


# The Effect of Quality of Work Life, Professionalism, Discipline and Trust on Employee Performance in the Scope of the General Election Commission (KPU) OFFICE WEST SECRET DISTRICT OF SERAM”

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Article Info	ABSTRACT
<p><b>Keywords:</b> Quality of Work Life, Professionalism, Discipline, Trust.</p>	<p>Competence is an integral part of an employee in the world of work. This study aims, To analyze and explain the effect of quality of life performance on employee performance, To analyze and explain professionalism on employee performance, To analyze and explain the effect of work discipline on employee performance, To analyze and explain the effect of trust on employee performance at KPU Seram Research Object Section at the Office of the General Election Commission (KPU) of West Seram Regency. With the sampling technique that is saturated, with a total sample of 32 employees. Methods of data analysis using multiple linear regression software program SPSS vs 23. The results of the study prove that there is a positive influence between the quality of work life which has a significant effect on employee performance, professionalism which has a significant effect on employee performance. Work discipline has a significant effect on employee performance. Trust has a significant effect on employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. variables that have been studied at this time by adding other variables such as organizational culture by expanding the research location.</p>
<p>This is an open access article under the <a href="https://creativecommons.org/licenses/by-nc/4.0/">CC BY-NC</a> license</p> 	<p><b>Corresponding Author:</b> Syarif Hehanussa Faculty of Economics, Postgraduate Program, Pattimura University Jl. Ir. M. Putuhena, Poka, Kec. Tik. Ambon, Kota Ambon, Maluku syarif27syarifa11@gmail.com</p>

## INTRODUCTION

Human resources are one of the main things and the most important factor in an organization. An organization is a group of people who gather and work together rationally and systematically which is formed by several aspects and vision and mission in the desire to achieve a goal.

Effective utilization of Human Resources is a way for an organization to maintain the viability and growth rate of the company. In other words, the success or failure of an organization depends on the expertise and skills of each employee working in the company.

In improving human resources, and to realize quality human resources, at least every organization must have quality work life. Quality of work life or Quality of Work Life (QWL) according to Irawati (2015) is a form of philosophy applied by management in managing organizations in general and human resources in particular. The implementation process requires capable employees who have an attitude of professionalism which is manifested in the way of working in providing the best service to the community, namely knowledge, skills, initiative and creativity. Pramudarno, (2021). argues that the profession is a position or work that is closely related to the demands of expertise, knowledge and certain skills.

The performance management implemented by the company has not succeeded in increasing employee enthusiasm to provide better work for the organization which is affected by the quality of work life, organizational commitment and low job satisfaction. This fact can be seen from the

condition of employee absenteeism and disciplinary punishment in the office The General Election Commission for West Seram Regency, following in Table 1.1 it can be seen the level of absenteeism for the Office of the General Election Commission for West Seram Regency from 2019 to 2022.

**Table 1.** West Seram Regency General Election Commission Office Absentee Level for 2019-2022

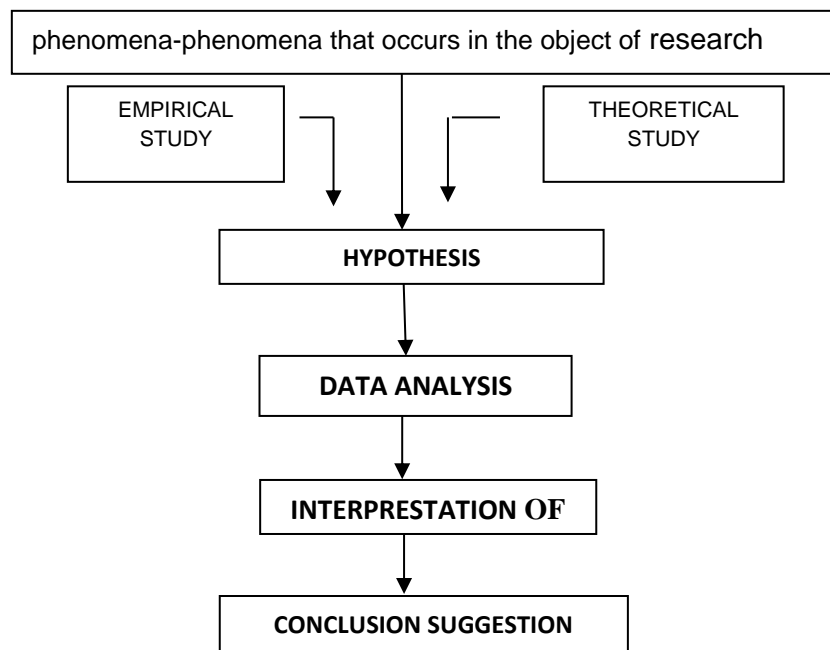
No	Year	Realization				Target (%)
		Amount Employee (person)	Amount Day Work	Amount Absence (time)	Percentage absence (%)	
1	2019	32	7.040	1,008,33	1.09	1.00
2	2020	32	6.912	972	2.5	1.00
3	2021	32	6.976	990.08	3.02	1.00
4	2022	32	7.168	1045.33	1.07	1.00

Source: KPU KAB. SBB, 2023

From table 1 it can be explained that the level of absenteeism for KPU KAB employees. SBB, 2022 is still quite high. Even though the absentee level has decreased every year, the absentee level is still above the target set by the company (the target is 1% but the realization in 2019 is 1.09%, the realization in 2020 is 2.05%, in 2021 it is 3.02%, and 1.07% in 2022) This high absenteeism rate is due to low organizational commitment. This is supported by Burton et al., (2002) which states that low organizational commitment is influenced by high levels of absenteeism, either due to illness, family needs or other reasons. This requires an objective attitude from management in implementing corporate strategy, such as involving employees in setting work goals, specifying how to achieve those goals and setting targets. This involvement will build affective and high organizational commitment for the company.

## METHODS

Based on a review of related literature and previous empirical evidence as previously described, a theoretical framework is then developed which diagrammatically describes the line of thought developed in this study. In general, the framework for this research can be explained in Figure 2.1 below:



**Figure 1.** Research Thinking Framework

Based on the results of theoretical studies and empirical studies described in the relationship between research variables, the research concept framework can be built as follows:

### THEORETICAL BASIS

The description of the relationship between variables in this study is substantially, which explains the path of the variable relationship. Tika (2016) defines performance as the result of the work function/activities of a person or group within an organization which is influenced by various factors to achieve organizational goals within a certain period of time. According to Cash and Fischer (1997) in Thoyib (2005), performance which is often referred to as performance is also called result which means what has been produced by individual employees.

Mowen and Minor in Donni June (2017) Trust is all knowledge possessed by consumers and all conclusions made by consumers about objects, attributes and benefits.

Based on the theoretical concepts and the results of the study it is postulated that employee performance is influenced by the quality of work life, professionalism, work discipline and trust.

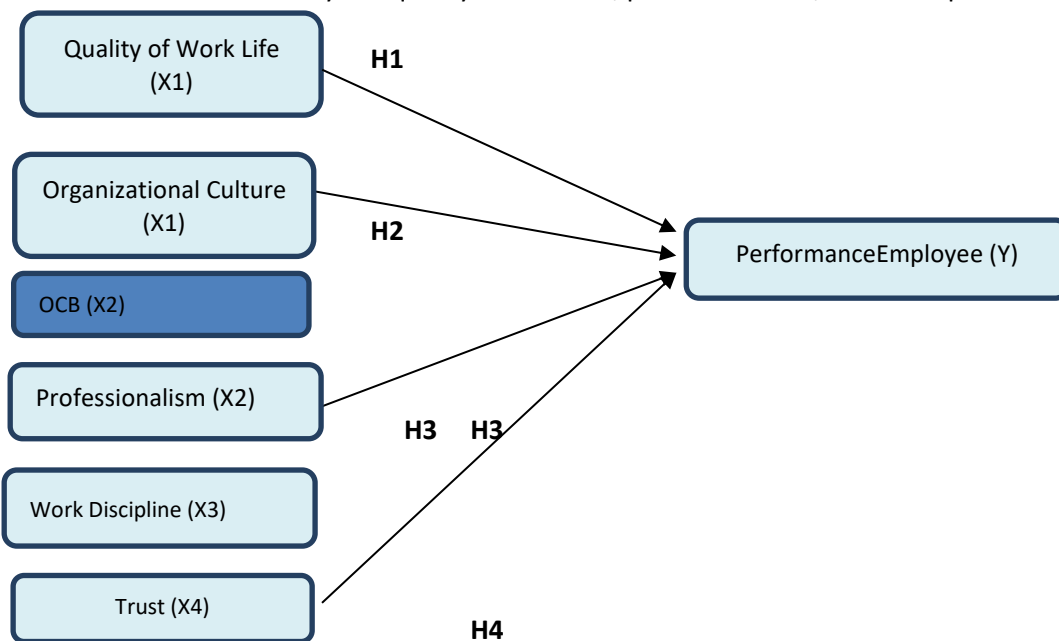


Figure 2. Research Conceptual Framework

### RESULTS AND DISCUSSION

#### The Effect of Quality of Work Life on the Performance of the Office of the General Election Commission (KPU) West Seram District.

Based on the statistical test results, it proves that the application of work discipline has a significant positive effect on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. The sig value (0.000) is thus a hypothesis which states that there is an influence between work discipline on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. Hypothesis accepted.

Descriptively, the results of respondents' responses to the work discipline variable on average of respondents stated that they agreed or were good, marked with a mean value of 4.28. the basic income/salary earned by the employee is proportional to the workload carried out, making the employee always prioritize the quality of the tasks completed, the employee completes the work according to the targeted amount, even completes the work beyond the targeted amount because the work is according to the knowledge they have, they are also very skilled in completing work and

being tested in completing work, the quality of work life has a significant positive effect on increasing employee performance at the General Election Commission (KPU) Office of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study. make employees always prioritize the quality of the tasks completed, employees complete the work according to the targeted amount, even completing the work beyond the targeted amount because the work is in accordance with the knowledge possessed, also very skilled in completing work and tested in completing work, the quality of work life has a significant positive effect in improving employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study. make employees always prioritize the quality of the tasks completed, employees complete the work according to the targeted amount, even completing the work beyond the targeted amount because the work is in accordance with the knowledge possessed, also very skilled in completing work and tested in completing work, the quality of work life has a significant positive effect in improving employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study. even completing work beyond the targeted amount because the work is in accordance with the knowledge possessed, also very skilled in completing work and tested in completing work, the quality of work life has a significant positive effect on increasing employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study. also very skilled in completing work and tested in completing work, the quality of work life has a significant positive effect on increasing employee performance at the Office of the General Elections Commission (KPU) of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study. also very skilled in completing work and tested in completing work, the quality of work life has a significant positive effect on increasing employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. If observed in depth, the quality of work life has the lowest influence in this study compared to the effect on other variables in this study.

**The Influence of Professionalism on Employee Performance at the Office of the General Election Commission (KPU) West Seram District.** Based on the results of statistical tests to prove that professionalism has a significant positive effect on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. The sig value (0.041) is thus a hypothesis which states that there is an influence between professionals on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. Hypothesis accepted. Descriptively, the results of the respondents' responses to the professional variables on the average of the respondents stated that they agreed or were good, marked with a mean value of 4.15.

Professional variables with indicators/items: providing services to the community in accordance with expertise, providing services to the community very understanding of the work given, providing services to the community is very good at the work given, providing services to the community is very appropriate to the field of knowledge possessed, providing services to the community without prioritizing the family factor, providing services to the community without prioritizing the colleague

factor, providing services to the community always prioritizing the public interest, providing services to the community without discriminating against ethnicity, providing services to the community without discriminating against race. has a significant positive influence on employee performance at the Office of the General Election Commission (KPU) of West Seram Regency. Descriptively the results of respondents' responses to professional variables on average respondents stated that they agreed or were good for professionals marked with a mean value of 4.13

**The Effect of Work Discipline on Employee Performance at the Office of the General Election Commission (KPU)** West Seram Regency Based on the results of statistical tests it proves that work discipline has a significant positive effect on the performance of employees of the General Elections Commission (KPU) Office of West Seram Regency. The sig value (0.018) is thus a hypothesis which states that there is an influence between professionalism on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. Hypothesis accepted.

Variables of work discipline with indicators/items: Employees come to work on time, Employees return from work according to home hours, Employees must wear work uniforms, Employees must wear uniforms that are determined according to working days, Employees must use identification when working, Employees must take part in the Ceremony of National Holidays, Employees must attend the ceremony, Employees Must Be Polite

Employees are polite in serving the community, Employees are very polite in providing information to the public, Employees obey the leadership, Employees must wear work uniforms Employees always prioritize quality of tasks completed for employees of the General Election Commission (KPU) Office of West Seram Regency.

**The Effect of Trust on Employee Performance at the Office of the General Election Commission (KPU)** West Seram Regency Based on the results of statistical tests proving that trust has a significant positive effect on employee performance at the General Elections Commission (KPU) Office of West Seram Regency. The sig value (0.000) is thus a hypothesis which states that there is an influence between trust on employee performance. Hypothesis accepted

Descriptively the results of respondents' responses to the trust variable on average respondents stated that they agreed or were good for professionals marked with a mean value of 4.04.

Variable Trust with indicators/items: Employees are very reliable in providing services to the community, Employees can be trusted in providing services to the community, Employees always provide valid information to the public. The information provided can be trusted Employees are very honest in providing services to the public. Employees really care about people who need service. Employees always take the initiative to provide services to the community. Employees in serving the community are very trusted, employees in serving the community have a significant positive effect on the performance of employees at the General Elections Commission (KPU) Office of West Seram Regency.

#### **Validity test.**

Validity refers to the accuracy and accuracy of the test in carrying out its measurement function. Validity is an indicator of the accuracy and suitability of an instrument that performs its measurement function, in order to provide accurate measurement results and according to the meaning and purpose of testing (Jogiyanto, 2008). The validity test was carried out to ensure that each item in the research instrument was able to measure the variables specified in this study.

Checking the validity of the instrument is carried out using the intercorrelation test technique, by fulfilling the criteria for product moment correlation index value  $r \geq 0.5$  or  $p$  value  $\leq 0.05$  ( $\alpha = 0.05$ ), then the indicator concerned is said to be valid. The meaning of the research instrument is said to be

valid, meaning that the instrument can measure and reveal data from the variables studied correctly. The size of the validity of the instrument was tested statistically, namely by looking at the level of significance for each instrument (Suliyanto, 2005). *t* test results validity of five personality variables, motivation and organizational commitment and employee performance at Office of the General Election Commission (KPU) of West Seram Regency in full presented in the following table 4.2.

**Table 2.** Variable Validity Test Results

Variable	Items	product moment correlation(r)		
		r	sig. value	Information
Quality of Work Life(X1)	X1.1	0.793	0.000	Valid
	X1.2	0.762	0.000	Valid
	X1.3	0.725	0.000	Valid
	X1.4	0.715	0.000	Valid
	X1.5	0.704	0.000	Valid
	X1.6	0.838	0.000	Valid
	X1.7	0.773	0.000	Valid
	X1.8	0.719	0.000	Valid
Professionalism (X2)	X2.1	0.752	0.000	Valid
	X2.2	0.742	0.000	Valid
	X2.3	0.706	0.000	Valid
	X2.4	0.841	0.000	Valid
	X2.5	0.719	0.000	Valid
	X2.6	0.828	0.000	Valid
	X2.7	0.714	0.000	Valid
	X2.8	0.733	0.000	Valid
	X2.9	0.756	0.000	Valid
	X2.10	0.745	0.000	Valid
Work Discipline (X3)	X3.11	0.610	0.000	Valid
	X3.2	0.757	0.000	Valid
	X3.3	0.765	0.000	Valid
	X3.4	0.765	0.000	Valid
	X3.5	0.771	0.000	Valid
	X3.6	0.740	0.000	Valid
	X3.7	0.884	0.000	Valid
	X3.8	0.744	0.000	Valid
	X3.9	0.852	0.000	Valid
	X3.10	0.613	0.000	Valid
	X3.11	0.659	0.000	Valid
Trust (X4)	X4.1	0.742	0.000	Valid
	X4.2	0.742	0.000	Valid
	X4.3	0.755	0.000	Valid
	X4.4	0.769	0.000	Valid
	X4.5	0.822	0.000	Valid
	X4.6	0.859	0.000	Valid
	X4.7	0.894	0.000	Valid
	X4.8	0.740	0.000	Valid
	X4.9	0.631	0.000	Valid
Employee Performance (Y)	Y. 1	0.795	0.000	Valid
	Y.2	0.676	0.000	Valid
	Y.3	0.737	0.000	Valid
	Y.4	0.673	0.000	Valid
	Y.5	0.707	0.000	Valid

Y.6	0.783	0.000	Valid
Y.7	0.710	0.000	Valid
Y.8	0.802	0.000	Valid

Source: Primary data processed, 2023

Based on data table 2, data from the results of testing the validity of research instruments on indicators for each research variable it is known that the indicators/items of each research variable are all valid, this is indicated by the Product Moment coefficient value (r) greater than 0.5 and the Sig value 0.000. The coefficient value of the Product Moment (r) indicator (X1.1) is smaller than 0.5, thus all indicators/research items can be continued with further testing.

### Reliability Test.

Theoretically the research instrument must meet the qualifications of internal consistency or reliability, technically the reliability of the instrument elements is fulfilled by conducting reliability tests on the questionnaire items (done before the contents of the questionnaire are further analyzed). The reliability test is intended to determine the extent to which the measurement results remain consistent if the measurement is carried out twice or more on the same statement using the same measuring instrument.

Reliability test guarantees the ability of the instrument in terms of accuracy, stability, and consistency in measuring the variables to be studied (Sekaran 1992). A measuring instrument is said to have a reliability tool or can be trusted if the measuring instrument is stable and reliable (Singarimbun, 1995). The reliability test in this study used standardized Cronbach's  $\alpha$  coefficient (standardized item alpha). The Alpha or Cronbach's Alpha coefficient is the average of all the split-half coefficients derived from the way the items are divided on different scales. This coefficient varies between 0 to 1 and an instrument can be said to be reliable, if it has a reliability coefficient or Cronbach alpha  $\geq 0.5$  (Sekaran, 2003), if the Cronbach alpha value is less than 0.5 it can indicate unsatisfactory internal consistency reliability (Malhotra, 2005). The testing technique is to use Cronbach's alpha coefficient, with a significant level of 5%. The reliable criterion for an instrument is if the Cronbach's alpha value is  $> 0.5$ , then the instrument is declared reliable (Singarimbun 1999). The reliability index criteria are as follows:

**Table 3.** Reliability Index Criteria

No	intervals	Reliability criteria
1	0.200 < 0.200	Very weak
2	0.200 - 0.399	Weak
3	0.400 - 0.599	Strong enough
4	0.500 - 0.799	Strong
5	0.800 - 1.000	Very strong

Source: Singarimbun (2008)

The results of the research instrument reliability test are listed in Table 4 below:

**Table 4.** Instrument Reliability Test Results

Variable	ReliabilityInstrument	
	Cronbach alpha value	Information
Quality of Work Life(X1)	0.830	Reliable
Professionalism,(X2)	0.805	Reliable
Work Discipline(X3)	0.836	Reliable
Trust (X4)	0.836	
Employee Performance (Y))	0.852	Reliable

Source: Primary data processed, 2023

Table 4 data shows that the Cronbach alpha value is greater than 0.5, this proves that the research instrument is reliable. The Cronbach alpha value for all indicators is greater than 0.5, meaning that all indicators for each variable are reliable with strong and very strong indices for further testing.

### Multiple Regression Calculation Results

In data processing using linear regression, it is carried out to prove the relationship between the independent variable and the dependent variable, namely influencequality of work life(X1), professionalism (X2), work discipline (X3), trust (X4) on employee performance (Y). The results of multiple regression calculations can be seen in table 4.15 below:

**Table 5.** Regression Analysis Results

Variable	Standardized Coefficients (B)	t count	Sig.	Information
Quality of Work Life(X1)	0.708	5,413	0.011	Significant
Professionalism (X2)	0.775	6,685	0.001	Significant
Work discipline (X3)	0.851	7,773	0.000	Significant
Trust (X4)	0.885	7,526	0.000	significant
R	0.752			
R Square	0.524			
Adjusted R Square	0.506			
F count	11,953			
sign. F	0.000			

Source: data (processed) in 2023

The regression model based on the results of the analysis with the help of the SPSS 23 program can form a regression equation as follows:

$$Y = 23.010 + 0.708X_1 + 0.775X_2 + 0.851X_3 + 0.885X_4 + e$$

The interpretation of the equation is:

1.  $\beta_1 = 0.707$  the parameter value or regression coefficient  $\beta_1$  explains that each variable of the quality of work life (X1) with indicators/items: Transfers made to employees are appropriate, assignments to employees are the same as one another, basic income/salary earned by employees is proportional to the workload performed, work allowances obtained are in proportion to the workload carried out, work equipment facilities have been adequate, I always build good relationships with colleagues, Employees participate in every activity, Employees are involved in making direct decisions, then employee performance (Y) will increase by the value of the regression coefficient  $\beta_1$  or in other words increase employee performance in Election Commission Office employees General Affairs (KPU) West Seram Regency requires a variable quality of work life of 0.707, assuming the other independent variables remain constant.

2.  $\beta_2 = 0.775$  parameter value or regression coefficient  $\beta_2$  explains that each increase in the professionalism variable (X2) is represented by an indicator Employees provide services to the community according to their expertise, Employees in providing services to the community really understand the work given, Employees in providing services to the community really good at the job given. Employees in providing services to the community are in accordance with their field of knowledge, Employees in providing services to the community without prioritizing family factors, Employees in providing services to the community without prioritizing colleague factors, Employees are very professional in communicating, Employees are very friendly in providing services, employeeThe Office of the General Election Commission (KPU) of West Seram Regency (Y) requires a professionalism variable of 0.775, assuming the other independent variables are constant.
3.  $\beta_3 = 0.851$  parameter value or regression coefficient  $\beta_3$ . This explains that each work discipline variable (X3) is represented by an indicator/item. use the uniform determined according to working days, Employees must use identification when working, Employees must attend National Holiday Ceremonies, Employees must attend apples, Employees Must Be Polite, Employees are polite in serving the community, Employees are very polite in providing information to society, Employees obey the leadership then the employee's performance onemployees will increase by the value of the regression coefficient  $\beta_3$  or in other words every increase in employee performance onThe Office of the General Election Commission (KPU) of West Seram Regency (Y) requires an employee performance variable of 0.851, assuming the other independent variables are constant.
4.  $\beta_4 = 0.885$  parameter value or regression coefficient  $\beta_3$  explains that each trust variable (X4) is represented by an indicator/item. Employees are very reliable in providing services to the public, employees can be trusted in providing services to the community, employees always provide valid information to the public, The information provided can be trusted, Employees are very honest in providing services to the community, Employees are very concerned about people who need services, Employees always take the initiative to provide services to the community, Employees are very trusted in serving the community, Employees in serving the community are highly tested, so the performance of employees at the Office of the General Election Commission (KPU) of West Seram Regency (Y) will increase by the value of the regression coefficient  $\beta_4$  or in other words every increase in employee performance at the Office of the General Election Commission (KPU) of Seram Regency The western part (Y) requires an employee performance variable of 0.885, assuming the other independent variables are constant.

### Hypothesis test

In order to prove whether the independent variable partially has a significant influence on the dependent variable, an analysis is carried out using the t-test method. The following is a table showing the results of the t test and the magnitude of the t table at a significance of 5% or  $\alpha = 0.05$ :

**Table 6.** Hypothesis Testing Results

	hypothesis	Mark	Status
1.	Quality of work lifehas a positive effect on employee performance (Y) for employees of the Office of the General Election Commission (KPU) and the Election Supervisory Board (BAWASLU) West Seram	tcount = 5,413 t table = 1.658 Sig = 0.011	Reject H0 and Accept Ha (H1 accepted)
2.	Professionalism has a positive effect on employee performance (Y) for employees of the Office of the General Election Commission (KPU) and the	tcount = 6,685 t table = 1.658 Sig = 0.001	Reject H0 and Accept Ha (H1 accepted)

Election Supervisory Board (BAWASLU) West Seram.			
3.	Work discipline has a positive effect on employee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.	t count = 7,773 t table = 1.658 Sig = 0.000	Reject H0 and Accept Ha (H1 accepted)
4.	Trust has a positive effect on employee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.	tcount = 4,748 t table = 1.658 Sig = 0.000	Reject H0 and Accept Ha (H1 accepted)

Source: Primary data processed in 2023

### Variable Quality of Work Life (X1)

The quality of work life variable (X1) has a statistical/countable t value of 5,413. This value is greater than t table (5,413 > 1,658). Thus the results of the t test, contain the meaning of analysis, namely, statistically show that, reject H0 and accept Ha or the hypothesis is accepted. These results show that the variable quality of work life has a real or significant effect on kmployee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.

### Professionalism Variable (X2)

The professionalism variable (X2) has a statistical/count t value of 6,685. This value is greater than t table (6.685> 1.658). The results of the t test contain the meaning of analysis, which shows statistically that reject H0 and accept Ha or the proposed hypothesis can be accepted. These results prove that the professionalism variable has a real or significant effect onEmployee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.

### Work Discipline Variable (X3)

Work discipline variable (X3) has a statistical/count t value of 7,773. This value is greater than t table (7,773 > 1,658). Thus the results of the t test contain the meaning of analysis, which shows statistically that reject H0 and accept Ha, or the proposed hypothesis can be accepted. These results prove that the work discipline variable real or significant effect onEmployee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.

### Trust Variable (X4)

Trust variable (X4) has a statistical/count t value of 7,526. This value is greater than t table (7.526> 1.658). Thus the results of the t test contain the meaning of analysis which shows statistically that, reject H0 and accept Ha, or the proposed hypothesis can be accepted. These results prove that the work discipline variable real or significant effect onEmployee performance (Y) for employees of the General Election Commission (KPU) Office of West Seram Regency.

## CONCLUSION

The results of the analysis and discussion in the previous section resulted in the following conclusions: The quality of work life has a significant effect on employee performance, this proves that the better the quality of work life owned by employees, the higher the performance achieved by employees at the General Election Commission (KPU) Office of West Seram Regency. Hypothesis accepted. Professionalism has a significant effect on employee performance. The higher the professionalism possessed by employees, the higher the performance achieved by employees at the General Elections Commission (KPU) Office of West Seram Regency. Hypothesis accepted. Work discipline has a

significant effect on employee performance. This shows that the higher the application of employee work discipline, the higher the performance achieved at the Office of the General Election Commission (KPU) of West Seram Regency. Hypothesis accepted. Trust has a significant effect on employee performance. This shows that the higher the level of trust, the higher the performance achieved at the General Elections Commission (KPU) Office of West Seram Regency. Hypothesis accepted.

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