

Analysis of Work Coordination, Work Environment and Infrastructure on Job Satisfaction of Nursing Officers in General Hospital dr. Moh. Anwar Sumenep District

Hermanto^{1*}, Agusta Dian
Ellina²

¹ General Hospital dr. Moh.
Anwar Sumenep,

² Institut Ilmu Kesehatan
STRADA Indonesia

*Email:

hermanto@gmail.com

ABSTRACT

Job satisfaction is the general attitude of an individual towards the work he does. A person with a high level of job satisfaction shows a positive attitude towards what he does. The purpose of this study is to analyze the effect of work coordination, work environment and infrastructure on job satisfaction of nursing officers in hospitals. dr. Moh. Anwar, Sumenep Regency. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing the effect of work coordination, work environment and infrastructure on job satisfaction of nursing officers in hospitals. dr. Moh. Anwar, Sumenep Regency. The total population is 302 respondents and a sample of 172 respondents is taken by using Simple Random Sampling technique. The research shows that most of the respondents have good work coordination as many as 88 respondents (51%). Most of the respondents have a good working environment category as many as 91 respondents (53%). Almost half of the respondents have adequate infrastructure facilities as many as 73 respondents (42%). Most of the respondents have job satisfaction satisfied category as many as 113 respondents (66%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0,05$ then H1 is accepted so it can be concluded that simultaneously there is an effect of work coordination, work environment and infrastructure on the job satisfaction of nursing officers in hospitals. dr. Moh. Anwar, Sumenep Regency with an influence of 82.7%. It is hoped that health workers can provide input to related agencies on everything that can increase job satisfaction, so that it can be mutually beneficial between patients, health workers and agency superiors and their staff.

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INTRODUCTION

Job satisfaction is the general attitude of an individual towards the work he does. Someone with a high level of job satisfaction shows a positive attitude towards his job, while someone who is dissatisfied with his job shows a negative attitude towards his job (Richard, 2013). Job satisfaction is influenced by factors, as quoted from the Job Satisfaction Index in Advancing Excellence In America's Nursing Homes that factors that affect job satisfaction include: payment, work, promotion, supervision, and coworkers. Rowland & Rowland's theory says that job satisfaction is influenced by environmental motivational factors consisting of communication, development potential, and individual policies; and

the role of managers (Nursalam, 2012).

Based on the results of research conducted by Agustina in 2009, as many as 65% of implementing nurses stated that they were not satisfied with various aspects of nursing management in Semarang City Hospital (Agustina, 2014). In the Journal of Nurse Staffing and the Relationship to Job Satisfaction And Retention (Debra, 2014) revealed that increasing nurse job satisfaction is the key to increasing patient care outcomes and increasing the value of health services.

Health services in hospitals to patients include medical services, medical rehabilitation and care services. These services are carried out through emergency units, outpatient units and inpatient units. Patient care in hospitals cannot be separated from the role of nurses. Nurses have an important role as implementing medical actions, supervising or controlling the condition and development of patients who are being treated. Nurses are people who care for and care for other people who have health problems (Rifiani et al, 2013). Nurses in addition to having intellectual, interpersonal, and technical abilities, must also have autonomy and are willing to take risks, be responsible, and be accountable for all their actions.

Nurses at work must be professional. With this work, nurses are expected to get job satisfaction. Job satisfaction reflects the degree to which a person likes his job. Formally defined, job satisfaction is an affective or emotional response to various aspects of one's work (Kreitner, 2014). According to Juliansyah (2013), job satisfaction factors include; pay satisfaction, promotion satisfaction, supervision satisfaction, coworker satisfaction, and satisfaction with the work itself. In addition, there is also remuneration, work environment and infrastructure.

According to Gilmer in Sopiah (2013), suggests aspects of work, salary, company management, supervision, work intrinsic factors, working conditions, social aspects of work, communication, and co-workers. Gibson (2013), mentions aspects that affect job satisfaction, namely wages, work, promotions, supervisors, and coworkers. Meanwhile, according to Robbins (2006) cited by Badeni (2013), the factors that influence job satisfaction are the work itself, salary, co-workers, superiors, promotions, work environment, infrastructure. The nurse's job satisfaction factor is a very important thing to be considered by the hospital.

Based on the above conditions, the authors are interested in researching the analysis of work coordination, work environment and infrastructure on the job satisfaction of nursing officers in hospitals. Dr. Moh. Anwar, Sumenep Regency.

METHODS

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Soekidjo, 2012). This research will analyze the effect of work coordination, work environment and infrastructure on job satisfaction of nursing officers in hospitals. Dr. Moh. Anwar, Sumenep Regency. The total population is 302 respondents and a sample of 172 respondents is taken using the Simple Random Sampling technique. Data analysis using Linear Regression test. This research has gone through an ethical test process with SK: 2458/KEPK/III/2021.

RESULTS

Table 1 Results of linear regression statistical tests analysis of work coordination, work environment and infrastructure on job satisfaction of nursing officers in hospitals. Dr. Moh. Anwar Sumenep Regency which was held on 1-26 August 2021 with a total of 172 respondents

No	Variable	Sig	B	R ²	Sig
1	(Constant)	0.021	1,230		
2	Work Coordination	0.000	1,612	0.827	0.000
3	Work environment	0.003	1,812		
4	Infrastructure	0.012	0.889		

Partial

The Effect of Work Coordination on Job Satisfaction

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H1 is accepted so it is concluded that partially there is the effect of work coordination on job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency

The Effect of Work Environment on Job Satisfaction

Based on the results of Linear Regression analysis shows that the p-value is $0.003 < 0.05$, then H0 is rejected and H1 is accepted, so it can be concluded that there is partially influence work environment on job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency

The Effect of Infrastructure on Job Satisfaction

Based on the results of Linear Regression analysis shows that the p-value $0.012 < 0.05$ then H0 is rejected and H1 is accepted so it is concluded that partially there is influence infrastructure on job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency

Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0.05$ then H1 is accepted so it can be concluded that simultaneously there is influence work coordination, work environment and infrastructure on the job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency with an influence of 82.7%.

DISCUSSION

Coordination of Nursing Officers Work in Hospitals. Dr. Moh. Anwar, Sumenep Regency

The results showed that most of the respondents had good work coordination as many as 88 respondents (51%). In addition, 61 respondents (35%) have sufficient work coordination. While a number of 23 respondents (14%) have poor work coordination category.

Coordination is a process of mutual agreement that binds various activities or elements (which are seen in the process) of government that differs in the dimensions of time, place, components, functions and interests between the governed governments, so that on the one hand all activities on both sides are directed at government goals. determined jointly and on the other hand the success of one party is not undermined by the success of the other party.

Coordination is the unification and harmonization of all activities, according to Athoillah as quoted by Jayanti: The existence of good coordination can avoid the possibility of unfair competition or confusion in actions. With good coordination, all parts and personnel can work together towards a predetermined goal (Jayanti, 2013).

Coordination within an organization is fundamental to enabling successful management to be achieved. Why is that, because the coordination is concerned in harmony. Implementation and organic functions of the management, so that the goals that have been set are achieved satisfactorily. In this case it can be concluded that "coordinating" is actually synonymous with "managing". Thus, a manager"" is also a coordinator"". This is because, by properly implementing the four functions of organic management, actually the 'coordinating' has already achieved its target. That means, that management goals can be achieved effectively and efficiently (Susila, 2013).

Coordination is needed, so that tasks can be carried out and resources used can be effectively and efficiently. Coordination in achieving this synergy there is also an element of communication in achieving it, this is explained by Handyaningrat quoted by Jayanti (2013), namely that working relationships or coordination are forms of administrative communication that help achieve coordination. Therefore, the end result of communication (work relations) is that the organization moves as a unified whole to carry out all organizational tasks, to achieve its goals (Jayanti, 2013).

Coordination is also called cooperation, but actually it is more than just cooperation, because coordination also contains synchronization. While cooperation is a collective activity of two or more people to achieve a common goal. Thus, cooperation can occur without coordination, while in coordination there must be a cooperative effort. To achieve collective goals, good coordination needs to be carried out, so that the cooperation carried out can produce a common goal and among those who cooperate can achieve the desired goals. Coordination can occur when there are two or more people or agencies working together, besides that coordination is created because the actors working together influence each other.

Working Environment of Nursing Officers in Hospitals. Dr. Moh. Anwar, Sumenep Regency

The results showed that most of the respondents had a good working environment category as many as 91 respondents (53%). In addition, a number of 65 respondents (38%) have a sufficient working environment category. Meanwhile, a total of 16 respondents (9%) have a poor working environment category.

The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. The work environment is an atmosphere where employees carry out daily activities. A conducive work environment provides a sense of security and allows employees to work optimally. If the employee likes the work environment in which he works, then the employee will feel at home at work, carrying out his activities so that work time is used effectively. On the other hand, an inadequate work environment will reduce employee performance.

The work environment is something that exists in the workers' environment that can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and whether or not work equipment is adequate. (Isyandi, 2014).

According to (Simanjuntak, 2013) the work environment can be interpreted as the entire tooling faced, the surrounding environment in which a person works, the method of work, as the influence of his work both as individuals and as groups. Meanwhile, according to (Mardiana, 2005:78) the work environment is an environment where employees do their daily work.

The work environment is everything that is around the workers/employees that can affect employee job satisfaction in carrying out their work so that maximum work results will be obtained, where in the work environment there are work facilities that support employees in completing tasks assigned to employees in order to improve work. employees in an institution, especially health.

Nursing Facilities at the Hospital. Dr. Moh. Anwar, Sumenep Regency

The results showed that almost half of the respondents had adequate infrastructure facilities as many as 73 respondents (42%). In addition, a number of 62 respondents (36%) have good infrastructure facilities. While a number of 37 respondents (22%) have poor category of infrastructure.

The provision of health facilities is one of the government's efforts to improve the quality of public health, and it is the government's obligation to provide adequate health care facilities for every citizen. Physical facilities are one of the measures to assess the performance of the Puskesmas. Likewise, physical facilities are important factors that affect patient or customer satisfaction of health facilities. Patients tend to assess the quality of services carried out with their senses to assess the complete facility.

Health service facilities and infrastructure can be defined as a collaborative process of utilizing all health facilities and infrastructure effectively and efficiently to provide professional services in the field of facilities and infrastructure in an effective and efficient health service process as well (Muhammad, 2010). Completeness of good infrastructure is very important in creating customer satisfaction. Clow (1998) in Febriani (2012) states that service quality is more difficult to evaluate than the quality of goods.

According to researchers facilities and infrastructure are important elements to support the success of an activity. Facilities and infrastructure refer to a set of things that are used to assist the process of activities so that the objectives of these activities can be achieved. Complete infrastructure suggestions can make it easier and help health workers to be able to provide good health services to patients and also become better served where patients will feel more secure and comfortable when using these health facilities. However, not all health facilities can equip their infrastructure easily because everything must have instructions from the central government, because the demographics are far from the central government and the limited budget causes some health facilities to be unable to complete their health facilities quickly.

Job Satisfaction of Nursing Officers in Hospitals. Dr. Moh. Anwar, Sumenep Regency

The results showed that most of the respondents had job satisfaction in the satisfied category as many as 113 respondents (66%). Meanwhile, a number of 59 respondents (34%) had job satisfaction in the dissatisfied category.

According to Robbins and Judge (2015) job satisfaction is a general attitude towards a person's work that shows the difference between the number of awards workers receive and the amount they

believe they should receive. Job satisfaction is an affective or emotional response to various aspects or aspects of one's work so that job satisfaction is not a single concept. A person can be relatively satisfied with one aspect of the job and dissatisfied with one or more other aspects.

Job Satisfaction is the (positive) attitude of the workforce towards their work, which arises based on an assessment of the work situation. The assessment can be carried out on one of the jobs, the assessment is carried out as a sense of appreciation in achieving one of the important values in the work. Satisfied employees like their work situation more than they dislike it. Feelings related to job satisfaction and dissatisfaction tend to reflect the assessment of the workforce about current and past work experiences rather than expectations for the future. So it can be concluded that there are two important elements in job satisfaction, namely job values and basic needs (Robbins & Judge, 2015).

Greenberg and Baron (2003 in Yuniasanti & Setiawan, 2015) describe job satisfaction as a positive or negative attitude that individuals have towards their work. In addition, Gibson (1999 in Yuniasanti & Setiawan, 2015), states job satisfaction as an attitude that workers have about their work. It is the result of their perception of work.

Job satisfaction is the way workers feel about their work. This is a general attitude towards work which is based on the evaluation of different aspects of the job, (Handayani, 2010). Meanwhile, according to Jennifer and Gareth (1987 in Handayani, 2010) suggests job satisfaction is a collection of feelings and beliefs held by individuals about their organization as a whole. Luthans (1998 in Vanecia, 2013) Job satisfaction is a feeling of pleasure or displeasure felt by employees towards their work such as the work atmosphere which includes organizational climate, relationships between superiors and subordinates, relationships with fellow employees, leadership styles that exist within the company.

According to the researcher, everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply to each individual. The more aspects of the job that match the individual's wishes, the higher the level of perceived satisfaction. Job satisfaction is obtained if the reality of what is done in the work is in accordance with what will be obtained from the results of the work itself or the direct results thereof, such as the nature of the work, achievements in work, promotion opportunities and opportunities for self-development and recognition.

The Effect of Work Coordination on the Job Satisfaction of Nursing Officers in Hospital Dr. Moh. Anwar, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H1 is accepted so it is concluded that partially there is the effect of work coordination on job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency.

In the puskesmas organization, it is very necessary to coordinate from each sector between leaders to doctors, doctors to nurses, nurses to nurse assistants and vice versa. And as a professional health worker, someone will be required to be able to provide good health services. However, there are many health workers who do not pay attention to this, such as the arrival and return of officers who are not on time and seem to be in a hurry in providing services, causing the service of officers to be less good (Andini, 2013).

The role of health workers in providing health services is very important, especially as health service implementers, so it is natural that the ability and performance of health workers is one of the determinants of success in health services. Health workers should be able to have a rational attitude as well as have a high spirit of service, be creative, innovative, disciplined, knowledgeable and skilled and be able to uphold the ethics of the health workforce (Adhitia, 2013).

The quality of service can be seen from the appearance of the performance and ability of the health worker. The ability of a health worker is a person's ability to do something with certain expertise in a health center or organization that is expected to be able to carry out their responsibilities in order to achieve a goal. The ability of health workers is one element in maturity related to abilities or skills that can be obtained from education, training and an experience, every health worker must have certain abilities and skills to help communities, groups and individuals (Thoha 2013).

Every health worker must understand the task assigned to him, It is the result of work both quality and quantity that can be achieved by a health worker in carrying out his duties in accordance with the responsibilities given to him. Where performance is influenced by abilities or skills and motivation (Ilham, 2015).

A clear division of roles requires good leadership support with clear communication and good cooperation between sectors to help achieve good coordination. Therefore, the role of leadership is very necessary in communicating various things to parties inside and outside the institutional system, so as to create proper organization in health services. An organization is a cooperative system and proposes that the main role of the leader is to facilitate communication and encourage subordinates to try harder.

The Effect of Work Environment on Job Satisfaction of Nursing Officers in Hospital Dr. Moh. Anwar, Sumenep Regency

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Government and private agencies, not only expect capable, capable and skilled employees but most importantly they are willing to work hard and want to achieve optimal work results. For this reason, leaders should try to make employees have high motivation to carry out their duties or work (Hasibuan, 2014).

Employee satisfaction in good organizational work will bring success that supports individual performance. Therefore, in order for employees to have a positive attitude towards the organization, good working conditions must be created and maintained. Realizing an organizational success cannot be separated from challenges, both challenges to get employees to work together effectively and challenges to encourage employees so that they want to carry out work with enthusiasm and enthusiasm (Robbins, 2011).

Satisfaction is very important because it is expected that every employee will work hard and be enthusiastic to achieve high work productivity. Satisfaction will provide inspiration, encouragement, morale for employees so that good working relationships are established between employees and leaders so that organizational goals can be achieved optimally (Hasibuan, 2014).

Many factors that can affect a person's job satisfaction were found, one of them by Herzberg. According to Herzberg (in Siagian, 2013) the factors that drive aspects of job satisfaction consist of intrinsic factors and extrinsic factors. Which includes intrinsic factors, namely rewards, opportunities for growth, responsibility, and work autonomy. Which includes extrinsic factors, namely salary receipts, environmental conditions, institutional policies, and supervision.

Based on the results of Maryam's research (2017), it is known that there is a relationship between the provision of incentives, working conditions and interpersonal relationships with increasing employee job satisfaction at the Sidrap District Health Office. Research on motivation was also conducted by Budiman (2014) regarding the analysis of the dominant factors of nurse job satisfaction in the inpatient installation of RSUD Bayu Asih Purwakarta concluded that the most dominant factor on the level of job satisfaction of nurses was the income factor and career path, namely the opportunity variable for advancement/promotion and the internal conditions of the work, namely the fair treatment variable.

The Effect of Infrastructure on the Job Satisfaction of Nursing Officers in Hospital dr. Moh. Anwar, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value $0.012 < 0.05$ then H_0 is rejected and H_1 is accepted so it is concluded that partially there is influence infrastructure on job satisfaction of nursing staff in hospitals. Dr. Moh. Anwar, Sumenep Regency.

Job satisfaction is the general attitude of an individual towards the work he does. Someone with a high level of job satisfaction shows a positive attitude towards his job, while someone who is dissatisfied with his job shows a negative attitude towards his job (Richard, 2013). Job satisfaction is influenced by factors, as quoted from the Job Satisfaction Index in Advancing Excellence In America's Nursing Homes that factors that affect job satisfaction include: payment, work, promotion, supervision, and coworkers. Rowland & Rowland's theory says that job satisfaction is influenced by environmental motivational factors consisting of communication, development potential, and individual policies; and the role of managers (Nursalam, 2012).

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CONCLUSION

1. Most of the respondents have good work coordination category as many as 88 respondents (51%).
2. Most respondents have a good working environment category as many as 91 respondents (53%).
3. Almost half of the respondents have adequate infrastructure facilities as many as 73 respondents (42%).
4. Most respondents have job satisfaction satisfied category as many as 113 respondents (66%).
5. There is the effect of work coordination on job satisfaction of nursing staff in hospitals. dr. Moh. Anwar, Sumenep Regency.
6. There is influence work environment on job satisfaction of nursing staff in hospitals. dr. Moh. Anwar, Sumenep Regency.
7. There is an influence of infrastructure on the job satisfaction of nursing officers in hospitals. dr. Moh. Anwar, Sumenep Regency.

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