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The Effect of Education, Training, and Motivation on the Civil Servant Performance at the City Population and Civil Registration Office, East Seram

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ABSTRACT

According to Article 1 of Law No. 43/1999, the duties of civil servants are to improve the effectiveness, efficiency, and level of professionalism in implementing their main duties and functions. The objective of this research is to determine the effect of education, training, motivation on civil servant performance at the city population and civil registration office, East Seram. Primary data was obtained using questionnaires to 57 selected respondents and interviews; and secondary data was obtained from available literature. The analytical tool used is descriptive analysis of multiple linear regression. The results of this research indicated that education, training, and motivation have a significant effect on employee performance simultaneously. In addition, education partially has a significant effect on employee performance, and training partially has a significant effect on employee performance. Moreover, motivation has a significant partial effect on employee performance, and the variation of employee performance is described by education, training, and motivation at 51.7% while 48.3% is described by other variables outside this research, such as work stress, work environment, and so on.

Keywords: Education, Job Performance, Motivation, Training

INTRODUCTION

Human resources management is an activity conducted by the organization to ensure that the work demands of the employee is considered based on their knowledge, ability, and skills (Susan, 2019). Thus, human resource management must be managed properly to optimize other resources and achieving organizational goals. Moreover, achieving the organizational goals can be realized by employee performance that plays an important role in affecting organizational development in the future to face the global competition. In addition, performance determines outcomes and how productive an individual employee is (Dhanhani & Abdullah, 2022). It means that good performance can be examined from the work output based on work standards of the organization itself.

Civil Servants (PNS) as competent human resources has a crucial role in national development. Therefore, a civil servant's selection is conducted through a rigorous test to obtain quality human resources. According to Law No.43/1999 article 1, it is stated that PNS is an effort to improve the efficiency, effectiveness, and professionalism degree of its duties, functions, and obligations which include planning, quality development, placement, promotion, wages, welfare, and dismissal.

There are several factors affecting employee performance in this research, such as employee education, training and motivation. According to Rahman (2022) education is a conscious effort to realize something of cultural inheritance from one generation to another. Through the education, a person is prepared to have the knowledge, recognize and develop systematic thinking methods to solve their problems in the future. In general, people who have higher education will have a broader insight, especially for the importance of productivity. Since there are some obstacles for employee to conduct or pursue the formal education, the company provided the training program for improving the employee performance (Rasyad, 2013). Training is a process that includes a series of actions conducted deliberately in providing assistance to employee. The training itself should be held by professional that aims to improve the employee ability for increasing the effectiveness and organizational productivity.

Besides education and training, motivation is considered effective in increasing the employee performance. Then, motivation should be a serious concern in Human Resource Management. The companies, governmental and non-governmental organizations required to create a conducive situation for the employee feel comfortable in doing their work.

Some previous theories explain that there is a positive and significant influence between education, training and motivation on employee performance. This means that the significant increase in education, training and motivation will influence the employee performance. In addition, Hamdani (2014) in his research found that education and training have a positive influence on employee

performance. Furthermore, Pakpahan et al. (2014) in their research found that there is a positive and significant influence between education and training on employee performance. In addition, education has a significant effect on employee performance, but training has no significant effect on employee performance.

Pojoh et al. (2014) in their research found that the level of education and training has a positive and significant effect both simultaneously and partially on employee performance. Then, it is necessary to increase the level of education and training for employees as the effort to improve the employee performance. In addition, Maliah (2015) suggests that motivation affects employee performance at PT PLN (Persero) Rayon Pangkalan Balai. This is emphasized by the existence of a strong and positive relationship between motivation and employee performance with the considerable contribution of motivation to employee performance.

Hikmah (2015) found that motivation as measured by rewards, operational allowances and incentives simultaneously has a significant effect on employee performance. Then, Parenden (2015) in his research shows that work motivation has a significant effect on Employee Performance at PT Bank Mandiri (Persero) Tbk Makassar. Work motivation variable regression coefficient is positive (+) indicating a unidirectional relationship, or in other words, Work motivation will increasing the employee performance at PT Bank Mandiri (Persero) Tbk Makassar. Then, this research aims to analyze the effect of education, training, and motivation on employee performance at city population and civil registration service of seram district.

LITERATURE REVIEW

Education

Education is related to general improvement and understanding of human life environment, then the educational efforts aim for empowering students' with action competence in order to deal with such critical ingredients for change (Pauw et al., 2015). In addition, education is the process of developing knowledge, skills, perspective, character and so on. Moreover, according to Law of Republic Indonesia No. 2/1989 concerning National Education System, education is a deliberate preparation of students for their future roles by guidance, instruction, and training activities.

Moreover, according to Law of Republic Indonesia No. 20/2003 concerning National Education System, article 1, education is a conscious and planned effort to create a comfortable learning atmosphere and learning process for the students to develop the student potential to have religious spiritual strength, self-control, personality, intelligence, noble character, and skills needed by themselves, society, nation and state.

Education includes the teaching of specialized skills, as well as providing the knowledge, judgment and wisdom. One of the main bases of education is to teach culture through generations. According to National Education System Law No.

20/2003, education indicators are based on formal education and non-formal education. Formal education is education organized at school through teaching and learning activities in continuous manner, while non-formal education is education organized outside of school through teaching and learning activities that do not have to be tiered and continuous. Then, the indicators of education are intelligence, self-control, personality, mental or religious education, ethics or moral, and skills.

Training

Training is part of education that is specific, practical and immediate. Specific means that the training is related to the scope of work performed, and practical and immediate means that what has been trained can be practiced as soon as possible. Moreover, training is the responsibility of managers to develop employees in a company. Training is also a way of changing the attitude of employees so as to do work with more effectively (Saputri et al., 2020).

According to Article 1 Paragraph 9 of Law No. 13/2003 concerning manpower, training is the activity to provide, obtain, improve and develop the productivity, discipline, attitudes and work ethic of certain skills and expertise in accordance with the position qualifications of the jobs. The effectiveness of a training program is a term to ascertain whether the training program is carried out effectively in achieving the specified objectives. Based on Article 1 Paragraph 9 of Law No. 13/2003 regarding the manpower, the indicators of training are including productivity, discipline, attitude, and work ethic.

Motivation

Motivation is defined as the energizing of behavior in pursuit of a goal that become a fundamental element (Simpson & Balsam, 2015). Motivation is one of the factors that can support the achievement of maximum performance since it is a person's internal condition that activates and directs his/her behavior towards certain goals (Palupi et al., 2023). According to MC. Donald in Martinis Yamin defines motivation as a change of personal energy by the emergence of feelings to achieve the goals (Murtiyoko, 2019). In organizational life, including working life in business organizations, the aspects of work motivation absolutely receive serious attention from the managers (Budiman et al., 2016). It can be concluded that motivation is an impulse that comes from within or external a person that encourage them tin doing their job with the aim of fulfilling their needs.

According to Hasibuan (2016) motivation indicators are working conditions, work planning, work instructions, supervision and rewards, and the aims of motivation for employees are including encourage the employee's enthusiasm, increase the moral and job satisfaction of employee, increase employee's work productivity, maintaining the loyalty and stability of employee, improve discipline of employee and reduce the employee's absence, effective employee procurement, create a good working atmosphere and relationship, increase employee's creativity, participation the level of employee's welfare, employee's responsibility for their duties, and the efficiency of the use of tools and raw material

Work performance

According to Prawirosentono (2015), performance is something that is achieved by a person or group in an organization based on their respective authorities and responsibilities to achieve the company goals legally. Moreover, civil servant performance is the work achieved by a person or group of people in accordance with their authority or responsibilities of each civil servant during a certain period.

Kusriyanto in Mangkunegara (2018) defines performance as a comparison of the results achieved with the participation of employee (per hour). Performance is the work result of the employee in quantity and quality in achieving the company objectives. In addition, performance variables are assessed by quantity and quality of work results. Since the individual performance in an organization will affect organizational performance, the cohesiveness in an organization will affect the individual and organizational achievements.

The performance of civil servants is affecting their contribution to the organization itself. The civil servant are able to conduct their best performance when they obtained the expected salaries, following the training and development, have conducive work environment, the work placement is according to their expertise, have career planning assistance, and get the evaluation along with feedback from the company (Mochklas, 2022).

The performance of civil servants is not only information for promotion or salary determination for the company. However, the company can provide the training for the civil servants and develop a plan to avoid the performance deterioration. The performance of civil servants needs to be assessed that aims to provide an opportunity for their career plans in terms of strengths and weaknesses, for the companies are able to determine salaries, promotions, and examines the behavior of every civil servants. Meanwhile, according to Gomes (2013) states that employee performance can be assessed through the following indicators:

1. Work Quality
Work quality can be examined by the ability of Civil Servants to provide work creativity, initiative, and maximum contributions to each duties.
2. Work Quantity
Work quantity can be assessed through the targets achieved, and existing workload received by each civil servant
3. Time Accuracy
Timeliness can be measured based on work deadline, and the presence of on time civil servants at work
4. Attendance Rate
The presence of civil servants in the workplace has been predetermined since they first joined the company; when the presence is below the regular working days, then the civil servants will not be able to provide the optimal contribution to the company
5. Cooperation

The involvement of all civil servants in achieving the targets is very important. Then, the good cooperation between civil servants will be able to improve their performance.

RESEARCH METHODOLOGY

This research was conducted at city population and civil registration service of Seram district. The independent variables (X) in this research are education, training and motivation which can be assessed by following indicators:

1. Education, including intelligence, self-control, personality, mental education, ethics and morals, and skills
2. Training, including productivity, discipline, attitude, and work ethic
3. Motivation, including physical needs, safety needs, social needs, appreciation needs, and self-realization needs

The dependent variable (Y) in this research is the performance of civil servants. The indicators for examining civil servant performance are including work quality, work quantity, time accuracy, and work attendance.

The population in this research were 57 employees of city population and civil registration service of Seram district. Meanwhile, sample is part of the number and characteristics owned by population (Sugiyono, 2016). This research used the census technique, since the population were used as samples. From the data obtained, several tests was conducted, including:

Classical Assumption Test of Multiple Linear Regression

The use of multiple linear regression as an analysis model requires the fulfillment of several basic assumptions, including multicollinearity, autocorrelation, heteroscedasticity, and normality

Analysis Model

The analysis model used is Multiple Linear Regression to determine the effect of independent variable on dependent variable. The multiple linear regression equation is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Description:

X_1 : Education Variable

X_2 : Training Variable

X_3 : Motivation Variable

Y : Civil Servant Performance Variable

α : Intercept Coefficient (Constant)

β : Regression Direction Coefficient

e : Confounding Error

Hypothesis Test

Hypothesis I

Hypothesis I testing with F-test is to examine the significance of regression coefficient. The F-test variance is conducted by comparing F_{count} with F_{table} at $\alpha = 0.05$.

Hypothesis Test II

The second hypothesis is conducted by testing the significance of influence of each variable through t-test by comparing t_{count} (observation) (t_h) with t_{table} (t_t) at $\alpha = 0.05$.

RESULT AND DISCUSSION

Data Analysis

Validity Test

The validity test in this research is using product moment correlation technique by correlating the score of each item with the total score of Corrected Item-Total Correlation value. The results of the validity test are presented in the following table:

Table 1. Validity Test Result

Variable	Item	Correlation Product Moment	$R_{\text{table}} (\alpha=0,05)$	Description
Education (X_1)	P1	0.551	0.254	Valid
	P2	0.505		Valid
	P3	0.612		Valid
	P4	0.682		Valid
	P5	0.737		Valid
	P6	0.724		Valid
	P7	0.691		Valid
	P8	0.762		Valid
	P9	0.812		Valid
	P10	0.507		Valid
	P11	0.517		Valid
	P12	0.340		Valid

Training (X₂)	P1	0.549	0.254	Valid
	P2	0.725		Valid
	P3	0.651		Valid
	P4	0.657		Valid
	P5	0.572		Valid
	P6	0.525		Valid
	P7	0.374		Valid
	P8	0.501		Valid
	P9	0.749		Valid
	P10	0.521		Valid
	P11	0.644		Valid
Motivation (X₃)	P1	0.743	0.254	Valid
	P2	0.743		Valid
	P3	0.776		Valid
	P4	0.856		Valid
	P5	0.849		Valid
	P6	0.821		Valid
	P7	0.762		Valid
	P8	0.515		Valid
	P9	0.502		Valid
Work performance (Y)	P1	0.639	0.254	Valid
	P2	0.648		Valid
	P3	0.769		Valid
	P4	0.702		Valid
	P5	0.685		Valid
	P6	0.652		Valid
	P7	0.397		Valid

Source: Processed Data using SPSS (2022)

Data Reliability Test

The result of reliability test from variables used in this research is presented in following table below:

Table 2. Reliability Test Result

Variable	Alpha Cronbach	r _{table}	Description
Education (X ₁)	0.853	0,60	Reliable
Training (X ₂)	0.813	0,60	Reliable
Motivation (X ₃)	0.894	0,60	Reliable
Work performance (Y)	0,763	0,60	Reliable

Source: Processed Data using SPSS (2022)

Classic assumption test**Multicollinearity Test****Table 3.** Multicollinearity Test Result

Variable	Value		Status
	Tolerance	VIF	
Education	0.162	6.167	Multicollinearity Free
Training	0.661	1.513	
Motivation	0.164	6.093	

Source: Processed Data using SPSS (2022)

The table above indicates that tolerance value is > 0.1 and the variance inflation factor value is smaller than 10. This indicates that the independent variables in this research are free from classical assumptions of multicollinearity.

Autocorrelation Test**Table 4.** Autocorrelation Test**Model Summary^b**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.719 ^a	.517	.490	3.33343	1.706

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

The results of Durbin Watson test show a value of 1,706, and the table value uses a significance value of 0.05 (5%). In addition, the number of research samples (n) is 57 and the number of dependent variables (k) is 3. Then, it obtained from Durbin Watson table is $dl = 1.46$ and $du = 1.68$. When the value then $du < dw < 4-du$ ($1.68 < 1.706 < 2.316$) that it can be concluded that there is no autocorrelation.

Heteroscedasticity Test

The heteroscedasticity test in this research was conducted by observing the plots distribution on Scatter plot graph as presented in the figure below:

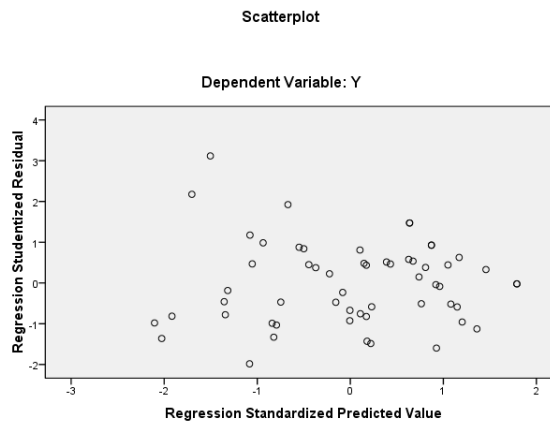


Figure 1. Heteroscedasticity Test Results

Source: Processed Data using SPSS (2022)

The figure above indicates that plots distribution on the graph has a wavy pattern, widens and spread above and below the number 0 on Y axis. In addition, it indicates that all the research variables used in this research are free from the assumption of heteroscedasticity.

Normality test

The normality test in this research was conducted by observing the plots distribution on P-P Plot graph as shown in the figure below:

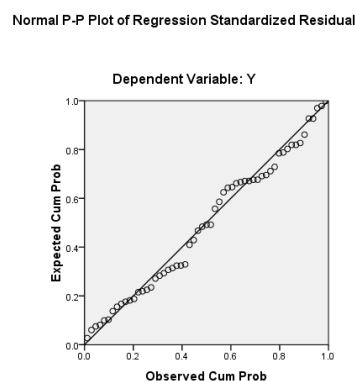


Figure 2. Normality Test Results

Source: Processed Data using SPSS (2022)

The figure above indicates that the plots pattern is around the diagonal line of P-P Plot graph. This pattern indicates that the data for each variable in this research is normally distributed.

Multiple Linear Regression Analysis

The table below is explained the calculation result of multiple linear regression analysis using SPSS 22 program:

Table 5. The Result of Multiple Linear Regression Analysis

Variable	Unstandardized Coefficients	T _{count}	Sig.	Desc
Constant	10.397			
Education (X ₁)	-0.338	-2.373	0.021	Sig.
Training (X ₂)	0.300	3.531	0.001	Sig.
Motivation (X ₃)	0.598	3.780	0.000	Sig.
R	0.719			
R Square	0.517			
Adjusted R Square	0.490			
F _{count}	18.929			
Sig. F	0.000			

Source: Processed Data using SPSS (2022)

Based on the results of regression analysis above, the multiple regression equation can be compiled as follows:

$$Y = 10.397 - 0.338 X_1 + 0.300 X_2 + 0.598 X_3 + e$$

Description:

1. The constant value (α) is 10,397; means that when independent variables [education (X₁) and training (X₂)] are equal to 0, then the employee's performance is positive of 15,164.
2. The value of education regression coefficient is -0.338 indicating that the education variable has a negative effect on employee performance. It means that the better level of education will cause a decrease in employee performance of -0.338.
3. The value of training regression coefficient is 0.300 indicating that the training variable has a positive effect on employee performance. It means that providing job training to employees will increase the employee performance of 0.300.
4. The value of motivation regression coefficient is 0.598 indicating that the motivation variable has a positive effect on employee performance. It means that providing motivation to employee will improve the employee performance of 0.598.

F-test (Hypothesis Testing I)**Table 5.** Anova Results of Data Analysis**ANOVA^b**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	631.006	3	210.335	18.929	.000 ^a
	Residual	588.924	53	11.112		
	Total	1219.930	56			

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

Based on table above, it can be concluded that calculated F is 15,341 > from F_{table} at df level: 2: 32 of 3.23. Then, the $F_{count} > F_{table}$, means that education (X_1) and training (X_2) have a significant effect on employee performance (Y) at a significant level $\alpha = 0.05$.

T-test (Hypothesis Testing II)

Test criteria:

 H_0 is rejected when $t_{count} > t_{table}$ H_0 is accepted when $t_{count} < t_{table}$

The test results for each variable are explained as follows:

1. Education (X_1)

The results of regression analysis obtained t_{count} of -2,373 while T_{table} value of -2,373. Thus, $t_{count} > t_{table}$ means that education variable has a significant effect on employee performance.

2. Training (X_2)

The results of regression analysis obtained t_{count} value of 3.531 while T_{table} value of 3.531. Thus, $t_{count} > t_{table}$ means that training variable has a significant effect on employee performance.

3. Motivation (X_3)

The results of regression analysis obtained t_{count} value of 3.780 while t_{table} value of 3.780. Thus $t_{count} > t_{table}$ means that motivational variable has a significant effect on employee performance.

Based on the results of F-test, it indicates that education (X_1), training (X_2) and motivation (X_3) simultaneously have a significant effect on employee performance (Y), as well as the results of t-test found that education (X_1), training (X_2), motivation (X_3) partially have a significant effect on employee performance.

Coefficient of Determination (R^2)**Table 6.** Coefficient of Determination
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.719 ^a	.517	.490	3.33343	1.706

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

The coefficient of determination R Square is 0.517 which indicates that variations in employee performance are explained by education, training and motivation by 51.7%, while 48.3% is explained by other variables exclude in this research, including work stress, work environment, and so on.

CONCLUSION

There are several factors affecting employee performance in this research, such as employee education, training and motivation. This research is conducted to determine the effect of education, training, motivation on civil servant performance at the city population and civil registration office, East Seram. Based on the result of this research, it can be concluded that education, training, and motivation simultaneously have a significant effect on employee performance. In addition, education, training, and motivation partially has a significant effect on employee performance. The variation in employee performance is explained by education, training and motivation of 51.7%, while 48.3% is explained by other variables outside this research, including work stress, work environment and others.

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