

THE INFLUENCE OF EMPLOYEE COMPETENCE AND INFRASTRUCTURE TOWARD EMPLOYEE PERFORMANCE

David Ahmad Yani*

IAIN Metro, Lampung Province

*Corresponding e-mail: davidahmadyani@metrouniv.ac.id

ABSTRACT

The availability of qualified, highly skilled and professional human resources engaged in service sector, especially in government agencies, is a requirement in order to improve quality of state administration. It also leads to gives satisfaction to quality and services produced by government to community. In addition to employee competence, infrastructure is one of the other important factors that greatly contribute to improving employee performance in an organization. This study aims to determine the impact of employee competence and infrastructure on employee performance at the Pesisir Barat District Health Office. The type of research used in this study is quantitative research methods within 48 research respondents. Based on data analysis, it has been found that the answers to the hypothesis are as follows. There is an influence of employee competence (X1) on employee performance (Y) with an influence level of 17.5%. There is an influence of infrastructure (X2) on employee performance (Y) with an influence level of 31%. There is an effect of employee competence (X1) and infrastructure (X2) together on employee performance (Y) with an influence level of 42.5%. This research brings any inputs for future research to consider the division of job descriptions according to the educational background and abilities of employees and providing work support facilities.

Keywords: Employee Competence, Infrastructure, Employee Performance

1. Introduction

Human resources are very important for every organization because of the importance of these resources for the success of the organization as a whole. To meet the goals that have been set, an institution must have a clear vision and mission, but it must also be managed properly. The quality of an institution's human resources has a direct impact on its performance. To be profitable and effective, an organization must have a high level of performance and be supported by high quality staff members

As a means to increase the level of public satisfaction with the products and services provided by the government, the availability of competent, trained and professional human resources in the service sector is a prerequisite for government agencies. Implementing a complete orientation program is not always enough to ensure that new employees are immediately able to do their jobs to the fullest. In other

words: There is still a lot of work to be done in terms of training for employees, especially new ones. Since there is always a better way to improve work efficiency, even experienced personnel need to continuously improve their knowledge, skills and talents. To add insult to injury, it's inconceivable that a new employee would have bad or bad work habits to fix. Therefore, having broad insight and the ability to see the future are the characteristics of professional human resources, have competence and a competitive spirit, and uphold professional ethics.

People are the most important asset in any company, and as such, their competence is a key determinant of its success. One of the best ways to get competent human resources is to use effective recruitment techniques and provide training for your personnel. As a result, workers are expected to improve their performance to achieve company goals. Employee performance will be greater if the members of the organization have a high dedication to the goals and objectives of the organization. In achieving the company's goals, human resource management must be carried out properly.

Organizational infrastructure is a significant contributor to employee performance, in addition to employee competence. In supporting the implementation of a process, facilities are the main support, while infrastructure functions as a tool used to achieve goals (Big Indonesian Dictionary, 2008). Employees rely heavily on infrastructure to help them carry out their duties. Organizational goals can be achieved more effectively and efficiently with the help of supporting infrastructure. Even if an employee has an understanding of science and technology, if they do not have adequate facilities and infrastructure, they will not be able to provide the best results. Research conducted by Rizka Gia Nur Hanifah, Nina Oktarina (2020) entitled *The Effect of Employee Competence, Infrastructure, and Organizational Culture on Archives Management with Employee Performance as a Mediation Variable* provides research results that the results of the first partial test show that there is a significant positive effect employee competence, infrastructure, and employee performance on archive management and the significant negative influence of organizational culture on archive management. The results of the second test show that there is a significant positive effect of employee competence, infrastructure, organizational culture on employee performance. The results of the third test show that employee performance is significantly the intervening variable of the influence of infrastructure and organizational culture on archive management. The difference with the research conducted by the author is that the time of implementation was carried out during the COVID-19 pandemic

Due to the large number of employees at the Pesisir Barat Regency Health Office, the level of employee competence is not maximized, as evidenced by the fact that there are still some Pesisir Barat Regency Health Office employees who have not received any further education or training. Because the Pesisir Barat District Health Office does not have facilities and instead rents space, the existing infrastructure is not sufficient to support the work of its employees. The completion of the program of activities in accordance with the goals that have been set, because the building space is still limited. Infrastructure is one of the factors that affect employee performance, therefore the author is interested in studying this factor

The phenomenon that occurs at the Pesisir Barat Regency Health Office is there are still several employees of the Pesisir Barat Regency Health Office who have not received special education and training, but the number is sufficient because of the large number of employees. The Covid 19 pandemic condition which requires all employees to be proficient in the IT field, requires all employees of the Pesisir Barat Regency Health Office to be proficient in the IT field, because some infrastructure facilities are in bad/damaged condition, unable to support employee work effectively Program activities

that have not been completed according to with the aim of showing that employee performance is still less than optimal. The purpose of this research is to find out:

1. The influence of employee competence on employee performance at the Pesisir Barat Regency Health Office.
2. The effect of infrastructure on employee performance at the Pesisir Barat Regency Health Office.
3. The effect of employee competence and infrastructure together on employee performance at the Pesisir Barat District Health Office

2. Literature Review

2.1 Theoretical Foundation International Tourist Visit

Competency

In the organizational environment, both domestically and abroad, initially there were only 2 types of competency definitions that developed rapidly according to Priansa (2018: 75), namely:

1. Competence which is defined as a description of what must be known or done in order to carry out the job well. Understanding this type of competence is known as Technical or Functional Competency or it can also be called Hard Skills/Hard Competency. This type of competency originated and developed in the UK and is widely used in European countries and in Commonwealth countries. Technical competence is on the job, which is to describe the responsibilities, challenges, and work targets that must be carried out or achieved by the incumbent so that the incumbent can perform well.
2. Competence that describes how a person is expected to behave in order to carry out his work well. Understanding this type of competence is known as Behavioral Competencies or it can also be referred to as Soft Competencies (Soft Skills/Soft Competencies). It should be noted here that behavior is an action (action) so that behavioral competence will be identified if someone demonstrates it in doing work.

Furthermore, according to Ruky (2016: 46) competence is "underlying characteristic of an individual that is related to superior performance in a job or situation" make generalizations to all situations faced and survive quite safely in humans. In this case, Mangkunegara (2016: 87), suggests that competence is a fundamental factor possessed by someone who has more abilities that makes it different from someone who has average or ordinary abilities. This explanation is in line with the opinion of Tagala (2018: 45) that competence is a characteristic that underlies an individual's disposition which is associated with criteria that are referenced to superior or effective performance in a job or situation. In this case, Sedarmayanti (2017: 76), suggests that competence is a fundamental characteristic of a person that has a direct effect on excellent performance. It can be said that competence is outstanding performs that done more often, with better results than what policy raters do. Another factor to consider is behavior. This explanation is in line with the opinion of Malthis and Jackson (2016: 81), that competencies are basic characteristics that can be associated with increased performance of individuals or teams. Having competent human resources is a must for the company. Managing human resources based on competence is believed to be able to better guarantee success in achieving goals. Most companies use competence as the basis for selecting people, managing performance, training and development and providing compensation.

Competence as a person's ability to produce at a satisfactory level in workplace, including one's ability to transfer and apply these skills and knowledge in new situations and increase agreed benefits. Priansa (2018: 78) reveals that there are four main components of competency formation, namely the knowledge a person has, skills, experience, and individual behavior. The four main components of competence can be described in more detail as follows:

1. Knowledge

Knowledge is information that is owned by someone. Knowledge is the main component of competence that is easy to obtain and easily identified. In line with the explanation of Suwatno and Priansa (2018: 78) which stated: "Knowledge is any informations in a specific field that a person has." Employee knowledge determines the success or failure of tasks assigned to him, employees who have sufficient knowledge will increase company efficiency. However, for employees who do not have sufficient knowledge, they will work haltingly. Waste of materials, time and energy and other factors of production will be carried out by employees with less knowledge. This waste will increase the cost of achieving organizational goals. Or it can be concluded that employees who are less knowledgeable will reduce efficiency. Therefore, employees who lack knowledge must be improved and developed through HR training, so as not to harm efforts to achieve predetermined organizational goals. Knowledge is categorized as follows:

- a) Information obtained and stored in our memory (Declarative)
- b) How information is collected and used to something we already know (Procedural)
- c) Understand how, when and why the information is useful (Strategic).

2. Skills

The factor that also contributes to the success of achieving organizational goals is the employee skill. Employees who have good work skills, will accelerate organizational goal's achievement, otherwise unskilled employees will slow down organizational goals. For new employees or employees with new assignments, additional skills are needed to carry out the tasks assigned to them. Skill is a person's ability to perform an activity or job. Skill is the capacity needed to carry out a series of tasks that develop from the results of training and experience. A person's expertise is reflected in how well a person performs a specific activity, such as operating an equipment, communicating effectively or implementing a business strategy. Suwatno and Priansa (2018: 78-90), that skill is the ability to be able to carry out physical and mental tasks.

3. Work experience

Many companies or organizations often consider experience as a good indicator of abilities and attitudes related to work. Experience is the totality of lessons that a person learns from the events experienced in the course of life. Experience that can shape one's competence, for example, experience gained from work and organization. Both sweet and bitter experiences play an important role in the formation of individual competencies. Given that a person's experience has a significant role in the formation of competence, it is only natural for a leader to know the background of his human resources.

According to Suwatno and Priansa (2018: 78-90) that: "Work experience is the process of forming knowledge or skills about the method of a job because of the employee's involvement in carrying out job duties. Sedarmayanti (2017: 85) argues that: "Work experience is a learning process and the development of potential behavior increases both from formal and non-formal education or or can be interpreted as a process that leads a person to a higher pattern of behavior."

Infrastructure

Infrastructure or facilities play an important role in the process of carrying out office activities. Office facilities are movable tools or objects that are directly used in the process of completing office tasks and work. This was also conveyed by Sri Endang R, Sri Mulyani and Suyyety (2010: 43) who stated "Office facilities are more intended for moving objects such as computers and machines". Another opinion was also expressed by Donni Juni Priansa and Agus Garnida (2013: 223) which stated "Office facilities are direct tools used to carry out the process of office activities". Minister of Home Affairs Regulation Number 7 of 2006 concerning Standardization of Regional Government Work Facilities and Infrastructure Article 1 also explains that: Office work facilities are facilities that directly function as supporting the process of regional government administration in achieving the set targets, including: office space, work equipment and official vehicles.

Based on several expert opinions, it can be concluded that office infrastructure is everything that is used to support the implementation of permanent or permanent office activities. Examples of office infrastructure such as land, buildings, and office space. From the above understanding, it is clear that providing instructions for facilities is a set of tools used in a process of activities, both these tools. While infrastructure is auxiliary equipment or also main equipment, and both of these tools function to realize a goal to be achieved. It can be concluded that infrastructure means all objects, whether moving or not, used to achieve a common goal. Examples of office facilities such as desks, chairs, document storage, office machines, office equipment/equipment and so on. Office work infrastructure is a facility that indirectly functions to support the implementation of an apparatus work process in improving performance in accordance with its duties and responsibilities.

The function of facilities and infrastructure is certainly different based on the scope of their respective uses. For example, transportation facilities and infrastructure are different from health. But they have the same goal, namely the goal to achieve the expected results according to the plan. The following are the main functions of facilities and infrastructure, namely a) Can speed up the process of carrying out work so as to save time; b) As well as increasing the productivity of both goods and services; c) The work is of higher quality and guaranteed; d) It can be simpler or easier for users or actors to move; f) Make determinations of the composition of the stability of workers more guaranteed; g) Can create a sense of comfort for the people concerned; h) and create a sense of satisfaction in interested people who use it. Another opinion was conveyed by Moenir (2016: 76) that work facilities which are measurement indicators of infrastructure facilities are a) Work Equipment; b) Work Equipment; and c)3. Auxiliary equipment or organizational facilities.

Performance

Performance, namely work performance / work achievement / work results or the output of a process. According to Agus Tulus (2012: 53) performance is something that is done or products/services produced or provided to groups of people, in other word performance is work that can be achieved by Human Resources in an organization, government bureaucratic organizations, in accordance with the respective authorities and responsibilities. Mathis and Jackson. (2016: 66) stated, "We have recognized that employee performance depends on both motivation, and ability". Performance according to Sutermeister above refers to employee performance which depends on their motivation and ability. Robbins (2015: 123) states that performance is, "output driven from processes, human or otherwise". It means that performance contains the understanding of work that can be achieved by a person or team

in an organization according to their authorities and responsibilities in achieve organization goals. Of the many factors that can affect performance is the ability of employees to carry out work that consists of a lack of knowledge, skills, and expertise as well as attitudes and work behavior.

In general, performance is often defined as the ability to produce a result. The benchmark for determining the magnitude or high level of performance in each organization or agency is different depending on the type of activity, the output produced or who carries it out. Robbins translated Pudjaatmaka (2015: 129) states that "performance is a measure which includes effectiveness and efficiency. Effectiveness is related to the achievement of targets, while efficiency is the ratio between effective output and the inputs needed to achieve the target. In line with the explanation above, Sedarmayanti (2017: 57) states that work performance is something that is done or a service product produced by a person or group of people. Donni Priansa (2018: 145) concludes that performance is the willingness of a person or group of people to carry out an activity according to their responsibilities with results as expected.

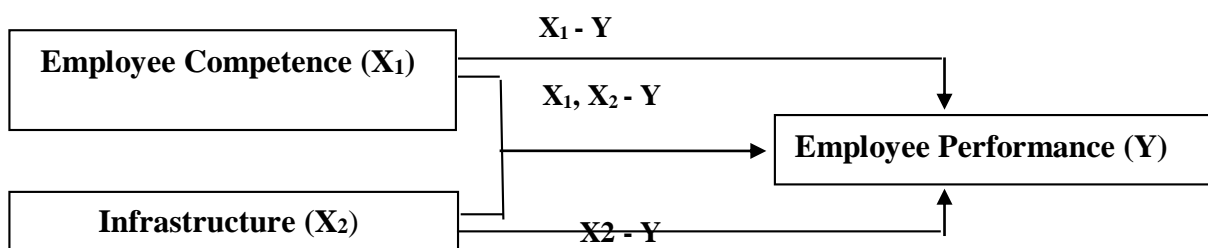
Thus performance is an important thing to be done on an ongoing basis and provide feedback in an effort to achieve success in the future. Performance appraisal is a process of assessing the performance of an individual, group/team and organization. This activity serves to make it easier for the organization to be able to see the contributions made by employees by focusing on the strategies that have been made by the organization. Performance is basically what employees do or don't do affects how much they contribute to the organization.

From the theories that have been put forward, it is clear that performance is a result of work (output) that can be influenced both from the motivation that arises and within the employee/employee himself. Employee performance measurement indicators, using Sulistiani's (2011: 85) theory, are as follows:

1. Achievement, namely the work of employees in quality and quantity
2. Responsibility, namely completing all tasks and work
3. Work discipline, namely compliance with organizational rules
4. Cooperation, namely working with colleagues in completing work.
5. Obedience, namely obeying orders from superiors and carrying out orders according to their main duties and functions

2.2 Research Framework

Based on the explanation of the theory supporting the three variables above, if described in the theoretical framework shown in picture 1



Picture 1 Frame Work

3. Method

This research was conducted at the Pesisir Barat District Health Office. The type of research used in this study is an explanatory research model, namely a problem solving model that describes the problem and explains it based on the existing data in reviewing the theoretical approach and the numbers that relate to one another. The variables of this study consisted of 2 (two) types, namely the independent variable consisting of employee competence (X1) and Infrastructure (X2) and the dependent variable namely employee performance (Y). The independent variable in this case is the variable that causes or contributes to the dependent variable, while the dependent variable in this case is the variable that is contributed by the independent variable. To In this study, the authors narrowed the population to 93 people by using the Slovin technique to 48 respondents from each research variable, a questionnaire was made which was distributed to respondents to ask for their responses related to the research. This technique is used to make direct observations to the object of research. The data collection technique used by the researcher in this study is a field research data collection technique, which based on the type of data is divided into two, namely: 1. Primary Data was obtained by interviewing the respondents, namely employees at Dinas Kesehatan Kabupaten Pesisir Barat. 2. Secondary Data was obtained through a documentary study, namely collecting data at Dinas Kesehatan Kabupaten Pesisir Barat.

This research uses quantitative methods through simple and multiple regression analysis related to employee competence and organizational commitment to employee performance by comparing theories relevant to the problems studied at Dinas Kesehatan Kabupaten Pesisir Barat

4. Result and Discussion

4.1 Result

1. Partial Hypothesis Test of Employee Competence (X1) on Employee Performance (Y)

Table 1 Partial Hypothesis Test of Employee Competence (X1) on Employee Performance (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	32.541	7.255		4.485	.000
	Kompetensi Pegawai	.408	.131	.418	3.121	.003

a. Dependent Variable: Kinerja Pegawai

This means that the t value is 3.121, which is based on the test findings. If the significance level of t table is 0.05 compared to t count 3.121, it can be said that: Based on Ha's findings, employee competence (X1) has a varied influence on employee performance factors (Y). Therefore, the employee competence variable (X1) has an effect on the employee performance variable (Y). Based on the regression equation $Y = 32.541 + 0.408X1$, every time the employee competency variable (X1) is increased by one point, the Pesisir Barat District Health Office gets an additional 0.408 points in terms of employee performance.

Table 2 Coefficient of Determination of Employee Competence on Performance

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.418 ^a	.175	.157	4.67015

a. Predictors: (Constant), Kompetensi Pegawai

A strong correlation coefficient of 0.418 belongs to the "medium" group, which is defined as (0.400 - 0.599). Coefficient of Determination (KD) 17.5 percent = 0.175% = Employee competency variable (X1) accounts for 17.5% of employee performance variance (Y); Another 82.5% of the variance is explained by other factors not explored in this investigation

2. Partial Hypothesis Testing Infrastructure (X2) on employee performance (Y)

Table 3 Partial Hypothesis Testing Infrastructure (X2) on employee performance (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.411	7.872		2.466	.017
	Sarana Prasarana	.641	.141	.557	4.546	.000

a. Dependent Variable: Kinerja Pegawai

The t-value was 4.546, as determined by the t-test findings. This study shows that infrastructure (X2) has an acceptable influence on employee performance (Y), as measured by the t-test with a significant threshold of 0.05, namely 1.679, $t_{count} 4,546 > t_{table} 1,679$. There is an equation which states that for every one point of infrastructure improvement, the employee performance variable (Y) will increase by 0.641 points.

Table 4 Coefficient of Determination of Infrastructure on Performance

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.557 ^a	.310	.295	4.27034

a. Predictors: (Constant), Sarana Prasarana

The correlation of infrastructure (X2) to employee performance (Y) is 0.577, which is included in the medium correlation group (0.400 - 0.599).

$KD = R^2 = 0.310 \times 100\% = 31\%$ is the coefficient of determination. Infrastructure (X2) only accounts for 31 percent of the employee performance variance (Y), while 69 percent is caused by other factors not explored in this study.

3. Simultaneous Hypothesis Testing of Employee Competence (X1) and Infrastructure (X2) on Employee Performance (Y)

Table 5 Simultaneous Hypothesis Testing

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	517.166	2	258.583	16.659	.000 ^b
	Residual	698.500	45	15.522		
	Total	1215.667	47			

a. Dependent Variable: Kinerja Pegawai

b. Predictors: (Constant), Kompetensi Pegawai, Sarana Prasarana

16,659 times greater than the Ftable value of 3,209 which is the result of the F test. As a result, employee performance is affected by employee competence (X1) and infrastructure (X2) simultaneously (Y). As a result, the idea that employee competence (X1) and infrastructure (X2) work together to influence employee performance can be demonstrated or accepted (Y).

Table 6 Coefficient of Determinants Simultaneously

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.652 ^a	.425	.400	3.93983

a. Predictors: (Constant), Kompetensi Pegawai, Sarana Prasarana

There is a relationship of 0.652 between the level of employee competence (X1) and infrastructure (X2) with the level of employee performance (Y) (0.600 - 0.799). Coefficient of Determination (KD) = $R^2 = 0.425 \times 100\% = 42.5\%$ Because the competence of personnel and infrastructure has an influence of 42.5 percent on performance, the remaining 57.5 percent can be attributed to other factors not discussed in this paper.

4. Multiple Regression Analysis of Employee Competence (X1) and Infrastructure (X2) on Employee Performance (Y)

Table 7 Multiple Regression Analysis

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.123	8.865		.465	.644
	Kompetensi Pegawai	.336	.112	.344	3.007	.004
	Sarana Prasarana	.582	.131	.506	4.431	.000

a. Dependent Variable: Kinerja Pegawai

To solve for $Y = 4.123 + 0.336X_1 + 0.582X_2$, use the following table:

1. Employee performance will increase by 0.336 points for every one point increase in the value of the employee competency variable.
2. Employee performance will increase by 0.582 points for every one point increase in the Infrastructure variable.

The regression coefficient of X_2 is 0.582 times greater than the regression coefficient of X_1 , based on the facts presented above. This shows that the infrastructure variable has a greater influence on improving employee performance compared to the competence of employees at the Pesisir Barat Regency Health Office.

4.2 Discussion

According to the research results, employees at the Pesisir Barat Regency Health Office are in a good range for their level of competence. By using the t-test, it can be seen that the t-value of the t-test of competence and employee performance is 3.121 and 1.679. Employee competence has a correlation of 17.5 percent with employee performance. There is a correlation of 0.408 points between an increase in employee competence and an increase in employee performance, as shown by the regression equation $Y = 32.541 + 0.408X_1$. As a result, employee competence has an impact on the performance of the Pesisir Barat District Health Office employees, accounting for 17.5 percent of the findings of this study. According to Priansa (2018: 78 - 90), employee competence is defined as the ability of an employee to carry out tasks, as measured by knowledge, skills, behavior, and work experience, all of which affect the performance of employees at the Health Office. The results of this study support this theory. This research also support Aima et al (2017) result which stated competency partially bring significant positive to employee performance.

The infrastructure of the Pesisir Barat District Health Office was found to be in the “very good” category according to the findings. By using the t-test to test the partial hypothesis, the t-count value is 4.546 and the t-table is 1.679. Infrastructure (X_2) has a correlation coefficient of 31 percent with employee performance (Y). Infrastructure and employee performance can be modeled using the regression equation $Y = 19.411 + 0.641X_2$ which states that for every 1 point increase in infrastructure, the employee performance variable will increase by 0.641 points. This shows that infrastructure also has an effect on increasing employee performance by 31%, while the remaining 69% is explained by other variables not discussed in this study. According to Moenir (2016: 76), infrastructure is all goods, both movable and immovable, which are used to meet common goals, which are assessed from work equipment, work equipment, and complementary equipment or facilities. This research result us in line with research taken by Negsih et al (2021) that indicated infrastructure has positive and significant effect on the performance of the employees in Bantaeng district. It is also supported by Yuniarti (2022) which stated there is a significant positive effect between the infrastructure completeness variable on employee performance.

The calculated F value is 16,659, much higher than the F table value of 3,209, proving the results of simultaneous hypothesis testing of employee competence and infrastructure on employee performance. Employee performance (Y) of 42.5% is influenced by the coefficient of determination of employee competence (X_1) and infrastructure (X_2). 42.5 percent of worker performance is influenced by employee competence and infrastructure, while the remaining 57.5 percent is influenced by other

factors not discussed in this study. Sulistiani (2011: 85) asserts that employee performance is a function of the quality and quantity of an employee's work, which is assessed from achievement, responsibility, work discipline, cooperation, and obedience. The research findings above support this hypothesis.

5. Conclusion

Based on data analysis and discussion in previous chapter, the following conclusions are obtained:

1. Employee competence has an impact on employee performance at the Pesisir Barat District Health Office by 17.5% and the remaining 82.5% is explained by other variables not examined in this study.
2. Infrastructure has an impact on employee performance at the Pesisir Barat Regency Health Office by 31%, the remaining 69% is explained by other variables not examined in this study.
3. Competence of employees and infrastructure together have an impact on employee performance at the Health Service of Pesisir Barat Regency by 42.5% and the remaining 57.5% is influenced by other factors not examined in this study.

6. Reference

- Agus Tulus, Moh. 2012, *Manajemen Sumber Daya Manusia, Buku Panduan*. Mahasiswa, Jakarta: PT. Gramedia Pustaka Utama.
- Aima, H., Adam, R., & Ali, H. (2017). Model of Employee Performance: Competence Analysis and Motivation (Case Study at PT. Bank Bukopin, Tbk Center). *Leadership*, 5(5).
- Allen, Michael. 2013. *Michael Allen's Guide to E-learning*. Canada : John Wiley & Sons. Ardiansyah
- Aprianis. 2019. Peningkatan Kinerja Pegawai Dengan Kontribusi Lingkungan Kerja Dan Kompetensi Pada Dinas Kesehatan Kota Bandar Lampung. *Jurnal Derivatif Manajemen*
- Bashaw dan Grant. 2018. *Komitmen Pegawai*. [Online]. Diakses: [http://library.binus.ac.id.\(30/05/2020\)](http://library.binus.ac.id.(30/05/2020)).
- Duha, Timotius. 2018. *Perilaku Organisasi*. Yogyakarta: Deepublish.
- Indriantoro, Nur., dan **Supomo**, Bambang. (2013). *Metodologi Penelitian Bisnis Untuk Akuntansi & Manajemen*. Yogyakarta: BPFE.
- Mangkunegara, Anwar Prabu. 2016. *Manajemen Sumber Daya Manusia*. Perusahaan. Bandung: PT. Remaja Rosdakarya.
- Marwansyah. 2012. *Manajemen Sumber Daya Manusia*. Bandung: Alfabeta.
- Mathis dan Jackson. 2016. *Manajemen Sumber Daya Manusia Edisi 9*, Salemba Empat: Jakarta.
- Nengsih, N., Azis, M., & Jumali, M. A. (2021). The Influence of Infrastructure and Supervision Facilities on Employee Performance and Public Service Quality (Case Study of Bantaeng District). In *Proceedings of the International Conference on Industrial Engineering and Operations Management Sao Paulo, Brazil, April 5-8, 2021, September* (pp. 3055-3062).
- Priansa, Donni Juni. 2018. *Perencanaan & Pengembangan SDM*. Bandung. Alfabeta.
- Robbins, P Stephen. 2015, *Perilaku Organisasi*, Penerbit Salemba Empat
- Sedarmayanti. 2017. *Manajemen Sumber Daya Manusia*. Bandung: Refika.
- Sopiah. 2011. *Perilaku Organisasi*, Yogyakarta: Andi Offset.



- Sudarmanto. 2015. Kinerja dan Pengembangan Kompetensi SDM, edisi tiga. Yogyakarta: Pustaka Pelajar.
- Sugiyono. 2013. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: CV. Alfabeta.
- Sugiyono.(2011). Metode Penelitian Pendidikan. Alfabeta, Bandung.
- Sulistiyani, Ambar T. 2011. Manajemen Sumber Daya Manusia. Cetakan. Pertama. Penerbit Graha Ilmu. Yogyakarta
- Tagala. 2018. Psikologi Industri dan Organisasi. Depok: Rajawali Pers.
- Umar, Husein, 2014. Riset Manajemen Sumber Daya Manusia dalam organisasi. Gramedia Pustaka Utama. Jakarta.
- Utaminingsih, Alifiulahtin. 2014. [Perilaku Organisasi: Kajian Teoritik & Empirik terhadap Budaya Organisasi, Gaya Kepemimpinan, Kepercayaan dan Komitmen](#). Universitas Brawijaya Press
- Uyanto, 2009. Metode Penelitian. Bumi Aksara. Jakarta.
- Yuniarti, Y. (2022). The Effect of Education and Training Program, Facilities and Infrastructure Completeness, Organizational Support on Employee Performance Through Satisfaction as Variable Mediation. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 5(2).