

COMPENSATION AND SOCIAL WORKING ENVIRONMENT INFLUENCING UNMET NEEDS OF FAMILY PLANNING

Pengaruh Sistem Upah dan Lingkungan Sosial terhadap Kejadian Unmet needs Keluarga Berencana

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ABSTRACT

Background: The incidence of unmet needs of family planning is one of the performance indicators of Family Planning Outreach Workers. There were 30 sub-districts in Surabaya, but only two sub-districts reached the number of unmet need incidences at 7.3% as required by the government standard in 2016.

Aims: The study aimed to analyze the correlation and effect of performance factors, especially salary system and social working environment towards the number of unmet need incidences in Surabaya.

Method: This study employed descriptive quantitative research with a cross-sectional design. The data were obtained from questionnaires, filled out by 30 teams of Family Planning Outreach in Surabaya as respondents selected by using a total sampling method. The data were analyzed with descriptive statistical tests of cross-tabulation between salary system, workplace, and incidence of unmet need.

Results: A better condition of salary system did not determine the standard number of unmet need incidences. Two districts that perceives fair social working environment have the number of unmet need incidences that follows the standard of $\leq 7.3\%$. Whereas only 10 districts have perceived a good social working system which result in the unachieved standard number of unmet need incidences at $>7.3\%$.

Conclusion: There is no significant correlation or influence between salary or compensation system with the number of unmet need incidences. However, there are not significant correlation and influence between the social working environment and the number of unmet need incidences. Therefore, improvements in the social working environment should be made to achieve the goal of family planning program.

Keywords: family planning outreach workers, salary system, social working environment, unmet need.

ABSTRAK

Latar Belakang: Angka kejadian Unmet needs KB masyarakat merupakan salah satu indikator kinerja dari Tim Penyuluh Lapangan Keluarga Berencana (PLKB) Kota Surabaya. Dari 30 kecamatan di Kota Surabaya, hanya terdapat 2 kecamatan yang memiliki angka unmet needs sesuai dengan target yang ditentukan pemerintah yaitu 7.3% pada Tahun 2016.

Tujuan: Tujuan dari penelitian ini adalah untuk menganalisis faktor kinerja terutama dalam sistem upah dan lingkungan sosial tempat kerja dengan kejadian unmet needs di Kota Surabaya.

Metode: Penelitian ini merupakan penelitian kuantitatif deskriptif dengan desain cross-sectional. Data diperoleh dari kuesioner kepada 65 responden yang didapatkan menggunakan metode total sampling Tim Penyuluh Lapangan KB Kota Surabaya. Data dianalisis menggunakan uji statistik deskriptif tabulasi silang antara sistem upah dengan kejadian unmet needs dan lingkungan sosial tempat kerja dengan kejadian unmet need.

Hasil: Semakin baik kondisi sistem upah tidak menentukan jumlah kejadian unmet needs dengan standar. Terdapat 2 kecamatan yang menganggap lingkungan sosial tempat kerja memiliki unmet needs standard sebesar $\leq 7.3\%$. Sedangkan, 10 kecamatan menilai bagus lingkungan sosial tempat kerja, tetapi tidak mencapai standar angka unmet needs.

Kesimpulan: Cenderung tidak ada keterkaitan signifikan antara sistem upah/kompensasi tim PLKB dengan kejadian unmet needs dan ada sedikit pengaruh antara lingkungan sosial tempat kerja tim PLKB dengan kejadian unmet need. Lingkungan sosial tempat kerja tim PLKB perlu ditingkatkan untuk mencapai target Program Keluarga Berencana.

Kata kunci: lingkungan sosial, sistem upah, tim PLKB, unmet need.

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INTRODUCTION

Unmet need has been a core concept in decades regarding the discourse on the international population. It occurs around the world,

particularly in developing countries. There are 214 million women in productive age who want to avoid pregnancy but not using a modern contraceptive

method in the developing countries (Sedgh, Ashford and Hussain, 2016).

According to the Indonesia Demographic and Health Survey (SDKI) during 2002-2003 and in 2012, the number of unmet need incidences in Indonesia increased during 2003-2012. In 2003, it reached at 8.6%, 9.1% in 2007, and 11.4% in 2012. Then, it decreased to 9.8% in 2016. The provinces with the highest number of unmet need incidences in Indonesia include Jambi, Central Java, Special Region of Yogyakarta, East Java, South Sumatera, South Sulawesi, North Sulawesi, East Nusa Tenggara, and East Kalimantan.

The unmet needs in the Family Planning Program is a phenomenon in which a fertile age couple does not want to have more children or wants to give 24 months spawn before they have another child, while they do not use any contraception to prevent pregnancy. In other words, the fertile age couple does not want another child but use no contraception either (Juliaan, 2009).

Family Planning Outreach Worker or *Penyuluh Lapangan Keluarga Berencana* (PLKB) is one of the Regional Government's Working Unit or *Satuan Kerja Perangkat Daerah* (SKPD) under National Population and Family Planning Board (BKKBN) in regional level. The National Population and Family Planning Board is responsible for managing, performing, and transforming society to be involved in the Family Planning Village program. Whereas Family Planning Outreach Workers have duties, authorities, and responsibilities for conducting counseling, encouraging society, providing assistance, evaluating and developing the Family Planning Program, and other programs assigned by the local government. Family Planning Outreach Workers have a role as executor, manager, or activator in the implementation of Family Planning Programs in the village level as assigned following its functions and duties. Family Planning Outreach Workers may become providers of places, medicines, and contraceptive education teaching properties (Setyowati, Arsiyah, and Balahmar, 2016).

Performance is a work result that is displayed by an employee. Thus, performance can be measured from the results of works, tasks, or activities in a certain period (Notoatmodjo, 2009). According to Mahsun (2013), performance is a description of achievement level in the implementation of an activity/program/policy in realizing the goals, objectives, missions, and visions of the organization contained in the strategic planning of an organization. Performance only can be measured if the individual or group has measurement criteria to be fulfilled. Prawirosentono in Hutanto, Djumlani, and Apriani (2014) defines performance as a work result achieved by an employee or a group of employee in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the objectives of the organization legally, to obey the law, and to stay in accordance with morals and ethics. According to Tiffin and Mc. Cornick in Widodo (2009), there are two factors that influence performance, i.e., individual variables and situational variables. The individual variables

consist of attitude, character, physical trait, motivation, age, gender, education level, and other individual factors. The situational variables consist of physical and work factors, including work method, workload, design, condition of work equipment, the arrangement of space, physical environment, social factors, and organization. The organization includes rules, types of organization, types of training and monitoring, salary system, and the effect of the social working environment. The salary system and social working environment are included as social and organizational factors. According to Bhattacharya (2014), a salary or compensation system is a method to give the employee monetary value as a result of work performance.

Social working environment is the environment around the workplace, physically or non-physically, that gives the employee a peaceful, relaxing, and comfortable feeling. Social working environment is everything around the employee that may directly affect them when they work. They are responsible for the work given to them (Wihardi, Pradhanawati, and Susanto, 2014).

Surabaya is one of three cities that become an example of other cities that successfully implements the Family Planning Program in Indonesia. The two other cities are Jakarta and Palangkaraya. Nevertheless, Surabaya still has a problem with the occurrence of unmet needs. It becomes the second city with the highest rate of unmet need incidences at 15.4% in East Java. The number of unmet need incidences in Surabaya was still high compared to the standard set by the government at 7.3% (National Development Planning Agency, 2009). In this case, the number of unmet need incidences is a performance indicator of the Family Planning Outreach Workers who work under the Community Empowerment and Family Planning Board. Therefore, this study aimed to analyze the correlation and effect of social and organizational factors, especially salary system and social working environment towards the number of unmet need incidences in Surabaya.

METHOD

This study used a cross-sectional design because the research was conducted by considering various research variables simultaneously. This study employed quantitative descriptive research and collected the data through questionnaires as the research instrument. The population involved in this research was 30 teams as respondents in 30 sub-districts consisting of 65 members. Each team consisted of 1 up to 3 officers. The samples were chosen by using total sampling method. The study was conducted within two months, from November until December at the Office of Community Empowerment Agency or *Badan Pemberdayaan Masyarakat* (BPM) and National Population and Family Planning Board of Surabaya in 2016.

There were two variables in this study. The independent variables of this research were the salary system and the social working environment. The dependent variable was the incidence of the

unmet need. The study utilized statistic descriptive cross-tabulation to find the correlation of these two variables. The primary data were obtained from the questionnaires given to employees regarding the salary system and social working environment, where the Family Planning Outreach Workers work. The questionnaire instrument consisted of 6 questions about the salary system and 9 questions about the social working environment. The assessment of respondents used a Likert scale from 1 to 4 with the choice of answers never, sometimes, often, and always. Furthermore, the researchers classified the respondents' answer scores into several categories. The data from the salary system questions were divided into a bad category (1-12) and a good category (13-24). Meanwhile, the data from the assessment of the social working environment questions were divided into bad (1-9), lack (10-18), fair (19-27), and good (28-36).

RESULTS AND DISCUSSION

The Performance of Family Planning Outreach Workers

The performance of Family Planning Outreach Workers is the result in achieving their goal. Family Planning Outreach Workers also have a responsibility to disseminate and educate society about contraception instruments. The dissemination is performed periodically to increase public awareness about the importance of contraception instrument, especially for the fertile age couple. One of the success indicators is to maintain the standard number of unmet need incidences. The social working environment can be measured from several indicators, i.e., the workers' interaction with the community, community response, support from community organizations, supports from local government, the availability and accessibility of intervention programs.

The Incidence of Unmet Needs of Family Planning

The concept of unmet needs is widely applied to identify the reluctancy of contraception use. In this case, it can happen to couples who need to use contraception but no longer intend to have children. Also, they want to postpone their pregnancies for up to 24 months, but they do not use contraception.

The unmet needs are one of the performance indicators that by the Family Planning Outreach Workers need to achieve. The workers have duties and responsibilities to provide counseling and facilitate fertile age couples to participate in the Family Planning Program. The standard target of the unmet needs set by the government is at 7.3%.

Table 1 presents that out of 30 sub-districts studied, there were only two sub-districts that had unmet needs of 5.96% and 6.68%, below the government standard of $\leq 7.3\%$. Meanwhile, 28 sub-districts had the number of unmet need incidences ranging from 9%-23%. Several factors influenced the incidence of unmet needs in society. According to Husnah in Jidar (2018), one of the factors is the

correlation of the information about the Family Planning Program and the incidence of unmet need. The more information of contraception is obtained, the higher the women tend to use contraception. Besides, visits done by the workers also significantly affect the participation of contraception usage. Most of the sub-districts still do not meet the standard number of unmet need incident. That circumstance indicates that the performance was unsuccessful in reducing the number of unmet need incidences in Surabaya.

Salary or Compensation System

The salary system is defined as a policy or procedure for regulating the provision of compensation or wage received by the workers. Salary or compensation system is an award, reward, or fringe benefits given by the company or organization to employees for their works (Kadarisman, 2011). Compensation can be in the form of money and direct or indirect goods. The salary or compensation system is always associated with the quantity and quality of performances in the organization. A good salary or compensation system is related to what extent the goal of the organization will be achieved.

According to Rivai (2005), providing compensation is one of the Human Resources Management function, which deals with all types of individual awards for carrying out organizational tasks. Compensation is the main cost of expertise or work and loyalty in organizational activities. Furthermore, compensation is the main reason why most people work. According to Rivai (2005), compensation does not only affect the motivation of employees' performance but also play a vital role in influencing employees' morale and performance. A salary or compensation system is implemented to achieve the organization's goals of recruitment, performance, and job satisfaction (Patnaik and Padhi, 2012). An ideal salary or compensation system will help to improve employees' performance in the organization.

The Correlation of Salary System and Incidences of Unmet Needs.

From Table 2, it can be identified that out of 30 teams, 4 teams stated having a bad salary system with a percentage of 13.3%. Those with a "bad" salary system achieved the number of standard unmet needs of $\leq 7.3\%$, and 3 incidences of unmet needs still did not reach the standard. Besides, 26 teams had a "good" salary system with a percentage of 86.7%. In the good category of salary system, there was 1 sub-district which the number of unmet need incidences is $\leq 7.3\%$, while the 25 districts still have the number of unmet need incidences of $> 7.3\%$. It indicates the unachieved standard was still above 50% or more than half of the total incidences throughout 30 sub-districts.

Based on Table 2, it can be seen that the Family Planning Outreach Workers with a poor salary or compensation system had unachieved unmet needs. It indicated that a good or bad salary system did not have any significant influences on the achievement of the standard unmet needs. A

good salary system did not necessarily affect the number of unmet need incidences. Even, the number of unmet need incidences that belongs to a good social working environment and exceeds 7.3% was still more than that performed by the Family

Planning Outreach Workers with a poor salary system. Likewise, a poor salary system did not signify the number of unmet needs incidents that exceeds >7.3%.

Table 1. The Distribution of Unmet Needs in Family Planning in Each Sub-District of Surabaya in 2016.

No	Sub-Districts	Society Unmet Needs	Standard
1	Tegalsari	5.59%	Achieved
2	Genteng	6.68%	Achieved
3	Bubutan	9.07%	Unachieved
4	Simokerto	9.06%	Unachieved
5	Pabean Cantian	9.15%	Unachieved
6	Semampir	10.29%	Unachieved
7	Krembangan	10.39%	Unachieved
8	Kenjeran	10.58%	Unachieved
9	Bulak	10.60%	Unachieved
10	Tambaksari	11.09%	Unachieved
11	Gubeng	11.30%	Unachieved
12	Rungkut	11.62%	Unachieved
13	Trenggilis Mejoyo	11.75%	Unachieved
14	Gunung Anyar	12.70%	Unachieved
15	Sukolilo	13.20%	Unachieved
16	Mulyorejo	13.41%	Unachieved
17	Sawahan	14.35%	Unachieved
18	Wonokromo	14.49%	Unachieved
19	Karang Pilang	14.55%	Unachieved
20	Dukuh Pakis	14.69%	Unachieved
21	Wiyung	15.62%	Unachieved
22	Wonocolo	15.89%	Unachieved
23	Gayungan	16.77%	Unachieved
24	Jambangan	16.89%	Unachieved
25	Tandes	16.94%	Unachieved
26	Sukomanunggal	17.89%	Unachieved
27	Asemrowo	17.90%	Unachieved
28	Benowo	20.06%	Unachieved
29	Pakal	20.37%	Unachieved
30	Lakarsantri	23.61%	Unachieved

**When the number of unmet needs is ≤7.3%, it achieves the standard. If it exceeds 7.3%, the number of unmet needs does not achieve the standard.*

This was not in line with Anuraga et al.'s (2016) study which stated that compensation had a positive and significant effect on employees' productivity. In addition, according to the study conducted by Posuma (2013), compensation is very influential on employees' performances. Compensation given to the employee should be in accordance with the performance to increase their motivation and enthusiasm.

In the study conducted by Dhermawan et al. (2012), compensation has a positive and significant effect, which means that an increase in compensation has an impact on improving employees' performances and vice versa. If the compensation given to employees is less or in fair, then it will result in the low performance of the employees. The study conducted by Nzyoka and Orwa (2016) stated that there was a positive significant correlation of total compensation and employees' performances.

However, these results are in line with the study conducted by Rizal et al. (2014). It stated that compensation does not have a significant effect on employees' performances. Gunawan and Amalia (2015) asserted that there is a significant negative effect of salary system on employees' performances because salary is less powerful extrinsic motivation than intrinsic motivation, such as the quality of working life.

The previous studies and the current study indicated that the salary system did not have a correlation or influence on the number of unmet need incidences in Surabaya. This problem occurs because there are several other factors, such as the age of the fertile couple, parity, and husband's support which influence the number of incidences (Nurjannah, 2017).

Social working environment

According to Sedarmayanti (2009), the social working environment is a non-physical environment.

The social workplace environment is all circumstances that occur between the superior and co-worker. A good social working environment in a workplace will create a more comfortable work atmosphere that will make workers or employees more enthusiastic for working and completing their tasks.

Table 2. Cross-Tabulation on Perception of Salary System.

Salary System	Unmet needs				Total (%)	
	≤7.3%		>7.3%		n	%
	n	(%)	n	(%)		
Bad	1	25.0	3	75.0	4	13.3
Good	1	4.0	25	96.0	26	86.7
Total	2	6.7	28	93.3	30	100

In this case, the social working environment has 4 indicators, i.e., the social working environment of the community, organizational environment, the training institute, and the government support. These four indicators affect the quality and atmosphere of the social working environment.

The Correlation of Social working Environment and the Number of Unmet needs

Table 3 presents cross-tabulation distribution results between the social working environment and the number of unmet need incidences.

Table 3. Cross-Tabulation on Perception of Social Working Environment and Number of Unmeet Needs.

Social Working Environment	Number of Unmet Needs				Total (%)	
	≤7.3%		>7.3%		n	%
	n	(%)	n	(%)		
Bad	0	0.0	0	0.0	0	0
Lack	0	0.0	0	0.0	0	0
Fair	2	10.0	18	90.0	20	66.7
Good	0	0.0	10	100.	10	33.3
Total	2	6.7	28	93.3	30	100

From the data listed in Table 3, it suggested that from thirty teams, there were no teams who answered that the social working environment was bad and lack categories. There were 66.7% of teams stated that the social working environment was fair, while 33.3% of other teams stated that the social working environment was in a good category.

In the fair category of social working environment, there were two incidences of unmet needs that fulfill the standard of ≤7.3%, and 18 incidences of unmet needs did not meet the standard of >7.3%. In the category of a good social working environment, there were 10 incidences of unmet needs that did not meet the standard of >7.3% and there was no incidence of unmet needs that met the standard.

Based on the results of the cross-tabulation, it indicated that the correlation of the social working environment and the performance level to achieve

the standard incidence of unmet needs that tends to be insignificantly related. This aspect was indicated by two standard incidences of unmet needs in the fair category, while 18 incidences had not met the standard. In the good workplace of social working environment category, there was no incidence of unmet needs which met the standard.

In this case, the social working environment tends to be related to the number of unmet need incidences. It indicated that a fair or adequate social working environment was crucial to provide optimal performance. A good social working environment would provide a positive influence to the employees to enhance their work performance. Hence, a fair social working environment would improve performance to meet the standard number of unmet need incidences. As a result, there were 2 incidences that had reached the target.

The results of this study were also in line with other studies that find a correlation of the social working environment and employees' performance (Widhiastana, Wardana, and Sudibya, 2017). They prove a positive and significant effect of employees' performance on the number of unmet need incidences. Based on this study, it can be inferred that a good, comfortable, and conducive work environment was needed by employees to achieve high performances. According to Sofyan (2013), there is a positive correlation of workplace and work performance.

This study stated that the social working environment was meant to shape the employees' attitudes. A positive attitude is expected to support work performance and productivity. Also, there was a significant correlation of workers' health and workplace environment. The productivity and workers' health could decrease due to the poorly planned workplace environment which impacts their motivation and job satisfaction.

On the other hand, the study conducted by Arianto (2013) indicated that a workplace has no significant influence on performance. It occurs due to inadequate physical and non-physical environment and the lack of support for activities carried out in the workplace.

CONCLUSION

The incidence of unmet needs is one of the performance indicators that Surabaya Family Planning Outreach Workers should aware of. The factors, which influence the performance in achieving the standard number of unmet needs, are salary system and social working environment.

There are two conclusions from the results of the this study. First, salary or compensation tends to be insignificantly related to the number of unmet need incidences. However, if the salary system is in a good category, it is not directly proportional to the number of unmet need incidences. The performance of the Family Planning Outreach Workers can be caused by other external factors, such as the age of couple, husband's support, and the amount of parity that have a more significant influence on the incidence of unmet need. Second, there is a minor influence between social working environment and the

number of unmet need incidences. It is indicated by two sub-districts which achieve the government's target of unmet need incidences. The incidences of unmet needs failing to meet the target in a good social working environment are smaller than that in fair social working environment. Therefore, improvements in social working environment should be made. Hence, it can enhance the performance of the Family Planning Outreach Workers to achieve the goal.

CONFLICT OF INTEREST

The authors state that there is no conflict of interest in this article.

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