



# The Effect of Quality of Human Resources on The Performance of Bandiklat Central Kalimantan Province

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## ABSTRACT

This research aims to determine how much influence the human resource quality has on its employees' performance at the central Kalimantan provincial Education and Training agency. The method used in this study with a total sampling technique of 68 people consisting of free variables X (quality of human resources) and variable Y (performance). Data is collected through questionnaires as a key instrument and supported by literature, observation and interview. Data analysis techniques using Likert scale. Operationally this research variables in elaboration in several dimensions and indicators the quality variable of human resources in elaboration into three dimensions, that is: Knowledge, skills and abilities. Performance variables in elaboration into five dimensions are: Quality, quantity, punctuality, effectiveness and independence. The quality of human resources has a real positive impact on the performance of the central Kalimantan provincial Training agency, where with the quality of human resources that are continuously improved in terms of knowledge, and in terms of skills adjusted to the needs of the Organization, then the implementation of the duties and functions of each officer can be done optimally and will get the performance according to the planned. This is based on the testing of hypotheses that have been conducted, simple linear regression equations where  $\hat{Y} = 4.435 + 27.97 x$ , where when the effect of quality of human resources on the performance of its employees at the central Kalimantan provincial Education Training Agency was declared zero (0) then the performance of the training agency amounted to 27.97. The implications that can be recommended in this study are as follows: (1) need to be held training for employees as a comparative study, (2) arrangement is needed in the organizational structure, so that employees' placement according to their expertise (3) need to align vision and mission, approaches, strategies and operational activities to create teamwork that strengthens the institution itself.

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## 1. Introduction

The reform of the Government in Indonesia has resulted in a paradigm shift of governance from a centralistic paradigm towards decentralization, characterized by granting wide and real autonomy to the region. This autonomy policy provides a strong foundation for the implementation of decentralized personnel, where local and district/city governments have considerable authority in the development of the resources of the apparatus as described in the management of civil servants under Law No. 43 year 1999. The purpose of the management of civil servants (PNS) is to ensure the implementation of Government and development tasks empowered and successful with the support of civil servants who are professional, responsible, honest and fair through coaching carried out based on the work achievement system and career system. With the management of human resources professional is expected to produce high quality apparatus and high performance so that the objectives of the organization that is expected to be achieved.

Human resource development is an inevitable thing to do. In other words is an absolute necessity both to face the demands of the present task as well as to answer future challenges. Because there are many facilities and infrastructure of the organization, without supported quality resources then all can not run optimally. Because apparatus resources are the most important direct production factor in local government organizations. Development efforts can be made through the organization itself or outside the organization such as through education and training. This is very important because human resources act as driving motors that can affect the ability and success of achieving performance that is the objective of the Organization effectively and efficiently. This explains how much influence the role of officers or apparatus as human resources in the effort to support the success of the organization. The fundamental problem is that the human resources remain weak in the face of changes and the rapid development of technology that affects the performance itself.

Likewise the case with the central Kalimantan provincial education and Training Agency as an organization that is part of the implementing development and administration of the provincial government of central Kalimantan. That is required to improve its apparatus in supporting the development success of its territory. Based on the observation of employees in the office environment of Education and Training Agency (here in after called the BANDIKLAT) there are obstacles in the organization of the organization which are caused by employees who have not performed their duties optimally due to the quality of human resources that are less supportive. From the knowledge, skills and abilities required, the number of complaints from fellow employees in the environment of the training agency itself as well as complaints from other institutions that are less satisfied, and complaints arising from the inside. among other things, the work done is not in accordance with the duties or functions, the placement of officers who do not comply with the education and skills owned and the work that can not be completed on time. Meanwhile, complaints from outside include the lack of training facilities for training participants. As well as any data request for employee data or other data required by an agency, the data provided is always not timely, if this happens continuously it is difficult for the Organization to achieve its vision and mission. In this connection based on the author's preliminary observations, the development of quality of human resources at the office of the Central Kalimantan provincial education and training agency is still not maximal, both formal and non-formal and has not yet fully existing efforts to inspire the motivation of employee work to improve performance. The development of human resources quality, among others, to include employees in training and comparative study to open the insight of the employees. Every activity is sure to have a goal that you want to achieved effectively and efficiently, which is oriented towards a result that has good quality. The working quality Indicator here refers to the quality of human resources (variable X). The first is in terms of knowledge (knowledge) which is the ability of employees who are more oriented to intelligence and power of thought and mastery of broad knowledge, the second is Skill (skill), namely the ability and technical mastery of operational in a particular field, and the third is the ability (abilities), namely abilities that are formed from a number of competencies possessed by employees include loyalty, discipline, cooperation and responsibility.

Employee performance (Job achievement) is the result of work in quality and quantity achieved by an employee in carrying out its duties in accordance with the responsibilities given. Employee performance (variable Y) Judging by quality, quantity, punctuality, effectiveness and independence. The quality of human resources is the level of knowledge, ability and willingness that human resources can demonstrated. This level is compared with the level needed from time to time by the organization. The quality of human resources can affect the performance of the Central Kalimantan Education and Training Agency because it is influenced by knowledge, skills and human resource capabilities. Likewise the performance of the Central Kalimantan Provincial Education and Training Agency can be influenced by human resources.

## 2. Methods

### Types of research

In this study the authors use a quantitative approach in which the research conducted is only descriptive, namely to find out or describe the reality of the events under study so as to make it easier for writers to obtain objective data in order to know and understand the quality of work of apparatus resources in the Education and Training Agency in central Kalimantan Province. While a quantitative definition according to Sugiono (2007:21), it is a quantitative research method that can be interpreted as a research method based on the philosophy of positivism, used to examine specific populations or samples, generally random sampling techniques, data collection using research instruments, data analysis is quantitative or statistic with the aim of testing a predetermined hypothesis.

According to Sugiono (2008:117) The population is a generalized area consisting of objects, subjects that have specific qualities and characteristics that are defined by researchers to be learned and drawn conclusions, from opinions above known populations are a group or the whole object to be researched. The population in this study is all civil servants in the environmental Education and Training Agency of central Kalimantan province with the amount of 52 people and employees training participants from other institutions 48 persons.

This election is also based on the homogeneity of the relative characteristics of service which is the same sample taken intentionally (Purposive Sampling) sample quantity is 52 employees at the Education and training of Central Kalimantan province and 48 people training participants from other institutions are deemed to have been sufficiently represented Malhotra (1993,623) so that there were 100 people. But from a questionnaire that returned only 86 questionnaires. The response rate in this study is 100% which means all the question was answered and completed and worth using analysis.

To obtain data about the variables relating to the quality of human resources and performance in this case researchers use measuring instruments in the form of questionnaires or polls. Thus to measure the quality of human resources as an apparatus in the central Kalimantan province Bandiklat.

**Table 1.** Operational Variables to measure the quality of human resources as an Bandiklat apparatus in the Kalimantan Province

Variable	Dimension	Indicator	
Quality of Human Resources (Variable X)	Knowledge	Education Experience	
	Skills	Expertise Technical	
	Ability	Coordination Motivation	
	Quality	Capability Work Quality	
The performance (variable Y)	Quantity	Efficient Results	
	Punctuality	Discipline In accordance with SOP	
	Effectiveness	Utilization of facilities Time Utilization	
	Independence		Work Commitment Responsible

The research uses a research instrument in the form (questionnaire list of questions) given to the respondent, where the respondent's response format is composed using Skalla Likert. According to Sugiono scale Likert in use to measure the attitudes, opinions, and perception of one by using the following 5 (five) alternative answer:

**Table 2.** Skalla Likert

No	Keterangan	Skor
1.	Very good	5
2.	Good	4
3.	Pretty good	3

4.	Not good	2
5.	Bad	1

### Data analysis

To answer the problems about the influence of quality of human resources on the performance of officers of Education and Training (Bandiklat) in province of central Kalimantan. The analysis of data used by researchers in this research is using simple linear regression method is an analysis that seeks to find linear link between two variables. The first variable is called a variable free X (independent variable) and the second variable is called non-free variable Y (dependent variable) which is stated as follows :

$$Y = a + bX$$

Description :

X = Quality of Human Resources

Y = Employee Performance

a = Constant number

b = Linear regression coefficient

A and B values can be calculated in the equation as the next :

$$a = \frac{\sum Y(\sum X^2) - \sum Y \sum X Y}{n \sum X^2 - (\sum X)^2}$$

$$b = \frac{n \sum X Y - \sum X \sum Y}{n \sum X^2 - (\sum X)^2}$$

To process data research results, the researchers use the following formula:

$$\text{Average percentage} = \frac{\text{Average score} \times 100}{\text{classifications of answers}}$$

### 3. Result and Discussion

Alman Sukarno Putra (2015) In his research "analysis of factors affecting the performance of teachers of SMK Negeri 4 Pekanbaru", stating that the factors of working discipline, education and training affect the performance of teachers SMK Negeri 4. This is indicated by the response of the teacher which is mostly good enough that through work discipline will increase compliance with the attendance of employees during working hours, encourage awareness to follow the established rules and encourage the discipline of responsibility as possible. For education and training, the role of enhancing intellectuality through the interaction process between coaches and participants aims to open up extensive insight and rational ideas. As well as through training as a learning process to acquire and improve skills outside the prevailing education system in a relatively short time with a method that is more focused on practice so as to improve the performance of teachers.

Wida eclipses, Rehti and Wasis (2019), in a research titled "The Influence of quality of human resources and the professionalism of employee performance with organizational commitment as a Intervening variable (case study for employee at the Education Office in South HuluSungai). concluded that the quality of human resources and professionalism has a positive and significant effect directly towards the employees ' performance of the South upstream education office. In addition to having a direct effect, the quality of human resources and professionalism of work also has an indirect effect on performance through the organizational commitment this is due to organizational variable commitments have a great contribution to the performance variable.

Sri Yuni Sulistiani (2016) expressed in his research "the influence of work ability and work skills on the performance of Leasing company employees ", that work skills and working skill affect the performance of employees of Leasing company. The higher the working ability (skills, knowledge, work experience) that the company has, the higher the performance of employees. Similarly, the higher the working skills (basic skills, technical skills, interpersonal skills, solving problems) that the company has, the higher the performance of employees.

The position of the Education and Training Agency is one of the supporting elements of the Central Kalimantan Provincial Government based on the Central Kalimantan Provincial Regulation Number 10 of 2013 concerning Amendment. Second, the Regional Regulation Number 7 of 2008 concerning the Organization and Work Procedure of the Inspectorate, the Regional Development Planning Agency and the Regional Technical Institution of Central Kalimantan Province, which is regulated in the Central

Kalimantan Governor Regulation Number 88 of 2013 concerning the Main Tasks, Functions and Duties of the Education Agency and Central Kalimantan Province Training. This research focuses on the scope of knowledge, skills and ability as an indicator to measure the performance of the employees of Bandiklat consisting of indicators of quality, quantity, punctuality, effectiveness and independence of employees. It is important because this is the foundation of the main components to achieve an optimal performance results, especially in shaping the human resources in the Bandiklat that is not only resilient, skilled, responsive, professional but also able to adapt to the surrounding environment changes. So that, able to contribute optimally to provide the best service to the community and the government.

The Central Kalimantan Provincial Education and Training Agency has the aim of improving human resources with global competitiveness through the development of competency-based education and training for civil servants in Central Kalimantan. The position of education and Training Agency is led by a head of agency whose position is under and responsible to the governor through the regional Secretary.

### Description of research Results

To give an overview of the research results titled Human Resources Quality influence on performance in the central Kalimantan Province training agency. In this section will be outlined X and Y variables based on the respondent's answer to the inquiry item of the research questionnaire.

The responses of 86 respondents were man and woman employees at the Central Kalimantan Provincial Education and Training Agency Office. Employees of training participants from other agencies on the research questionnaire were described in the frequency table with a score of each dimension.

1. The quality of human resources in the Central Kalimantan Province Training Agency is as follows: that the dimensions of education on the statement of suitability placement of employees in the field that is suited with the educational background is known "good" with a percentage value of 58.13%, Dimensions of experience on the question, it is known that employees who have experience in following the technical and functional training is "Good" with a percentage of 60.46%. On the Expertise dimension on the question The accuracy of the placement of employees in their respective fields according to expertise known to be "Good" with a percentage value of 44.18%. In the Technical Mastery dimension of the questions The ability of employees to master the job which is technically responsible is known to be "Good" with a percentage of 46.51%. On the Coordination dimension on the question The ability of employees to work with one another is known to be "Good" with a percentage value of 54.65, On the Motivation dimension on questions Motivation of employees working in education and training agency is known to be "Good" with a percentage value of 58.13%.
2. Employee performance at Central Kalimantan province in education and training Agency  
The results of the study of employee performance variables are as follows: that the ability dimension to the question The ability of employees to deal with problems that arise in the work is known to be "Good" with a percentage value of 55.81%, The Dimensions of Work Quality to the Questions The quality of work of employees in completing work is known to be "Good" with a percentage value of 48.83%, Efficient Dimensions of the Efficacy questions of employees in using their time to work is known to be "Good" with a percentage value of 53.48%. The Dimension of the Results in the question The work produced in accordance with expectations and work objectives known to be "Good" with a percentage value of 46.51%. Disciplinary dimension to the question Discipline of employees both at work and in completing work is known to be "Good" with a percentage value of 51.16% the dimensions are in accordance with the Standard Operating Procedure on the question Employees' understanding of the SOP (Standard Operating Procedure) in the field that is known to be "Good" with a value percentage of 53.48%. Dimensions of Utilization of Facilities in the Availability and utilization of facilities by employees the question is known to be "Good" with a percentage value of 56.97%. Time Utilization dimension in the question Utilization in using work time and free time by employees is known to be "Pretty Good" with a percentage value of 50.00%. Dimension Commitment Work on the question How the employee's commitment to each work is known to be "Good" with a percentage value of 40.69%. Dimensions of Responsibility on the question How is the responsibility of employees towards work or to the institution where they work known to be "Good" with a percentage value of 45.34%.

In the research of data on research using analysis, there are several steps to develop a working table to obtain an Index of human resources quality for performance in the central Kalimantan Province training agency. Then the result in the table is inserted into the simple linear regression formula analyzed by manual way as follows:

To determine the coefficient or letter A and b then used simple linear regression formula as follows:  
note :

$$\begin{aligned} X &= 1398 \\ Y &= 2163 \\ X^2 &= 32322 \\ Y^2 &= 1146261 \\ XY &= 3023874 \end{aligned}$$

1. Calculate a formula

$$\begin{aligned} a &= \frac{\sum Y(\sum X^2) - \sum Y \sum XY}{n \sum X^2 - (\sum X)^2} \\ a &= \frac{2163.(32322) - (2163).(3023874)}{86.(32322) - (1398)} \\ a &= \frac{69912486 - 6540639462}{2779692 - 1954404} \\ a &= \frac{6470726976}{825288} \\ a &= 7,84 \end{aligned}$$

2. Calculate b formula

$$\begin{aligned} b &= \frac{n \sum XY - \sum X \sum Y}{n \sum X^2 - (\sum X)^2} \\ b &= \frac{86.(3023874) - (1398).(2163)}{86.(32322) - (1398)} \\ b &= \frac{260053164 - 3023874}{2779692 - 1954404} \\ b &= \frac{27029290}{825288} \\ b &= 32,75 \end{aligned}$$

with this, the simple linear regression equation is :

$$\begin{aligned} \hat{y} &= a + b x \\ \hat{y} &= 7,84 + 32,75x \end{aligned}$$

Thus acquired coefficient  $a = 7.84$  and  $B = 32.75$  if applied into a simple linear regression formula  $Y = a + bx$  It will be obtained constants ( $a$ ) = 7.84 and ( $b$ ) = 32.75 or  $\hat{y} = 7.84 + 32,75BX$ . From the results of the simple linear regression equation above, it has the following conclusions:

a. The constant ( $a$ ) has a positive value of 7.84

This means that when the effect of human resources quality on performance at the Central Kalimantan provincial education and training agency was declared zero (0), the education and training agency performance amounted to 32.75

b. The coefficient of performance variable of the education and training agency ( $b$ ) is positively valued at 32,75 meaning that if the quality of human resources increased by 1 unit, then the BANDIKLAT performance will increase as well as 32.75 units assuming other variables remain the same. Thus, the hypothesis that reads there is the influence of human resources quality to performance in the agency of the central Kalimantan province, can be found to prove the truth because the value of  $b$  is positive (positive influence).

### Hypothesis Testing Results

Based on the research hypothesis that has been formulated that there is a positive influence on the quality of human resources to education and training agency performance in the central Kalimantan Province. Then formulated the hypothesis as follows :

$H_o$  = There is no real positive influence  $H_{between}$  quality of human resources on the education training agency performance in central Kalimantan province.

$H_a \neq$  There is a real positive influence between quality of human resources on education and training Agency performance in the central Kalimantan Province.

Based on the testing of hypotheses that have been conducted, simple linear regression equation  $\hat{y} = 7.84 + 32,75x$  which means quality of human resources is real positive towards performance in the agency of the central Kalimantan province.

### 1. Quality of human resources

Based on the results of human resources quality research in the education and Training agency of central Kalimantan province Judging by the knowledge, skills and ability has been good. But on the dimensions of skills and abilities there is still a shortage, for the dimension of skill there is still shortage because :

- a. In the case of employee placement in their respective sector there are still those that do not match the expertise or capabilities of the employee concerned.
- b. Technically there are still some employees who have not mastered the work that should be the responsibility of the employee concerned. so this needs to be increased again.

As for the dimensions of the ability of employees in the education and training Agency still has shortcomings because :

- a. The ability to coordinate or cooperate between several employees with one another is still lacking. therefore this needs to be considered and improved in order to produce a solid collaboration so that the work is as expected.
- b. In terms of employee work motivation is already good, but based on research in the field there are still some complaints that work motivation is only based on the material to be obtained. so that the work results obtained have not been maximized and therefore solutions must be sought to motivate the employees. for example, with rewards for employees who are diligent and punishment for employees who are otherwise.

### 2. Employee Performance of education and training agency in the Central Kalimantan Provincial.

Based on the research results of employee performance in the Central Kalimantan Provincial Education and Training Agency, viewed from the quality dimension with indicators of the ability to deal with problems that arise in employment and the quality of work of employees in completing work is good. however, each of these indicators still needs to be improved because there are still complaints from several respondents. While for the quantity dimension in terms of employee efficiency in using work time is good but the work produced still needs to be improved to match expectations and work targets. In the dimension of effectiveness, in terms of availability and utilization of facilities by employees there are still shortages. the availability of facilities might be related to the education and training agency funding itself while there are still some employees using the facilities who do not understand or are unable to use them. Employee commitment to work on the dimension of independence is quite good but not optimal. Therefore it is necessary to get the attention to be further improved so that the work done can be carried out in accordance with the expected as well as the responsibility to the work and the agency where it works.

### 3. Effect of human resource quality on the performance of education and training agency in province of central Kalimantan.

Based on the results of the research that there is a positive influence between the quality of SDM to the performance of education and training agency officers in central Kalimantan province, this is due to:

- a. With the quality of human resources that continues to be improved, both in terms of knowledge and skills that are according to the needs of the organization. then the implementation of the tasks and functions of each employee can be done optimally and will get results that are as planned.

To produce quality, effective and efficient performance. then it requires adequate capabilities and experience from human resources themselves.

#### 4. Conclusion

Based on the results of research and analysis of data that researchers do in the office of the education and training agency in provincial of central Kalimantan. Can be deduced by the analysis results using a simple linear regression formula obtained regression equation of  $\hat{y} = 7.84 + 32,75x$ . Where human resources quality has a real positive effect of training agency performance in the central Kalimantan provincial, consisting of : Knowledge is a very important domain. therefore, the quality of knowledge has significant effect in improving the performance of good work and the effectiveness of the work. Skills are proficient in relation to the tasks owned and used by a person at the right time. Then the quality of human resources on the dimension of skill significantly affect the working quantity. Ability is an individual capability in doing its job precisely and responsibly. Therefore, the quality of human resources on the dimension of the ability of significant effect on performance in independence and punctuality of completing the work.

Based on the results of the research related to the influence of quality of human resources on performance in the education and training agency in the Central Kalimantan provincial , then the researcher gave the following advice : It is expected that the Head of the Central Kalimantan Provincial Education and Training Agency will place employees according to their competencies. both for technical, structural and functional positions. It is expected that the Head of the Central Kalimantan Provincial Education and Training Agency can improve technical and functional training for all education and training employees so that they have adequate skills and knowledge so that the performance they want to achieve can be optimized. It is expected that employees of the central Kalimantan Province education and training agency need to improve on the dimension of time utilization. That is utilization of work time and free time by employees. It is expected that employees of the central Kalimantan Province education and training agency need to improve on the dimensions of the working commitment of how employees commitment to their respective work to be resolved as planned.

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