

## Effect of Compensation and Service on Employee Performance At PT. Infomedia Nusantara in Jakarta

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### ABSTRACT

*This study aims to determine the effect of compensation and tenure on employee performance at PT. Infomedia Nusantara in Jakarta. The method used is explanatory research with analytical techniques using statistical analysis with regression, correlation, determination, and hypothesis testing. The results of this study that compensation has a significant effect on employee performance by 45.6%, hypothesis testing is obtained  $t$  count  $>$   $t$  table or  $(7,432 > 1,997)$ . The tenure significantly affects employee performance by 48.7%; hypothesis testing is obtained  $t$  count  $>$   $t$  table or  $(7,909 > 1,997)$ . Compensation and tenure simultaneously have a significant effect on employee performance with the regression equation  $Y = 5.936 + 0.381X_1 + 0.485X_2$ . The contribution of influence is 63.1%, hypothesis testing is obtained by  $F$  count  $>$   $F$  table or  $(55,490 > 2,750)$ .*

*Keywords: compensation, tenure, employee performance.*

### INTRODUCTION

Human resources often referred to as labor, have an important role in maintaining the company's survival. Because developing or not, a company is very dependent on the performance of its employees. The relationship between employees and the company is a relationship that is mutually dependent and mutually beneficial to both parties because companies need employees while employees need companies to fulfill their needs.

Article 1 of Law Number 36 of 1999 states that "telecommunication is any transmission, sending and or receiving of information results in the form of signs, signals, writings, images, sounds and sounds through the wire, optical, radio, or another electromagnetic system. Telecommunications

equipment is any equipment used in telecommunications. The operation of telecommunications is the activity of providing and providing telecommunications services to enable the operation of telecommunications. PT. Infomedia Nusantara is a telecommunications company subsidiary of the Telkom Group that provides the best contact center and business outsourcing services in Indonesia through more than 25 years of experience. To maintain a good image,

PT. Infomedia Nusantara also indicated unresolved problems, from employee discipline at work and the lack of employee maturity at work. 1975 was the beginning of PT Infomedia Nusantara's business journey to become the first telephone information service provider company in Indonesia. Infomedia's business portfolio is

currently divided into three pillars. The first, business process outsourcing (BPO). This pillar is further divided into four business portfolios. The first portfolio is customer relationship management. The form of service as known so far is a contact center. The second portfolio is human resources services. This service is to meet corporate needs for human resources (HR). We provide quality human resources as needed, for example,

In modern times like this, many companies tend not to be bothered by HR management. They hand it over to a third party. The third portfolio is operation service. This business exists because many companies do not want to be bothered by operational activities, such as office operation maintenance services, installation services, infrastructure, maintenance, IT equipment, system management documents, and more. Well, Infomedia does all of that without compromising the accuracy and confidentiality of information. The fourth portfolio is analytical data if anyone needs a survey to determine consumer behavior or update the latest market conditions.

This analytical data provides recommendations to corporate customers in taking strategic steps. We have a comprehensive database, both from the Telkom Group and internally. Data from the contact center can also be used as strong analytical data. For example, contact center data traffic from one of our corporate customers is engaged in fast food. From there, we can see the highest order traffic anytime and anywhere.

The second business pillar is the directory and digital media. The so-called directory is the Yellow Pages. We have transformed, from the beginning, it was only print; we developed it into digital form because the trend in the use of print continues to decline. In several countries, especially developed countries like America, Europe, and Singapore, the print directory business is always down every year. Last year the decline was 7%–11%. With the recognition of Singaporeans, the decline reached 13%. The drastic decline occurred because people switched to digital. Internet users in developed countries on average are above 90%.

They no longer follow the information from the printed version, likewise in Indonesia. Although still growing, the print directory business is not as big as before. Last year, this business only grew 1.7%. It happens because internet users also continue to grow. Now there are about 50 million. Maybe between two to three years, the print directory here will also go down. Therefore, we take the policy that Infomedia must immediately increase the contribution from digital.

The Yellow Pages are digital formats, such as an e-book, compact disc (CD), and online. The impact of this change to digital formats affects our sales techniques in finding ads. As is known, the life of the Yellow Pages depends on advertising. To spur the growth of the ad, we offer it in the form of bundling. So if someone puts an ad in the printed Yellow Pages, we will also include it in the e-book and online. In addition to switching to digital, we are restructuring our products.

This digital product is further divided into several product segments. There is digital rich content (DRC), a service in the form of web design services. So if an entrepreneur wants to create a website, we can do it. In addition, we have an e-commerce product under the name [www.goodizz.com](http://www.goodizz.com) which comes from a good discount. On this site, people can search for products that are being discounted. We launched this site in 2011. In addition, we have several sites, namely [infojajan.com](http://infojajan.com), [YPtrading.co.id](http://YPtrading.co.id), and [YPtravel.com](http://YPtravel.com).

The third pillar is printing and publishing, which is also focused on digital. Digital printing can be customized according to customer needs, and there is no minimum order. So, make it easier for consumers. We opened an outlet under Print+ (Print Plus), established in Kemang, South Jakarta. Shortly we plan to open again in the city of Surabaya and Medan. We will always add more outlets every year through partnerships with SMEs and cooperatives. It is our step into the retail business, from all this time only playing in the corporate world.

These are some of the things we did to bring Infomedia closer to the market. In this fierce competition, who can approach the market and

provide convenience to consumers, that will survive.

Infomedia also developed its business as a company engaged in the contact center field based on subsequent developments. Some of Infomedia's clients who use its services in the contact center field are the call center of Telkomsel and Bank BJB. PT. Infomedia Nusantara also has a common value for employee performance results.

Compensation, in this case, is to provide honoraria or wages to employees for the completion of work. The importance of the role of compensation to support or encourage employees to work harder. However, the company compensation problem is indicated as one of the factors for the lack of optimal employee performance. Can indicate the problem of late compensation or compensation increase in this company. However, not only that but there was also a sudden cut in compensation and without prior notice. Furthermore, the compensation calculation is often not appropriate in this company, between basic compensation and overtime compensation.

In addition to compensation, the company rules also affect a person's tenure, with an irregular working period and a contract system. Because according to the Balai Pustaka of the Ministry of Education and Culture (2013), The working period (length of work) is an individual experience that will determine growth in work and position. It was long working at PT. The employee's achievements determine Infomedia Nusantara.

The condition of the current working period cannot have reached the expected standard, mainly on the dimensions of the length of working time, but there is one dimension, namely the length of working time. The dimension of boredom at work with a low score is in line with the results of observations made by the author at PT. Infomedia Nusantara, it is still visible that employees look bored and work lazy, which indicates boredom at work, making the employee's tenure not long.

Problems that make employee performance less than optimal are problems that must be

investigated, and solutions are sought to be optimally by company expectations. From the understanding above, the researcher is interested in researching the title "The Effect of Compensation and Work Period on Employee Performance at PT. Infomedia Nusantara."

#### 1. Compensation

According to Simamora (2018: 445) explains that "Compensation is all company gifts to employees as compensation or remuneration for services provided by employees to the company"

#### 2. Years of service

Years of service is are also a factor related to the length of time a person has worked in a place. According to Siagian (2010), "tenure of work is the entire lesson learned by a person from the events that are passed in the course of his life, in the form of a period or the length of time a person works in an agency, office and so on."

#### 3. Employee performance

The results achieved by an employee will lead to satisfaction. The perceived satisfaction will increase his motivation in carrying out the tasks and functions assigned to him. According to Mangkunegara (2019: 75), performance results from work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him.

## METHOD

#### 1. Types of research

This type of research is quantitative; according to Sugiyono (2018:8), quantitative research is: "Research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative or statistical, with the aim of to test the established hypothesis." The approach in this study used descriptive and verification.

#### 2. Population

The population is a set of determined objects through certain criteria categorized into objects to be studied. Sugiyono (2018) defines "population as the number of generalization areas consisting

of objects or subjects that have the qualities and characteristics set by the researcher and then draw conclusions." The population in the study amounted to 68 respondents PT. Infomedia Nusantara in Jakarta

### 3. Sample

According to Sugiyono (2018), "The sample is the number and characteristics possessed by the population." Meanwhile, Suharsini Arikunto (2010) argues that "The sample is part or representative of the population being studied." The sampling technique used in this study is a saturated sample, where all members of the population are used as samples. Thus the sample in this study amounted to 68 respondents.

### 4. Types of research

The type of research used is quantitative, where the aim is to find out the relationship between the independent variables and the dependent variable.

### 5. Data analysis technique

In analyzing the data used instrument test, classical assumption test, regression, correlation

coefficient, coefficient of determination, and hypothesis testing..

## RESULT and DICUSSION

### 1. Instrument Test

- (a) From the test results, it was obtained that all items of the compensation variable questionnaire obtained a 2-tailed significance value of  $0.000 < 0.05$ ; thus, the instrument was valid.
- (b) From the test results, it was obtained that all questionnaire items for the variable period of service obtained a 2-tailed significance value of  $0.000 < 0.05$ ; thus, the instrument was valid.
- (c) From the test results, it was obtained that all questionnaire items on employee performance variables obtained a 2-tailed significance value of  $0.000 < 0.05$ ; thus, the instrument was valid.
- (d) From the results of reliability testing, the following results were obtained:

Table 1. Reliability Test Results

Variable	Cronbach's Alpha	Alpha Standard	Critical Information
Compensation (X1)	0.756	0.600	Reliable
Working period (X2)	0.642	0.600	Reliable
Employee Performance (Y)	0.711	0.600	Reliable

Based on the above examination results, the overall compensation variable (X1), service period (X2), obtained a greater Cronbach alpha value than 0.600. Thus declared reliable.

### 2. Classic assumption test

#### a. Normality test

The results of the normality test using the Kolmogorov-Smirnov Test are as follows:

Table 2. Kolmogorov-Smirnov Test . Normality Results

	Tests of Normality					
	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistics	df	Sig.	Statistics	df	Sig.
Employee Performance (Y)	.089	68	.200*	.968	68	.076

\*. It is a lower bound of the true significance.

a. Lilliefors Significance Correction

Based on the test results in the table above, a significance value of 0.200 is obtained. The value is greater than the value of  $\alpha = 0.050$  or  $(0.200 > 0.050)$ . Thus, the assumption of the distribution of the equations in this test is normal.

b. Multicollinearity Test

Multicollinearity test was carried out by looking at the Tolerance Value and Variance Inflation Factor (VIF). The test results are as follows:

Table 3. Multicollinearity Test Results with Collinearity Statistics.						
Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF
1	(Constant)	5.936	3.090			
	Compensation (X1)	.381	.076	.437	.755	1.324
	Working period (X2)	.485	.087	.481	.755	1.324

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the tolerance value of each independent variable is  $0.755 < 1.0$ , and the Variance Inflation Factor (VIF) value is  $1.324 < 10$ ; thus, this regression model does not occur multicollinearity.

c. Autocorrelation Test

The test was carried out with the Durbin-Watson test (DW test). The test results are as follows:

Table 4. Autocorrelation Test Results					
Model Summaryb					
Model	R	R Square	Adjusted R Square	Std. The error of the Estimate	Durbin-Watson
1	.794a	.631	.619	2.257	2,132

a. Predictors: (Constant), Years of service (X2), Compensation (X1)  
 b. Dependent Variable: Employee Performance (Y)

The test results in the table above obtained the Durbin-Watson value of 2,132, and the value is between the intervals 1,550 – 2,460. Thus the regression model stated that there was no autocorrelation disorder.

d. Heteroscedasticity Test

The results of the heteroscedasticity test are as follows:

Table 5. Heteroscedasticity Test Results with Glejser Test Model						
Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-3.046	1,870		-1,629	.108
	Compensation (X1)	.034	.046	.102	.748	.457
	Working period (X2)	.093	.053	.239	1,760	.083

a. Dependent Variable: RES2

The results of the test using the glejser test obtained the value of Sig.  $> 0.05$ . Thus, the

regression model has no heteroscedasticity disorder.

3. Descriptive Analysis

This test is used to determine the minimum and maximum scores, mean scores, and

standard deviations of each variable. The results are as follows:

Descriptive Statistics					
	N	Minimum	Maximum	mean	Std. Deviation
Compensation (X1)	68	29	48	37.03	4.193
Working period (X2)	68	29	45	37.44	3,634
Employee Performance (Y)	68	32	47	38.19	3.658
Valid N (listwise)	68				

Compensation obtained a 29 for minimum variance and 48 for maximum variance—a mean score of 3.703 with a standard deviation of 4.193. The working period obtained a minimum variance of 29—a maximum variance of 45 with a mean score of 3.744 with a standard deviation of 3.634. Employee performance obtained a minimum variance of 32 and a maximum variance of 47 with a mean score of 3.819 with a standard deviation of 3.658.

4. Quantitative Analysis.

This analysis is intended to determine the effect of the independent variable on the dependent variable. The test results are as follows:

a. Multiple Linear Regression Analysis

Multiple linear regression test results are as follows:

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.936	3.090		1,921	.059
	Compensation (X1)	.381	.076	.437	5.035	.000
	Working period (X2)	.485	.087	.481	5.550	.000

Based on the test results in the table above, the regression equation  $Y = 5.936 + 0.381X1 + 0.485X2$  is obtained. From these equations, it is explained as follows:

- 1) A constant of 5.936 means an employee performance value of 5.936 points if there is no compensation and tenure.
- 2) The compensation regression coefficient is 0.381; this number is positive, meaning that every time there is an increase in compensation of 0.381, the employee's

performance will also increase by 0.381 points.

- 3) The regression coefficient for tenure is 0.485; this number is positive, meaning that every time there is an increase in the tenure of 0.485, the employee's performance will also increase by 0.485 points.

a. Correlation Coefficient Analysis

The results of the correlation coefficient test are as follows:

Table 8. Results of Compensation Correlation Coefficient Testing on Employee Performance

Correlations <sup>b</sup>			
		Compensation (X1)	Employee Performance (Y)
Compensation (X1)	Pearson Correlation	1	.675**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.675**	1
	Sig. (2-tailed)	.000	

The test results obtained a correlation value of 0.675, meaning that compensation has a strong relationship to employee performance.

Table 9. Results of Testing the Correlation Coefficient of Service Period on Employee Performance

Correlations <sup>b</sup>			
		Working period (X2)	Employee Performance (Y)
Working period (X2)	Pearson Correlation	1	.698**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.698**	1
	Sig. (2-tailed)	.000	

The test results obtained a correlation value of 0.698, meaning that tenure has a strong relationship to employee performance.

Table 10. Results of Testing the Correlation Coefficient of Compensation and Working Period Simultaneously on Employee Performance

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.794a	.631	.619	2.257
a. Predictors: (Constant), Years of service (X2), Compensation (X1)				

The test results obtained a correlation value of 0.794 means that compensation and tenure simultaneously have a strong relationship to employee performance.

**b. Coefficient of Determination Analysis**

The results of testing the coefficient of determination are as follows:

Table 11. Results of the Coefficient of Determination of Compensation on Employee Performance

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.675a	.456	.447	2,719
a. Predictors: (Constant), Compensation (X1)				

Based on the test results, the determination value is 0.456, meaning that compensation influences 45.6% on employee performance.

Table 12. Results of Testing the Coefficient of Determination of Service Period on Employee Performance

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.698a	.487	.479	2,641

a. Predictors: (Constant), Years of service (X2)

Based on the test results, the determination influence contribution of 48.7% on employee value is 0.487, meaning that tenure has an performance.

Table 13. Results of the Coefficient of Determination of Compensation and Term of Service on Employee Performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.794a	.631	.619	2.257

a. Predictors: (Constant), Years of service (X2), Compensation (X1)

Based on the test results, the determination value is 0.631, meaning that compensation and tenure simultaneously influence the contribution of 63.1% on employee performance, while other factors influence the remaining 36.9%.

**c. Hypothesis testing**

**Partial hypothesis test (t-test)**

Hypothesis testing with a t-test is used to determine which partial hypothesis is accepted. The first hypothesis: There is a significant effect of compensation on employee performance. The second hypothesis: There is a significant effect of tenure on employee performance.

Table 14. Compensation Hypothesis Test Results on Employee Performance

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	16,387	2,952		5.550	.000
	Compensation (X1)	.589	.079	.675	7,432	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t arithmetic > t table or (7.432 > 1.997), thus the first hypothesis proposed that there is a significant influence between

compensation on employee performance is accepted.



Table 15. The results of the hypothesis test of tenure on employee performance

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.901	3.339		3.564	.001
	Working period (X2)	.702	.089	.698	7.909	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t arithmetic > t table or (7.909 > 1.997), thus the second hypothesis proposed that there is a significant influence between years of service on employee performance is accepted.

### Simultaneous Hypothesis Testing (F Test)

Hypothesis testing with the F test is used to determine which simultaneous hypothesis is accepted. The third hypothesis There is a significant effect between compensation and tenure on employee performance.

Table 16. Results of Compensation and Service Period Hypothesis Testing on Employee Performance.

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	565,377	2	282,689	55,490	.000b
	Residual	331.137	65	5.094		
	Total	896.515	67			

Based on the test results in the table above, the calculated F value > F table or (55,490 > 2,750), thus the third hypothesis proposed that there is a significant influence between compensation and tenure on employee performance is accepted.

### Discussion

#### 1. The Effect of Compensation on Employee Performance

From the analysis results, the compensation variable has a significant effect on employee performance with a correlation value of 0.675, meaning that both variables have a strong relationship with a contribution of 45.6%. Testing the hypothesis obtained the value of t arithmetic > t table or (7.432 > 1.997). Thus, the first hypothesis proposed a significant effect between compensation on employee performance is accepted.

#### 2. The Effect of Working Period on Employee Performance

From the analysis results, it was found that the variable of tenure has a significant effect on employee performance with a correlation value of 0.698, meaning that the two variables have a strong relationship with a contribution of 48.7%. Testing the hypothesis obtained the value of t arithmetic > t table or (7.909 > 1.997). Thus the second hypothesis proposed that there is a significant effect between tenure on employee performance is accepted.

### 3. The Effect of Compensation and Length of Service on Employee Performance

From the results of the analysis, it was obtained that compensation and tenure variables had a significant effect on employee performance with the regression equation  $Y = 5.936 + 0.381X_1 + 0.485X_2$ , the correlation value of 0.794 means that both variables have a strong relationship with

## CONCLUSION

- a. Compensation has a significant effect on employee performance; the correlation value is 0.675 or strong, contributing 45.6%. Hypothesis test obtained value of  $t \text{ count} > t \text{ table}$  or  $(7,432 > 1,997)$ . Thus there is a significant influence between compensation on employee performance at PT. Infomedia Nusantara in Jakarta.
- b. The tenure has a significant effect on employee performance with a correlation value of 0.698 or strong with a contribution of 48.7% influence. Hypothesis test obtained value of  $t \text{ count} > t \text{ table}$  or  $(7,909 > 1,997)$ . Thus there is a significant influence between tenure on employee performance at PT. Infomedia Nusantara in Jakarta.
- c. Compensation and tenure have a significant effect on employee performance with a correlation value of 0.794 or strong with a contribution of 63.1% influence while other factors influence the remaining 36.9%. Hypothesis test obtained value of  $F \text{ arithmetic} > F \text{ table}$  or  $(55,490 > 2,750)$ . Thus there is a significant influence between compensation and tenure simultaneously on employee performance at PT. Infomedia Nusantara in Jakarta.

the contribution of influence of 63.1% while the rest of 36.9% influenced by other factors. Hypothesis testing is obtained by the calculated  $F$  value  $> F$  table or  $(55,490 > 2,750)$ . Thus the third hypothesis proposed that there is a significant effect between compensation and tenure on employee performance is accepted.

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