the same as working for God. Sincerity means being clean or sincere in doing work without grumbling or arguing, even though you face a number of problems and trials, but willingly and bravely face them (Isakovna, 2023). This attitude is a calm inner state, feeling comfortable with what God has given us, both in the past, present and future. Sincerity also does not force one's will, instead following God's will for whatever He allows to happen in our lives. This sincere attitude is very influential and makes a huge contribution to a person's performance. People who have this attitude are very different in their performance from people who do not have sincerity in their work (Solihin, 2020).

Discipline is an attitude of obedience to rules or regulations that apply in an office/organization based on the awareness and conviction of the people in it without any element of coercion from other parties (Yani, 2021). Discipline is also a condition that causes or encourages employees to act and carry out all activities in accordance with established rules. Discipline is a person's awareness and willingness to obey all applicable rules and social norms (Ong et al. 2021). Discipline in question emphasizes the first two aspects: awareness is the attitude of a person who voluntarily obeys all the regulations that apply in his work environment and general rules that are in line with the workload, method of work, work system, completion schedule, awareness of duties and responsibilities. answer. Second, willingness is an attitude, behavior of the company, whether written or not. The principle of discipline expects someone to obey and comply with regulations, carry out their duties properly and correctly in a voluntary manner (Siswadi, 2021). Discipline is also an operative function of human resource management in achieving optimal work performance (Nasution, 2022; Konseling, 2021).

Work discipline can be defined as an attitude of respect, respect, obedience and obedience to applicable regulations, whether written or not and being able to carry them out and not evade accepting sanctions if he violates the duties and authority given to him (Surajiyo et al. 2021). Discipline is the desire and awareness to obey organizational regulations and social norms. Therefore, discipline is an important means to achieve goals, so fostering discipline is a very important part of management. In its implementation, any management requires discipline from all members of the organization (Sardjana, 2019). Discipline is also said to be a means of training and educating people regarding rules so that there is compliance and so that they can run orderly and orderly in the organization (Bua et al. 2024).

Discipline is also said to be a means of communicating with employees so that they want to do what is recommended by their superiors and in accordance with established company regulations (Ramli 2024). Work discipline can also be seen as something that has great benefits, both for the interests of the organization and for employees. For organizations, the existence of work discipline will ensure the maintenance of order and smooth implementation of tasks, so that optimal results are obtained. Meanwhile, employees will get a pleasant working atmosphere which will increase their enthusiasm for carrying out their work (Adil et al. 2024). In this way, employees can carry out their duties with full awareness and can develop their energy and thoughts as fully as possible in order to realize organizational goals (Herman, 2020; Novita et al. 2024).

The work environment also greatly influences and makes a huge contribution to employee performance in an organization. The work environment is an atmosphere where employees carry out activities every day (Putra, 2023). It can be interpreted as all the tools encountered, the surrounding environment where a person works, his work methods, as an influence on his work both as an individual and in a group. A conducive work environment provides a sense of security and allows employees to work optimally. If employees like the work environment where they work, they will feel at home at work, carrying out their activities so that working time is used effectively (Satisfaction 2024).

The work environment in an organization has a direct influence on the employees who carry out the production process. The work environment is also everything that is around the employee and can influence him in carrying out the tasks assigned to him (Trianita et al. 2024). The work environment is something that exists in the workers' environment which can influence them in carrying out their duties, such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and whether or not work equipment is adequate (Lase 2022). It can be emphasized that the work environment is everything that exists around workers/employees which can influence employee job satisfaction in carrying out their work so that maximum work results will be obtained, where in the work environment there are work facilities that support employees in completing the tasks assigned to them. to improve work in an organization (Lase 2022; Wang et al. 2024).

Various efforts have been made to improve employee performance and have resulted in the expected performance. Several research results have been carried out from various parts of the world, including those outlined below. The results of research conducted in Batam Indonesia concluded that compensation, training, competency and work discipline have a significant effect on employee performance (Maizar, 2023); the results of research conducted in government entities in the United Arab Emirates concluded that human resource practices such as salaries, training and development, performance appraisals, as well as employee remuneration and attitudes increase employee productivity (Hamad, 2023); the results of research conducted in Africa concluded that the use of electronic HRM with best practices had a positive impact on employee performance (Nyathi & Kekwaletswe 2023).

The results of research conducted in Bali, Indonesia concluded that competence, work experience, work environment and discipline influence employee performance (Nurmayanti, 2020); research results at La Tansa Mashiro concluded that a web-based knowledge management system can increase employee performance productivity (Yumhi et al. 2024); the results of research conducted in the USA concluded that a consolidation approach that integrates business analysis and learning methodology can improve employee performance (Hasan, 2024); research results in Vietnam concluded that small and medium businesses can play a role in increasing social and economic growth in developing countries (Thanh, 2022). The novelty of this research lies in the sincerity of doing the work. In the various research results that have been presented, no one has examined the influence of sincerity on employee performance. So this research was conducted on the topic of improving employee performance: a study of the influence of motivation, sincerity, discipline and the work environment at the Nias district education office.

## 1. 1. Statement of the Problem

The performance of people who have high work motivation is very different from those who do not have it at all. People who have high motivation have a strong drive within themselves which makes them do something to act, behave and work in certain ways based on motives. Likewise, people who have sincerity to work, their performance is very different from those who do not. People who are sincere will always work happily without being ordered by others, without being forced, not intimidated, but will sincerely do their work as to God. Work discipline also greatly influences a person's performance at work, because this is an attitude of obedience to the rules or regulations that apply in an organization based on the awareness and conscience of the people in it and not because there is an element of coercion from other parties. A good work environment also greatly influences the performance of the people who work in it, in this case the physical work environment and the psychological work environment, namely the socio-emotional relationship between leaders and their subordinates and between employees and each other. Both motivation, sincerity, discipline and the work environment all greatly influence and provide a huge impact on a person's performance.

## 1.2. Purpose of Study

The aim of this research is to see, as follows.

1. Partially significant influence of work motivation (X1) on increasing employee performance (Y).

- 2. Partially significant influence of sincerity (X2) on increasing employee performance (Y).
- 3. Partially significant influence of work discipline (X3) on improving employee performance (Y).
- 4. Partially significant influence of the work environment (X4) on improving employee performance (Y).
- 5. Jointly significant influence of X1, X2, X3, and X4 on Y.

#### 1.3. Research Questions

The following questions were asked to guide this study, as follows.

- 1. How Is there a partially significant influence on work motivation (X1) on increasing employee performance (Y)?
- 2. Is there a partially significant effect of sincerity (X2) on increasing employee performance (Y)?
- 3. Is there a partially significant influence on work discipline (X3) on increasing employee performance (Y)?
- 4. Is there a partially significant influence on the work environment (X4) on improving employee performance (Y)?
- 5. Is there a significant influence together between X1, X2, X3, and X4 on Y?

## 1.4. Hypotheses

The following hypotheses were tested in this study at 0.05 level of significance, as follows.

Ho1: There is a partially significant influence on work motivation (X1) on increasing employee performance (Y).

Ho2: There is a partially significant effect of sincerity (X2) on increasing employee performance (Y).

Ho3: There is a partially significant influence of work discipline (X3) on increasing employee performance (Y).

Ho4: There is a partially significant influence of the work environment (X4) on improving employee performance (Y).

Ho5: There is a significant influence together of X1, X2, X3, and X4 on Y.

# 2. Methodology

This research was carried out according to the problem using quantitative methods to see the influence and contribution of the independent variable to the dependent variable (Lase 2022). There are four independent variables and one dependent variable. The independent variables are: work motivation (X1), sincerity (X2), work discipline (X3), work environment (X4) and one dependent variable, namely increasing employee performance (Y). The research instrument used to collect data is a closed questionnaire, which is prepared based on the main research problem and the data to be collected. This questionnaire was circulated to a number of respondents as a data source. The research population was all employees of the Nias regency education department, 138 people, and the sample was drawn using purposive sampling, namely 40 people as respondents and research targets. Data were analyzed using inferential statistics, multiple linear regression analysis, to be able to answer research questions as proposed by the hypothesis (Lase et al. 2023). The framework for this research can be described, as follows.

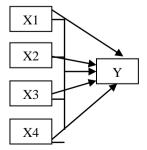
X1 = Work Motivation

X2 = Sincere Work

X3 = Work Discipline

X4 = Work Environment

Y = Improved Employee Performance



#### Information:

- 1. There is a partially significant influence on work motivation (X1) on increasing employee performance (Y).
- 2. There is a partially significant effect of sincerity (X2) on increasing employee performance (Y).
- 3. There is a partially significant influence of work discipline (X3) on increasing employee performance (Y).
- 4. There is a partially significant influence of the work environment (X4) on improving employee performance (Y).
- 5. There is a significant influence together of X1, X2, X3, and X4 on Y.

#### 3. Results and Discussion

#### 3.1. Results

The contribution of the influence of independent variables to dependent variables, as follows.

Model Summary						
Model	R	R Square	Adjusted R	Std. Error of		
			Square	the Estimate		
1	,978ª	,953	,949	4,822		

a. Predictors: (Constant), Work Motivation (X1), Sincere Work (X2), Work Discipline (X3), Work Environment (X4)

In the table above, the contribution of the influence of the independent variable to the dependent variable is obtained, namely the variables: work motivation (X1), sincerity (X2), work discipline (X3), work environment (X4) on employee performance (Y). R Square (R2) or the square of R, namely the coefficient of determination. This figure will be converted into a percentage, which means the percentage contribution of the variables X1, X2, X3, while the rest is influenced by other variables not included in this research. The joint influence of X1, X2, X3 on Y, as follows.

#### **ANOVA**<sup>a</sup>

	Model	Sum of Squares	df		Mean Square	F	Sig.
1	Regression	13236,734		4	3309,183	142,449	,000b
	Residual	627,238		27	23,231		
	Total	13863,970		31			

- a. Dependent Variable: Employee Performance (Y)
- b. Predictors: (Constant), Work Motivation (X1), Sincere Work (X2), Work Discipline (X3), Work Environment (X4)

The table above shows the results of the ANOVA test (F Test) or regression coefficients together, carried out to test the significance of the influence of several independent variables on the dependent variable, in this case to test the significance of work motivation (X1), Sincerity (X2), work discipline (X3), work environment (X4) on employee performance (Y). The joint regression coefficient test is used to find out whether the independent variables together have a significant effect on the dependent variable. To find out, the test uses a significance level of 0,05. The steps for testing F and formulating a hypothesis are carried out, as follows.

- Ho : Work motivation, sincerity, work discipline, work environment have no effect on Performance.
- Ha : Work motivation, sincerity, work discipline, work environment have an influence on Performance.

Determination of F calculation and F table; from the output (see table above), the calculated F is 142,447 and the F table can be seen in the statistical table (see attachment at a significance level of 0,05 with df 1 (number of variables-1) = 3, and df 2 (n-k-1) or 32-3-1=28 (n is the number of data and k is the number of independent variables), the results obtained for the F table are 2,947 (see the F test attachment). Test criteria: if F count < F table then Ho is accepted and if F count > F table then Ho is rejected. Make a conclusion; because F count is greater than F table (142,447 > 2,947) or the calculated significance is smaller than 0,05 (0,000 < 0,050) then Ho is rejected. So it can be concluded that work motivation, sincerity, work discipline, and work environment influence employee performance. The partial influence of X1, X2, X3, X4 on Y, as follows.

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Model _			dardized icients	Standardized Coefficients		
		В	Std. Error	Beta	t	Sig.
1	(Constant)	24,247	4,008	-	6,050	,000
	Work Motivation (X1)	-1,157	,564	-1,214	-2,052	,049
	Sincere Work (X2)	1,743	,423	1,837	4,131	,000
	Work Discipline (X3)	-5,012	1,443	-5,522	-3,475	,002
	Work Environment (X4)	5,295	1,399	5,860	3,785	,001

a. Dependent Variable: Employee Performance (Y)

The regression coefficient value for the work motivation variable (b1) is negative, namely -1,157. This means that every increase in work motivation of 1.00% will be followed by an increase in employee performance of 1,157% assuming the other independent variables remain constant. The regression coefficient value of sincerity (b2) is positive, namely 1,743. This means that every 1,00% increase in sincerity will be followed by an increase in employee performance of 1,743% assuming the other independent variables remain constant. The regression coefficient value for the work discipline variable (b3) is negative, namely -5,012. This means that every increase in work discipline of 1,00% will be followed by an increase in employee performance of 5,012% assuming the value of other independent variables is constant. The regression coefficient value for the work environment variable (b4) is positive, namely 5,295. This means that every 1,00% increase in the work environment will be followed by an increase in employee performance of 5,295% assuming the values of other independent variables remain constant.

The t test or partial regression coefficient test is used to determine whether partially the independent variable has a significant effect on the dependent variable or not. In this case, to find out whether partially the variables work motivation, sincerity, work discipline, and work environment together have an effect on employee performance. The test uses a significance level of 0,05 and is 2-sided. The testing steps are as follows. The testing of the work motivation variable coefficient (X1) and hypothesis formulation, as follows.

Ho : Work motivation partially has no effect on employee performance.

Ha : Work motivation partially influences employee performance.

Determination of t count and t table; based on the data processing above, the t count is -2,052 and the t table is found at a significance of 0,05/2 = 0,25 (2-sided test) with degrees of freedom df = n-k-1 or 32-3-1 = 28. The results are obtained for the t table of 2,048 / -2,048 (see attached t table). Test criteria; if t table < t count then Ho is accepted and if t count > t table then Ho is rejected. Make conclusions; because the calculated t value > t table (-2,052 > -2,048) or the calculated significance result is smaller than 0,05 (0,000 < 0,005) then Ho is rejected. It can be concluded that work motivation influences employee performance. The regression coefficient value for the work motivation variable (b<sub>1</sub>) is negative, namely -1,157. This means that every increase in work motivation of 1,00% will be followed by an increase in employee performance of 1,157% assuming the other independent variables remain constant. The testing of the variable coefficient of sincerity (X2) and formulating hypotheses, as follows.

Ho : Sincerity, partially has no effect on employee performance.

Ha : Sincerity partially influences employee performance.

Determination of t count and t table; based on the data processing above, the calculated t is 4,131 and the t table is found at a significance of 0.05/2 = 0.25 (2-sided test) with degrees of freedom df = n-k-1 or 33-3-1 = 28. The results obtained for t table of 2.045 / -2.045 (see attached t table). Test criteria; if t table < t count then Ho is accepted and if t count > t table then Ho is rejected. Make conclusions; because the calculated t value > t table 4,131 > -2.045) or the calculated significance result is smaller than 0.05 (0.000 < 0.05) then Ho is rejected. So it can be concluded that sincerity influences employee performance. The regression coefficient value for the Sincerity variable (b2) is positive, namely 1,743. This means that every increase in Sincerity of 1,00% will be followed by an increase in employee performance of 1,743% assuming the other independent variables remain constant. The testing of the work discipline variable coefficient (X3) and hypothesis formulation, as follows.

Ho : Work Discipline, partially has no effect on Employee Performance.

Ha : Work Discipline partially influences employee performance.

Determination of t count and t table; based on the data processing above, the t count is -3,475 and the t table is found at a significance of 0,05/2 = 0,25 (2-sided test) with degrees of freedom df = n-k-1 or 33-3-1 = 28. The results are obtained for the t table of 2,045 / -2,045 (see attached t table). Test criteria; if t table < t count then Ho is accepted and if t count > t table then Ho is rejected. Make conclusions; because the calculated t value > t table (3,475 > 2,045) or the calculated significance is smaller than 0,05 (0,02 < 0.05) then Ho is rejected. It can be concluded that work discipline influences employee performance. The regression coefficient value for the work discipline variable (b3) is negative, namely -5,012. This means that every increase in work discipline of 1,00% will be followed by an increase in employee performance of 5,012% assuming the other independent variables remain constant. The testing of the work environment variable coefficient (X4) and hypothesis formulation, as follows.

Ho : Work Environment, partially has no effect on Employee Performance.

Ha : Work Environment, partially influences employee performance.

Determination of t count and t table; based on the data processing above, the calculated t is 3,785 and the t table is found at a significance of 0,05/2 = 0,25 (2-sided test) with degrees of freedom df = n-k-1 or 33-3-1 = 28. The results obtained for the t table it is 2,045 / -2,045 (see 3,785 in the t table attachment). Test criteria; if t table < t count then Ho is accepted and if t count > t table then Ho is rejected. Make conclusions; because the calculated t value > t table (3,785 > -2,045) or the calculated significance is smaller than 0,05 (0.02 < 0,05) then Ho is rejected. It can be concluded that the work environment influences employee performance. The regression coefficient value for the work environment variable (b4) is positive, namely 5,295. This means that every 1,00% increase in the work environment will be followed by an increase in employee performance of 5,295%, assuming the values of the other independent variables remain constant.

#### 3.2. Discussion

Motivation accompanied by sincerity and work discipline in a good environment is very influential and makes a big contribution to employee performance. The work results of people who have high work motivation are very different from those who do not have it, they work enthusiastically and are able to overcome all the problems they experience, and will have a big impact on employee performance (Kuswati 2019; Lase 2023). Sincerity in working also has a big impact on employee performance. Those who have sincerity will work sincerely and selflessly as if working for God (Zhengli Xie, 2023). Also work discipline will have a huge impact on work results, people who have high discipline will work in accordance with applicable regulations (Lasman et al. 2023). The work environment also greatly influences employee work results, a good environment will make workers more comfortable working, enjoyable and more enthusiastic about working (Ishfaq, 2023). However, the low work motivation of employees in an organization will have an impact on their low work performance. Work performance is largely determined by motivation, sincerity, discipline and work environment (Karyono, 2023; Loreni, 2023).

The low work performance of employees in an organization can be seen from the quality of the work produced which is not suitable or the quality of the work produced is still low, the quantity of work produced has not met the target where many of them cannot achieve the target, the timeliness of work completion, the level of employee attendance is still low. low where they do not enter the office on time, and are less able to carry out their responsibilities well (Niati, 2021). All of this is influenced by their work motivation, sincerity to work, their work discipline and the work environment in which they are located, so it needs to be improved (Suprapta et al. 2024).

Motivation is a condition that is needed by everyone every day to live life, help other people, lead a group of people and to achieve desired goals. Motivation means encouraging or moving someone to do something (Ayu et al. 2020). He is also all the forces within a person that provide power, direction and maintain the behavior concerned. In our daily lives, motivation is defined as the entire process of providing encouragement or stimulation to employees, so that they are willing to work willingly without feeling forced, sincerely, selflessly (Rony et al. 2024). Motivation is a psychological process that reflects the interaction between attitudes, needs, perceptions and decisions that occur within oneself (Burhanudin, 2023). Motivation is the willingness or willingness to direct all efforts to achieve organizational goals which are influenced by the

ability of the business to satisfy several individual needs. Motivation is a psychological process that takes place in interactions between different personalities to fulfill human needs, and this produces drives or motives in the form of will (Lase et al. 2022; Passalacqua et al. 2024).

Work sincerity is a person's willingness, sincerity and willingness to work without any strings attached or anything expected. Working sincerely is the same as working for God and not for people, and because you work for God you work seriously, honestly and sincerely (Villanueva, 2024). Meanwhile, disciplined work is a sense of obedience and adherence to trusted values and a sense of responsibility or a sense of compliance with rules or supervision and control. Discipline can also be interpreted as an effort to give an object a sense of value or an obsession with obeying rules at work (Lase, 2022; Rahmi, 2020). A disciplined attitude will manifest itself in working as an effort to improve behavior so that it follows principles and always follows applicable rules or norms.

The work environment is an atmosphere where employees carry out activities every day and a conducive work environment will provide a sense of security and allow them to work optimally. The work environment in question is everything related to employee activities in the office, starting from company culture, physical environment, to supporting facilities, such as health insurance and parking (Sugiarti 2021). This work environment is divided into two, namely the physical work environment and the non-physical work environment, namely the socio-emotional relationship between leaders and employees and between employees and each other (Yusuf Iis et al. 2022). All of this will have a huge influence and contribution to the performance of employees in an organization.

## 4. Conclusion

From the results of the research and discussion above, the following conclusions can be drawn, as follows.

- 1. There is a significant influence of work motivation on employee performance and every increase in work motivation of 1.00% will be followed by an increase in employee performance of 1.157% assuming the other independent variables remain constant.
- 2. There is a significant influence of sincerity at work on employee performance and every increase in sincerity of 1.00% will be followed by an increase in employee performance of 1.743% assuming the other independent variables remain constant.
- 3. There is a significant influence of work discipline on employee performance and every increase in work discipline of 1.00% will be followed by an increase in employee performance of 5.012% assuming the value of other independent variables remains constant.
- 4. There is a significant influence of the work environment on employee performance and every 1.00% increase in the work environment will be followed by an increase in employee performance of 5.295% assuming the values of other independent variables remain constant.
- 5. There is a significant influence of work motivation, sincerity, work discipline and work environment on employee performance. Every 1.00% increase in work motivation, sincerity, work discipline and work environment will be followed by an increase in employee performance of 13.207%, assuming the values of other independent variables remain constant.

### 5. Recomendations

It is recommended to leaders and organizations to improve the performance of employees in the organizations where they work, to increase employee work motivation, sincerity, work discipline and a good work environment. Increasing motivation, sincerity, discipline and work environment can be done by increasing the needs of employees, encouraging them to work sincerely and disciplined and improving their physical work environment to be better, and also the psychological work environment, namely the socio-emotional relationship between leaders and employees, and employees with each other.

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