

Analysis of Job Satisfaction, Work Stress and Compensation Against ASN Job Performance at Labuhanbatu South Sumatera North Department of Education

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Abstract

The study aims to find out how the influence of Work Satisfaction (X1), Work Stress (X2), and Compensation (X3) on the Work Performance (Y) of State Civil Appliances on the Department of Education of Labuhanbatu District of South Sumatra North with a sample amounting to 59 ASN. The study was conducted from March until May 2023. This study uses quantitative data processed with SPSS version 20.0 with a dual linear regression model. Data sources come from respondents collected through questionnaires. The results of the research showed that job satisfaction, work stress, and compensation have a positive and significant impact on the performance of the State Civil Appliances in the Labuhanbatu South District of North Sumatra Department of Education both partially and simultaneously. The compensation variable becomes the most dominant variable affecting the performance of the ASN 63.8% of the work performance can be described and obtained from the job satisfaction, work stress, and compensation, while the rest by other factors.

Keywords:

Job Satisfaction, Work Stress, Compensation, and Work Performance

1. Introduction

Human beings are important actors who become agents of change, in an age of competition or competition, especially in the world of work, human beings need to continue to grow and create various kinds of innovations to be able to compete with other humans. (Fikri, Pane, & Safitri, 2020). Human resources as the main driver of the organization's activities should be one of the important factors that the organization should pay attention to, because an organization will not be able to survive and compete with other organizations when the human resources in it do not have quality. Human beings are the main actors in every step of an organization that carries out its mission and achieves its ambitious goals, despite the challenges and the fierce and exhausting competition. (Ahmad et al., 2022).

The Ministry of Education of Labuhanbatu District of South Sumatera Province is a unit of work that helps the Government to carry out governmental affairs in the field of education

and cultural matters as well as assistance tasks, which aims to 1) provide quality and affordable educational services for all layers of society. 2) enhance the professionalism and protection, organizers and managers of education. 3) realize the role of the community towards the preservation of local cultural values.

The results of observations and interviews with the Labuhanbatu South District Education Department of North Sumatra Province showed that there were problems with the performance of the ASN with the achievement rate of ASN performance of 63.25% of the target set. This is because the ASN has not fully used the time or time to carry out the work in accordance with the standards and provisions that have been established by the Labuhan Batu South District Education Department.

2. Research gap.

Based on the above background, then the formula of this research problem is:

- a. Does partial job satisfaction have a positive and significant impact on the performance of the Civil State Apparatus in Labuhanbatu South Sumatera District Education Service?
- b. Does the stress of work have a partial positive and meaningful effect on the work performance of Civil State Aparatus at Labuhan Batu South Somatera Department of Education?
- c. Does the partial compensation have a positive and significant impact on the performance of the State Civil Apparatus in the Department of Education of Labuhanbatu District of South Sumatra North?
- d. Do job satisfaction, work stress and compensation simultaneously have a positive and significant impact on the performance of the State Civil Apparatus at the Labuhanbatu South District Education Department of North Sumatra?

3. Research Objectives.

The objective of this study is as follows:

- a. To find out whether motivation partially has a positive and significant impact on the performance of the State Civil Apparatus in Labuhanbatu South Sumatera North Department of Education.
- b. To know whether work stress partially positively and significantly affects the work performance of civil apparatus State at the Ministry of Education of Labuhanbatatu South Sumatra North.
- c. To find out if compensation partly has a negative and significant effect on the work of civil apparatus State in the Department of education of Labuhangbattu South Somatera North.
- d. To find out whether motivation, work stress and compensation simultaneously have a positive and significant impact on the performance of the State Civil Apparatus at the Labuhanbatu South Sumatera North Education Department.

4. Literature Review



4.1. Work Performance

Work performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Mangkunegara, 2017). Employment performance is a skill that an agency or company expects of its employees in order to develop and launch an attitude to the company, so that the objectives of the company or agency can be achieved. (Rivai Veithzal, 2016). Factors that can affect job performance such as motivation, job satisfaction, work stress, physical conditions of work, compensation, and job design (Handoko, 2016).

4.2. Job Satisfaction

Job satisfaction is a pleasant emotional attitude and love of work (Hasibuan, 2019). This attitude is reflected in work ethics, discipline, and work achievement. The positive attitudes of each individual should be built, while the negative attitudes should be avoided as soon as possible (Desler, 2011).

4.3. Working Stress

Stres kerja merupakan suatu kondisi ketegangan yang mempengaruhi emosi, proses berpikir dan kondisi seseorang (Handoko, 2016). Stres yang terlalu berlebihan dapat mengancam kemampuan seseorang untuk menghadapi lingkungan (Sutrisno, 2017). Stres sebagai akibat ketidakseimbangan antara tuntutan dan sumber daya yang dimiliki individu, semakin tinggi kesenjangan terjadi semakin tinggi juga stres yang dialami individu, dan akan mengancam (Siagian, 2014).

4.4. Compensation

Compensation is all income in the form of money, direct or indirect goods received by an employee in exchange for services provided to the company (Hasibuan, 2019). The basis for determining the type and size of compensation received is made with various considerations, e.g. education, position, performance or length of work (Rahmadani et al., 2023).

5. Methods

5.1. Research Approach

This research is a quantitative study based on the type of data and its analysis using an associative approach aimed at measuring or knowing the relationship between two or more variables objectively to social phenomena (Fikri, Pane, & Ahmad, 2020). The approach in this study is used to find out to what extent job satisfaction (X1), work stress (X2) and compensation (X3) are related to job performance (Y) of ASN..

5.2. Research Location and Time

The research is located in Labuhanbatu South District Education Department, Sosopan Road, Pinang City, Labuhanbatatu South, North Sumatra. The research was conducted from March to May 2023.

5.3. Sample



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The sample is part or representative of the population studied (Arikunto, 2015). If the subject is less than 100 people better take all and if the number is more than 100, then it can be taken between 10%-15% or 20%-25%". In this case, the researchers took samples of as much as 59 Civil Appliances State (ASN) Department of Education district Labuhanbatu South and has been working for more than a year, and does not include the ship destroyed. Research is a population study.

5.4. Data Collection Technique

The data collection techniques in this study are as follows:

a. Observasi

Observation is the activity of observing situations and conditions followed by sequential recording. Researchers perform observations before taking data (Sugiyono, 2013). This is done as consideration material to compile a research study (Pakpahan et al., 2022).

b. Lift

Data collection method by creating a list of questions or statements in the form of a lift addressed to respondents (Ghazali, 2017). The researcher gives the question or statement to the respondent where the answer to each question or statement has been provided, then the respondents are free to give an answer according to the alternative answer prepared (Pane & Fikri, 2023).

c. Dokumentasi

Documentation that the researchers carried out on this research to gather the data needed in the research (Ahlyar et al., 2020). The data in the form of books, archives, documents, numerical writing and pictures that are reports and descriptions that can support the research.

6. Results

6.1. Description of Respondents Characteristics

The characteristics of the respondent are obtained through the questionnaire completed by 59 respondents. The following respondent characteristics describe how the state of respondent is studied, including gender, age, education, as shown in table 1, table 2, and table 3. The respondent's characteristics are useful in displaying and describing the data/respondent so that the characteristics as well as their classification can be read. (Fikri, Andika, Febrina, et al., 2020).

a. Respondent Characteristics By Gender

The characteristics of respondents by gender can be seen in table 1 below:

Table 1 Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Men	20	33,89	33,89	33,89
	Women	39	66,11	66,11	100,0



Total	59	100,0	100,0
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Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 1 shows that of the 59 highest respondents are respondents of the female type that is as many as 39 respondents (66.11%), this table shows that ASN who work in Labuhanbatu South District Education Department more women than men.

b. Respondent Characteristics By Age

The characteristics of respondents by age can be seen in table 2 below:

Table 2				
Age				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Valid 20 - 30 year	28	47,45	47,45	47,45
31 - 40 year	26	44,06	44,06	91,6
> 41 year	5	8,49	8,49	100,0
Total	59	100,0	100,0	

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The table 2 shows that of the 59 respondents the highest were respondents aged 20-30 years or as many as 28 respondents (47.45%). This table shows that the ASNs who work at Labuhanbatu South District Education Department aged 26-30 are the most dominant.

c. Respondent Characteristics Based on Education

The characteristics of respondents based on education can be seen in table 3 below:

Table 3				
Education				
	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Valid D3	6	10,16	10,16	10,16
S1	46	77,96	77,96	88,12
S2	7	11,88	11,88	100,0
Total	59	100,0	100,0	

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 3. show that of the 59 respondents the highest is the respondents who have the last education Bachelor (S1) which is as much as 46 respondents (77.96%), This table shows that the ASN who work at the Labuhanbatu South district Education Department who has the final education of the Bachelor(S1) is the most dominant ASN.

6.2. Validity and Reliability Testing

a. Uji Validitas



In order to determine the validity of the details in the list of questions presented to the respondent, a validity test must be carried out. If the validity of each question is greater than (>) 0,30, then the question element is deemed to be valid.

Table 4
Work Satisfaction Validity Test (X1)

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X.1.1	37.6780	20.222	.594	.830
X.1.2	37.7797	20.692	.574	.832
X.1.3	37.7966	20.372	.477	.840
X.1.4	37.9322	19.478	.526	.837
X.1.5	37.6780	22.015	.374	.847
X.1.6	37.7627	19.701	.563	.832
X.1.7	37.4576	20.011	.635	.827
X.1.8	37.4407	21.044	.563	.834
X.1.9	37.6610	17.745	.612	.831
X.1.10	37.4407	20.044	.655	.825

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 4 validity test results found in the Corrected Item-Total Correlation column, the value of the job satisfaction variable (X1) is greater than 0.30 or, in other words, the entire question is declared valid.

Table 5
Uji Validitas Working Stress (X2)

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X.2.1	21.1186	6.003	.571	.774
X.2.2	21.0000	6.345	.684	.750
X.2.3	21.0847	6.286	.469	.801
X.2.4	20.8814	6.210	.698	.745
X.2.5	20.9492	7.015	.371	.816
X.2.6	20.8136	6.534	.673	.755

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 5 validity test results contained in the Corrected Item-Total Correlation column, the value of the working stress variable (X2), greater than 0.30, or in other words the entire question is declared valid.

Table 6
Uji Validitas Compensation (X3)
 Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X.3.1	21.2542	6.193	.516	.753
X.3.2	21.2712	6.063	.495	.761
X.3.3	21.1356	6.430	.696	.721
X.3.4	21.0508	6.463	.494	.758
X.3.5	20.9831	6.051	.530	.750
X.3.6	21.0847	6.700	.519	.753

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 6 validity test results contained in the Corrected Item-Total Correlation column, the value of the compensation variable (X3) is greater than 0.30 or in other words the entire question is declared valid.

Table 7
Uji Validitas Prestasi Kerja (Y)
 Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	20.9492	6.946	.951	.973
Y.2	20.8983	6.852	.933	.975
Y.3	20.9492	7.015	.922	.976
Y.4	20.9661	6.895	.927	.976
Y.5	20.9322	6.926	.938	.975
Y.6	20.9831	6.982	.913	.977

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

Based on table 7 validity test results contained in the Corrected Item-Total Correlation column, the value of the compensation variable (X3) is greater than 0.30 or in other words the entire question is declared valid.

b. Reality Test

The second stage in the data quality test is the reality test. The realism test aims to find out the stability and consistency of respondents in answering details related to the construction of questions in the form of a questionnaire. The reliability of a variable construction is said to be reliable if it has a Cronbach's Alpha value greater than ($>$) 0.60.

Table 8
Uji Realibilitas Kepuasan Kerja (X1)

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.848	10

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The results of the tests in table 8 show that the resulting Cronbach's Alpha value is 0.848 and greater than 0.60 so that the test results are qualified and can be concluded that the entire statement on the job satisfaction variable (X1) is said to be reliable or reliable.

Table 9
Uji Realibilitas Stres Kerja (X2)

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.805	6

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The test results in table 9 showed that the Cronbach's Alpha value produced was 0.805 and greater than 0.60 so that the test results were qualified and could be concluded that the entire statement on the working stress variable (X2) was said to be reliable or reliable.

Table 10
Uji Realibilitas Kompensasi (X3)

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.882	6

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The results of the tests in table 10 show that the resulting Cronbach's Alpha value is 0.882 and greater than 0.60 so that the test results are declared eligible and can be concluded that the entire statement on the compensation variable (X2) is said to be reliable or reliable.



Table 11
Uji Realibilitas Prestasi Kerja (Y)

<i>Reliability Statistics</i>	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.979	6

Source: Primary data processed with IBM SPSS v.20.0 Processing Results (2023)

The test results in table 11 show that the Cronbach's Alpha value is 0.979 and greater than 0.60 so the test results are qualified and can be concluded that the entire statement on the performance variable (Y) is said to be reliable or reliable.

7. Discussion

7.1 Impact of Job Satisfaction on the Performance of State Civil Appliances in the Department of Education of Labuhanbatu District South Sumatra North

The results of the research showed that job satisfaction in the Department of Education of Labuhanbatu District South Sumatera North has a positive and significant impact on job performance. This is seen from the double linear regression analysis through a positive t-marked test with a t-count value of 3,913 with sig. 0,002. Based on these results, it can be concluded that the hypothesis 1 (one) in this study is tested and acceptable. In other words, when the satisfaction of work in Labuhanbatu South Sumatera District Education Department, which consists of loving his work, discipline, work morals, motivation and commitment of the organization increases then the performance of the State Civil Apparatus at the Ministry of Education in Labuhangbatu south Somatera North will increase anyway.

The results of this research are in accordance with the purpose of research to find out whether satisfaction work has a positive and significant influence on the work performance of State Civil apparatus in the Department of Education of Labuhansatutu south Sumatra has been fulfilled and at the same time has solved / answered the problem that the ASN is not happy about his current work at the ministry of education in Labukhansatou South Samatera North has been answered.

7.2 Impact of Working Stress on the Performance of State Civil Appliances in the Department of Education of Labuhanbatu District of South Sumatra North.

The results of the research showed that work stress in the Department of Education of Labuhanbatu District South Sumatera North has a positive and significant impact on work performance. This is seen from the double linear regression analysis through a positive-marked test with a t-count value of 3,585 with sig. 0,002. Based on these results, it can be concluded that the hypothesis 2 (two) in this study is tested and acceptable. The positive direction indicates that in order to avoid the stress carried out by the State Civil Apparatus on Labuhanbatu South Sumatera District Education Department will result in the increase in the



performance of the State civil apparatus at Labuhanbattu South Education Department. In other words, when the stress on the work of State civil apparatus on the State Education Department of LabuhanBatu South Sumatra District consisting of the workload, pressure or time strain and quality of supervision increases then the work performance of State civilian apparatus at the Department of Education in Labuhanbattu South Somatera District will be increased anyway.

The results of this research are in line with the objectives of the research to find out whether work stress has a positive and significant impact on the performance of the State Civil Apparatus in Labuhanbatu South Sumatera District Education Department has been implemented and at the same time has solved / answered the problem that ASN does not have a standard of ability and limited energy in working at Labuhanbatatu South District Education Service has been answered.

7.3 Impact of Compensation on the Performance of State Civil Appliances in the Department of Education of Labuhanbatu District of South Sumatra North.

The results of the research show that compensation in the Department of Education of Labuhanbatu District South Sumatera North has a positive and significant impact on work performance. This is seen from a double linear regression analysis through a positive-marked test with a t-count of 5,245 with sig. 0,000. Based on these results, it can be concluded that the hypothesis 3 (three) in this study is tested and acceptable. The positive direction indicates that the compensation applied by the Labuhanbatu South District Education Department of North Sumatra will lead to an increase in the performance of the State Civil Apparatus in the Department of Education of South Sumatra District. In other words, when compensation of the Government Civil Apparel in the Labuhanbatu south Sumatera District Education Service consisting of direct compensation and indirect compensation will increase then the work performance of State Civil Aparatus at the Labuanbato South Province Education Department will be increased anyway.

The results of this research are in accordance with the purpose of the research to find out whether compensation has a positive and significant impact on the performance of the State Civil Apparatus in Labuhanbatu South Sumatera District Education Department has been implemented and at the same time has solved / answered the problem that ASN did not get compensation in the form of incentives obtained for the performance or achievement of its performance in the Labuhanbatatu South District Education Service has been answered.

7.4 Impact of Job Satisfaction, Work Stress and Compensation on State Civil Appliance Work Performance on the Education Service of Labuhanbatu District of South Sumatra North.

The results of the research showed that job satisfaction, work stress and compensation at Labuhanbatu South Sumatera North Department of Education have a positive and significant impact on job performance. This is seen from the double linear regression analysis through a positive F-marked test with a F-count value of 10,281 with sig. 0,000. Based on these results, it can be concluded that the hypothesis 4 (four) in this study is tested and acceptable. The positive



direction indicates that any increase in job satisfaction, work stress and compensation carried out by Labuhanbatu South Sumatera District Education Department will result in an increase in the performance of the State Civil Apparatus at the Department of Education at Labuhanbattu South Somatera District at the same time. The results of this research are in accordance with the purpose of the research to find out whether the satisfaction of the work, the stress at work and the compensation have a positive and significant impact on the work performance of Civil State Apparatuses at the Ministry of Education of LabuhanBatu South Sumatra North has been answered and at the time has solved / answered the problem that ASN does not use time or long to carry out the work in conformity with the provisions in force at the Education Department of Labbathu South Samatera North have been replied.

This can be reinforced by the determination result (R2) of the R Square figure produced at 0.638 which indicates that 63.8% of job performance can be obtained and explained by job satisfaction, work stress and compensation, while the remaining 36.2% can be explained with other factors not discussed in this study.

The resulting R value of 0.799 indicates a close relationship between work satisfaction (X1), work stress (X2) and compensation (X3) for work performance (Y). This is because the resultant R value is in the range of values of 0.6 to 0.79. The larger the resulted R value, the closer the relationship between the free variable and the bound variable.

8. Conclusion

Based on the results of the testing and analysis of the data that has been carried out, then in this study can be concluded that job satisfaction, work stress and compensation partially or simultaneously have a positive and significant influence on the performance of the State Civil Apparatus in the Department of Education of Labuhanbatu South Sumatera North.

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