ISSN 2621-458X

THE INFLUENCE OF EDUCATION LEVEL ON THE PERFORMANCE OF GENERAL ADMINISTRATIVE EMPLOYEES AT REGIONAL GENERAL HOSPITAL, BARRU DISTRICT

Musdalifah
musdalifah@algazali.ac.id
STIA Al Gazali Barru
Masyitah
masyitah@algazali.ac.id
STIA Al Gazali Barru

ABSTRACT

This study aims to determine: The effect of educational level on the performance of employees in the field of general administration at the Barru District General Hospital. Data sources obtained by: Observation, Interview, Documentation. Data analysis uses: data collection, data reduction, data presentation, conclusion / verification. The results of this study indicate that the level of education affects the performance of employees in the field of general administration at the Barru District General Hospital. in the Regional General Hospital of Barru Regency is 64.6%

Keywords: *Education, quality, employee, performance*

A. INTRODUCTION

Once the importance of the development of national education has become a serious concern of the Government. This was marked by the issuance of Law Number 20 of 2003 concerning the National Education System which stated that the government and regional administrations are obliged to guarantee the availability of funds to provide free education for every citizen aged seven to fifteen years, known as nine-year compulsory education.

National development is carried out with the aim of realizing national goals, namely to improve the quality of life of the nation, so that it is hoped that later it will be able to achieve physical and spiritual well-being for the whole community. In realizing this goal, the government has been trying to carry out development in various fields and development sectors by adjusting the conditions and needs of the community, especially in development in the field of productive human resources. (Hanna Rianita Putri. 2016: 293).

According to Harsono in Evert Fandi Mandang, et al (2017) explains that according to the language center of the national education department, education is the process of changing the attitudes and procedures of a person or group of people in an effort to mature humans through teaching and training efforts. Education is a process that changes the attitude of a person or group of people towards maturity in order to be able to increase the powe

organizational goals.

The progress of an organization is largely determined by the performance of employees in carrying out their duties so that it is directly proportional to the service performance of the organization or agency. Every organization generally expects its employees to be able to carry out their duties effectively, efficiently, productively and professionally. All of this is intended so that the organization has quality human resources and at the same time has high competitiveness. (Jinang Zulfauziah.2018: 3).

In accordance with the mandate of Law No. 5 of 2014 concerning the State Civil Apparatus, which explains that the State Civil Apparatus is expected to be able to improve performance, productivity, and develop potential utilization in carrying out tasks. According to Jinang Zulfauziah (2018: 4) that the State Civil Apparatus Law (ASN) was made in order to further improve employee performance. Therefore, the State Civil Apparatus is required to provide performance with good productivity in providing services, providing good and excellent service quality, where ASN is responsive and responsible in carrying out and providing services to the community and is responsible for their duties and functions.

To find out the level of performance of an employee or organization, a performance appraisal is carried out in an organization. Performance appraisal is a very important activity because it can be used as a measure of the success of an

organization in achieving its goals and vision and mission. By evaluating performance, efforts to improve performance can be carried out in a directed and systematic manner so that the organization can operate effectively, efficiently and responsively in providing services to the community. In addition, performance appraisal can also be used to find out and assess how far the services provided by the organization meet expectations and satisfy service users. (Jinang Zulfauziah. 2018: 4).

Third, Indonesia needs health facilities, data according to the World Health Organization (WHO), since the beginning of 2014, Indonesia has had BPJS or Social Security Administration Agency after 9 years, health facilities in Indonesia are still limited (Rahmat Nurjaman. 2018 : 16-17)

One organization that really needs quality human resources is a hospital, so that they are able to manage the health that is needed by the wider community. The hospital is a provider of health services, and the pillar of hope for the community to obtain health services. One important part that supports the performance of the hospital is the general administration section. This section organizes general administrative services that are needed both by the hospital itself and the public who need health services. It is expected that the employees who carry out their duties will show professional performance in carrying out general hospital administration according to the rules in the Standard Operating Procedures (SOP) that apply to all hospitals in Indonesia.

Performance According to Mangkunegara in Dena Irmatasari (2019: 26) that "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". Meanwhile, according to Wibowo (2015: 17), that "Performance is about doing the job and the results achieved from the job".

According to Widiaswari in Dena Irmatasari. (2019: 26). performance is defined as the result of the work itself, because work results provide a strong link to the strategic objectives of the organization.

Likewise at the Barru District General Hospital (RSUD), it is expected that employees who carry out the general administration of the hospital can show the expected performance. However, based on the initial survey, it is known that even though the implementation of general administration has been carried out for a long

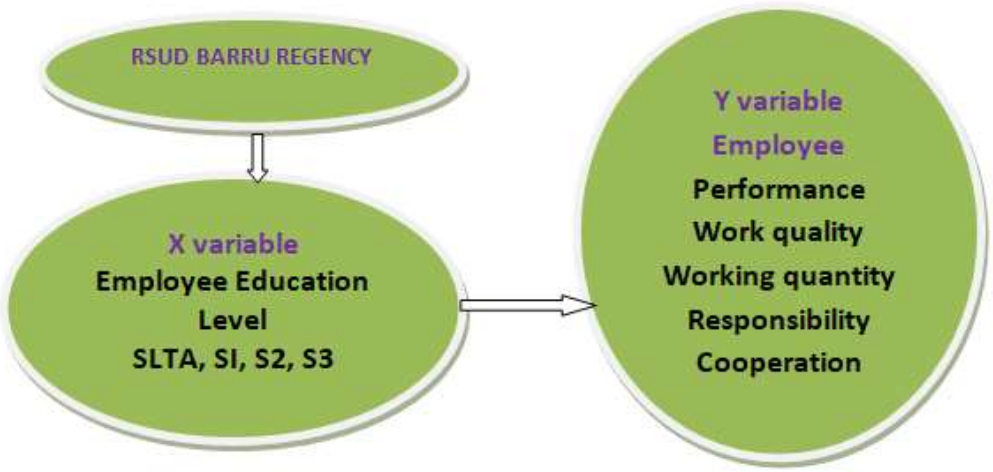
time, its implementation has not run optimally so that administrative management has not fully run optimally. Among other dominant indications is the slow completion of administrative tasks that should be carried out quickly and precisely according to the rules. Various influencing factors include the still weak human resources of employees and the lack of facilities and infrastructure to support activities.

Thinking Framework

Based on some of the explanations above, it shows the concept of the influence of educational level on the performance of employees in the general administration field at the Regional General Hospital of Barru Regency. For this reason, a framework of thinking was developed based on research indicators regarding the effect of education level on the performance of employees in the general administration field at the Regional General Hospital of Barru Regency. The framework in question is as follows:

Figure 1

Thinking Framework Chart



B. RESEARCH METHOD

- Type of Research

This study uses a descriptive research type through a quantitative approach, which is based more on data that can be calculated to produce a strong

quantitative interpretation. The data used are data sourced from questionnaires and documentation.

- Location and time of research

  1. Research Locations

  This research was conducted at the Regional General Hospital (RSUD) Barru District.

  2. Research Time

  The research was conducted for three months, from August to October 2022

C. RESEARCH RESULTS AND DISCUSSION

- . Research Results

One way to improve human resources is through education in various HR development programs. With adequate education, a person will have the opportunity to get a decent job and income. If the organization has employees/employees with quality human resources, it will encourage organizational improvement and development. Therefore the performance of an organization will always be influenced by the contributions made by its employees

Every organization generally expects its employees to be able to carry out their duties effectively, efficiently, productively and professionally. All of this is intended so that the organization has quality human resources and at the same time has high competitiveness. Therefore, according to the mandate of Law Number 5 of 2014 concerning the State Civil Apparatus, which explains that the State Civil Apparatus is expected to be able to improve performance, productivity, and develop potential utilization in carrying out tasks.

The implementation of health services in Indonesia is currently still not encouraging. The Ministry of Health said there are three main problems in the health sector, namely First: Lack of human resources for professional health workers, human resources in the health sector are lacking in terms of quantity, quality, distribution and productivity. The next cause is the low allocation of government funds for health financing compared to other countries. Furthermore, the causative factor is that Indonesia needs health facilities, data according to the World Health

Organization (WHO), since early 2014, Indonesia has had BPJS or Social Security Administrative Body after the passing of

One organization that really needs quality human resources is a hospital, so that they are able to manage the health that is needed by the wider community. One important part that supports the performance of the hospital is the general administration section. This section organizes general administrative services that are needed both by the hospital itself and the public who need health services. As in the Barru District General Hospital (RSUD), it is expected that employees who carry out the general administration of the hospital can show the expected performance. To produce quality employee performance, among other things, a certain level of education is needed.

Based on the explanation above, this study aims to determine the effect of education level on the performance of employees in the field of general administration at the Regional General Hospital of Barru Regency. After the process of data collection and data analysis has been carried out, the research results have been obtained, namely as follows:

Uji Validitas

1. Test the validity and reliability of the questionnaire

a. Validity test

The validity test aims to determine the validity (appropriateness) of the questionnaire used by researchers in obtaining and measuring research data from respondents. To find out whether the questionnaire is valid or not, it can be done in 2 ways, namely:

1) Based on the calculated value of r count

The basis for making decisions to find out r arithmetic in general are:

a) If r count > r table, then it is declared valid

b) ika r count < r table, then declared invalid

2) Based on the significance value (Sig)

The basis for making decisions to find out r arithmetic in general are:

a) If the significance value is <0.05 then it is declared valid

b) If the significance value is > 0.05 then it is declared invalid

After processing the data through the SPSS program, the data is obtained according to the following table:

Table 1.1

Validity test

Correlations

		x1	x2	x3	x4	x5	x6	x7	x8	x9	total
x1	Pearson Correlation	1	,281	,335	,239	,354	,072	,426	,269	.705**	.624**
	Sig. (2-tailed)		,230	,149	,310	,126	,763	,061	,252	,001	,003
	N	20	20	20	20	20	20	20	20	20	20
x2	Pearson Correlation	,281	1	.661**	,244	,042	,213	,388	,170	,194	.600**
	Sig. (2-tailed)	,230		,001	,300	,861	,367	,091	,475	,412	,005
	N	20	20	20	20	20	20	20	20	20	20
x3	Pearson Correlation	,335	.661**	1	,291	,174	,254	,191	.594**	,290	.715**
	Sig. (2-tailed)	,149	,001		,214	,463	,279	,421	,006	,216	,000
	N	20	20	20	20	20	20	20	20	20	20
x4	Pearson Correlation	,239	,244	,291	1	,278	.539*	,265	,303	,149	.617**
	Sig. (2-tailed)	,310	,300	,214		,235	,014	,258	,194	,530	,004
	N	20	20	20	20	20	20	20	20	20	20
x5	Pearson Correlation	,354	,042	,174	,278	1	.467*	.553*	.513*	,205	.613**
	Sig. (2-tailed)	,126	,861	,463	,235		,038	,011	,021	,387	,004
	N	20	20	20	20	20	20	20	20	20	20
x6	Pearson Correlation	,072	,213	,254	.539*	.467*	1	.542*	.541*	,080	.591**
	Sig. (2-tailed)	,763	,367	,279	,014	,038		,014	,014	,736	,006
	N	20	20	20	20	20	20	20	20	20	20
x7	Pearson Correlation	,426	,388	,191	,265	.553*	.542*	1	,340	,410	.649**
	Sig. (2-tailed)	,061	,091	,421	,258	,011	,014		,142	,072	,002

	N	20	20	20	20	20	20	20	20	20	20
x8	Pearson Correlation	,269	,170	.594**	,303	.513*	.541*	,340	1	,134	.671**
	Sig. (2-tailed)	,252	,475	,006	,194	,021	,014	,142		,573	,001
	N	20	20	20	20	20	20	20	20	20	20
x9	Pearson Correlation	.705**	,194	,290	,149	,205	,080	,410	,134	1	.498*
	Sig. (2-tailed)	,001	,412	,216	,530	,387	,736	,072	,573		,025
	N	20	20	20	20	20	20	20	20	20	20
Total	Pearson Correlation	.624**	.600**	.715**	.617**	.613**	.591**	.649**	.671**	.498*	1
	Sig. (2-tailed)	,003	,005	,000	,004	,004	,006	,002	,001	,025	
	N	20	20	20	20	20	20	20	20	20	20

After processing the data to test the validity, from the SPSS output in table 1.1 Correlations above it is known:

1) Based on the answers from 20 samples of respondents who answered 9 items in the questionnaire, it is known that the value of r arithmetic starting from X1-X9 is greater than r table. It is known that if it is adjusted to the distribution of the r table value, the value is obtained: 0.444. So the value of r count > r table, it can be concluded that all of the questionnaire items used are valid

2) Based on the answers from 20 sample respondents, who answered 9 questionnaire question items, it is known that the significance value (sig) starting from X1-X9 is smaller than 0.05. So the significance value <0.05, it can be concluded that the questionnaire is declared valid.

Thus, from the two methods that have been used to test whether the questionnaire above is valid or not, namely based on the calculated r value and based on the significance value (Sig), the same value is obtained, which indicates that the 9 questionnaire items used are valid and the questionnaire

a. Reliability Test

The reliability test aims to find out whether the questionnaire when measurements are carried out repeatedly always obtains the same value.

According to V. Wiratna Sujarweni (2014) the questionnaire is said to be reliable if the Crombach Alpha value is greater than 0.6 or 60%.

Table 1,2

X variable Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.801	.813	9

From the processing of the SPSS results above, the Cronbach's Alpha value is: 0.813 or 81.3%. Thus it can be said that the questionnaire used is reliable. In other words, the education level (X) dependent variable questionnaire used is reliable.

Table 1.3

Variable Y Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.907	.912	18

The SPSS results above show that the value of Cronbach's Alpha is 0.912 or 91.2%. According to V. Wiratna Sujarweni (2014) the questionnaire is said to be reliable if the Crombach Alpha value is greater than 0.6 or 60%. In this case the result obtained is 91.2%. >60%. Thus it can be said that the questionnaire used for the performance dependent variable (Y) is reliable.

2. Normality Test

According to Sahid Raharjo (2020), the normality test can be carried out, among other things, through the Kolmogorov Smirnov normality test which is part of the

classic assumption test. The normality test aims to determine whether the residual values are normally distributed or not. A good regression model is to have normally distributed residual values.

The basis for making a decision on the normality test is:

a. If the significance value is > 0.05, then the residual value is normally distributed

b. If the significance value is <0.05, then the residual value is not normally distributed

Table 1.4

Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		20
Normal Parameters[a,,b]	Mean	.0000000
	Std. Deviation	.00000000[c]

a. Test distribution is Normal.

b. Calculated from data.

c. The distribution has no variance for this variable. One-Sample Kolmogorov-Smirnov Test cannot be performed.

Based on the SPSS output above in table 3 One-Sample Kolmogorov-Smirnov Test, it is known that the residual value is: 0.553. If this residual value is adjusted according to the basis of decision making, then 0.553 > 0.05. Thus it can be concluded that the residual values are normally distributed. Because the residual values are normally distributed, it can be continued to the regression analysis because the conditions have been met.

3. Linearity Test

According to Sahid Raharjo (2020) that the linearity test aims to find out the form of the relationship between the independent variable (X) and the dependent variable (Y). To find out the linearity test, it can be used in 2 ways, namely:

a. Based on the level of significance

The basis for making a decision for the Linearity test based on the level of significance is:

1) If the Sig deviation from linearity value is > 0.05, then there is a linear relationship between the independent variable (X) and the dependent variable (Y)

2) If the Sig deviation from linearity value is <0.05, then there is no linear relationship between the independent variable (X) and the dependent variable (Y)

b. Based on the value of F

The basis for decision making based on the value of F is:

1) If the calculated F value <F table, it means that there is a linear relationship between the independent variable (X) and the dependent variable (Y)
2) If the calculated F value > F table, it means that there is no linear relationship between the independent variable (X) and the dependent variable (Y)

Table 1.5

Linearity Test

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kinerja Pegawai* TingkatPendidikan	Between Groups	(Combined)	531,983	3	177,328	10,027	,001
		Linearity	526,404	1	526,404	29,765	,000
		Deviation from Linearity	5,580	2	2,790	,158	,855
	Within Groups		282,967	16	17,685		
	Total		814,950	19			

Based on the SPSS output results in the above annova,

a. Based on the level of significance.

The significance value is: 0.855. If adjusted according to the basis of decision making, then 0.085 > 0.05. This means that there is a linear relationship between the independent variable Education Level (X) and the dependent variable Employee Performance (Y)

b. Based on the SPSS output results in the Anova table above, it is known that the calculated F value is: 0.158. According to Sahid Raharjo (2020), the formula for finding F tables is:

F table : (df deviation From linearity ; df withing groups)

: (2 ; 16).

Then look for numbers 2 and 16 in the distribution of F table values, get the value: 3.63. If adjusted for the basis of decision making, then 0.158 < 3.63. This means that there is a linear relationship between the independent variable (X) and the variable (Y).

Of the 2 ways mentioned above, both based on the level of significance and based on the value of f. then the results are the same, that is, there is a linear relationship between the independent variable Education Level (X) and the dependent variable Employee Performance (Y).

4. Determinant Coefficient Test

The determinant coefficient test aims to determine the effect of the independent variable (X) on the dependent variable (Y). To find out, a simple linear regression formula is used, namely: Y : a + bX

Table 1.6

Determinant Coefficient Test

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	26.981	8.696		3.103	.006
Tingkat pendidikan	.698	.122	.804	5.730	.000

a. Dependent Variable: Community Satisfaction

Coefficientsa

Model Unstandardized Coefficients Standardized Coefficients t Sig.

B Std. Beta Errors

1 (Constant) 26,981 8,696 3,103 ,006

Level of education .698 .122 .804 5,730 ,000

a. Dependent Variable: Community Satisfaction

The Cofficiens table above explains that the Constant (a) value is: 26.981% while the Education Level value (X) is: 0.698%. From these results it can be included in the simple linear regression formula, namely:

Y : a + bX

Y : 26.981 + 0.698X

Based on the equation above, it can be translated:

a. A constant value of: 26.98 means that the consistent value of the Employee Performance variable (Y) is: 26.981

b. The value of the regression coefficient X is: 0.698 or 69.8%.

This value states that for every 1% addition of Education Level (X), the Employee Performance value increases by: 0.698. The regression coefficient is positive, so it can be said that the direction of the influence of the Education Level variable (X) on the Employee Performance variable (Y) is positive.

5. Simple Linear Regression Test

According to Sahid Raharjo (2020) there are 2 basics for making a decision on a simple linear regression test, namely:

a. Comparing the significance value with the probability value of 0.05

1) If the significance value is <0.05, then variable X has an effect on variable Y

2) If the significant value is > 0.05, then variable X has no effect on variable Y

b. Comparing the calculated t value with t table

1) If the value of t count > t table, then variable X affects variable Y

2) If the value of t count <T table, then variable X has no effect on variable Y

In this study, the implementation of hypothesis testing was used only based on a comparison of the significance value with a probability value of 0.05.

Table 1.7

Simple Linear Regression Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.804[a]	.646	.626	4.00379

a. Predictors: (Constant), Education Level

The SPSS output in the Summary table above explains the magnitude of the correlation/relationship (R Square), which is equal to: 0.804. In addition, the output also obtained the coefficient of determination (R Square), equal to: 0.646 or 64.6%, which implies that the effect of the independent variable level of education (X) on the dependent variable employee performance (Y) is: 64.6%. The remaining 35.4% is determined by other variables not explained in this study.

A. Discussion

The following will present a discussion of research results compiled based on research indicators, namely as follows:

1. Validity and Reliability Test

a. Validity Test

The validity test aims to determine the validity (appropriateness) of the questionnaire used by researchers in obtaining and measuring research data from respondents. To find out whether the questionnaire is valid or not, it can be done in 2 ways, namely: based on the calculated r value and based on the significance value (Sig).

After analyzing the data through SPSS Version 17.0 processing, the results of questionnaire validation have been obtained, namely from 20 question items, each consisting of 9 questionnaires on Education level (X) and Employee Performance (Y), all of which show the number: 0.444. So the calculated r value > r table value. So it is concluded that the questionnaire is valid. Then based on the significance value (Sig), it is known that the significance value (sig) is less than 0.05. So it was concluded that the questionnaire was declared valid.

Of the two ways that have been done to test the validity of the questionnaire above, namely based on the calculated r value and based on the significance value (Sig), the same value is obtained, namely the questionnaire is valid and feasible to be used in research.

a.Reliability Test

The reliability test aims to find out whether the questionnaire when measurements are carried out repeatedly always obtains the same value. From

the processing of the SPSS results, it was obtained that the Cronbach's Alpha value for the dependent variable questionnaire was Education Level (X) which was: 0.813 or 81.3%. >60%. It is concluded that the questionnaire is reliable. Then for the employee performance independent variable questionnaire (Y) obtained Cronbach's Alpha value of 0.912 or 91.2%. >60%. It is concluded that the questionnaire is reliable.

2. Normality Test

The normality test can be carried out through the Kolmogorov Smirnov normality test which aims to determine whether the residual values are normally distributed or not. Based on the SPSS output, it is known that the residual value is: 0.553. >0.05. It is concluded that the residual values are normally distributed.

3. Linearity Test

The linearity test aims to determine the form of the relationship between the independent variable (X) and the dependent variable (Y). used in 2 ways:

a. Based on the level of significance, it is known that the significance value is: 0.855. >0.05. It means that there is a linear relationship between the independent variable and the dependent variable

b. Based on the SPSS output results, it is known that the calculated F value is: 0.158. This figure after using the formula to find the F table obtained value: 3.63 < 3.63. It means that there is a linear relationship between the independent variables and the dependent variable

Of the 2 ways mentioned above, both based on the level of significance and based on the value of f. then the same results are obtained, namely there is a linear relationship between the independent variable Education Level (X) and the dependent variable Employee Performance (Y)

4. Determinant Coefficient Test

The determinant coefficient test aims to determine the effect of the independent variable (X) on the dependent variable (Y). a simple linear regression formula is used, namely: Y : a + bX. From the SPSS results, the Constant value (a): 26.981% is obtained, while the Education Level value (X) is: 0.698%, so:

Y : a + bX

Y : 26.981 + 0.698X, translated:

a. A constant value of: 26.98 means that the consistent value of the Employee Performance variable (Y) is: 26.981

b. The value of the regression coefficient X is: 0.698 or 69.8%. This value states that for every 1% addition of Education Level (X), the Employee Performance value (Y) increases by: 0.698.

Thus it can be concluded that the results of the hypothesis test are

H1 is accepted and Ho is rejected or in other words there is an influence on the level of education (X0) on employee performance (Y)

5. Simple Linear Regression Test

SPSS output, in the Summary table it is known that the correlation/relationship (R Square) value is: 0.804. Then the value of the coefficient of determination (R Square) is: 0.646 or 64.6%. This means that the total effect of the independent variable level of education (X) on the dependent variable employee performance (Y) is 64.6%.

D. CONCLUSION

After the entire process of research and data analysis has been completed, conclusions can be drawn from the research results, namely as follows:

- The level of education influences the performance of employees in the field of general administration at the Barru District General Hospital.
- The total effect of educational level on the performance of employees in the field of general administration at the Barru District General Hospital is 64.6%

BIBLIOGRAPHY

Books

Anwar Prabu, Mangkunegara. 2011. *Manajemen Sumber Daya Manusia*. PT. Remaja Rosda Karya, Bandung.

Dessler, Gary. 2011. *Manajemen Sumber Daya Manusia*, Edisi Kesepuluh Jilid 2. PT. Macanan Jaya. Jakarta.

Hardjanto. 2012. *Manajemen Personalia & Sumber daya Manusia*. BPFE-Jakarta.

Malayu. S.P.Hasibuan, 2011, *Manajemen Sumber Daya Manusia*, Edisi. Revisi, Bumi Aksara. Jakarta.

Rivai, Veithzal .2014. *Manajemen Sumber Daya Manusia untuk Perusahaan dari Teori ke Praktik.* PT. Rajawali Persada. Jakarta .

Sedarmayanti, 2011. *Manajemen Sumber daya manusia dan produktifitas kerja*.: Reflika Aditama. Bandung

Sugiyono. 2016. *Metode Penelitian Administrasi, Dilengkapi Metode R & D*. Cetakan Ke 23. Maret 2016. Alfabeta CV. Bandung.ISSBN 979-8433-02-5.

Wibowo.2015. *Manajemen Kinerja.* PT Rajagrafindo Persada. Jakarta.

V. Wiratna Sujarweni .2014. *SPSS Untuk Penelitian*, Pustaka Baru Pers. Yogyakarta

Journal

Edi Saputra dkk. 2014. *Pengaruh Pendidikan Dan Pelatihan Terhadap Kinerja Pegawai (Studi Pada Badan Kepegawaian Daerah Kota Malang).* Jurnal Administrasi Publik (JAP), Vol. 2, No. 1.

Hanna Rianita Putri. 2016. *Pengaruh Pendidikan, Pengalaman Kerja, Dan Jenis Kelamin Terhadap Produktivitas Kerja Karyawan Bagian Produksi CV. Karunia Abadi Wonosobo*. jurnal Pendidikan dan Ekonomi, Volume 5, Nomor 4, Tahun 2016.

Hajar Nur Aswad. 2016. *Pengaruh Tingkat Pendidikan, Pelatihan dan Kompensasi Terhadap Kinerja Perawat di Rumah Sakit UIT Makassar*. Jurnal Mirai Management, Volume 1 Nomor 2, Oktober 2016.

Evert Fandi Mandang dkk.2017. *Pengaruh Tingkat Pendidikan Dan Pelatihan Terhadap Kinerja Karyawan Pada Pt. Bank Rakyat Indonesia (Persero*), *Tbk Cabang Manado*. Jurnal EMBA Vol.5 No.3 September 2017,

Dissertation, Thesis, Thesis

Dena Irmatasari. 2019. *Pengaruh Pendidikan Dan Pelatihan (Diklat) Serta Kemampuan Kerja Terhadap Kinerja Pegawai ada Rumah Sakit Jiwa Tampan Pekanbaru*. Skripsi. Universitas Islam Negeri Sultan Syarif Kasim Riau. Pekanbaru.

Jinang Zulfauziah. 2018. Skripsi. *Kinerja Dinas Perhubungan Dalam Pelayanan Pengujian Kendaraan Bermotor Jenis Angkutan Barang Di Kabupaten Pinrang*. Skripsi Universitas Hasanuddin. Makassar.

Rahmat Nurjaman. 2018. Tesis. *Kinerja Pelayanan Di Rumah Sakit Umum Daerah Syech Yusuf Kabupaten Gowa*. Skripsi.Universitas Hasanuddin, Makassar

Websites

Sahid Raharjo.2020. www.konsistensi.com / www.spssindonesia.com diakses

Legislative Documents

Undang-Undang Dasar Negara Republik Indonesia Tahun 1945

Undang-Undang Nomor 20 Tahun 2003 tentang Sistem Pendidikan Nasional

Undang- Undang RI Nomor 2 Tahun 1989 tentang Sistem Pendidikan Nasional

Undang-Undang N0mor 5 Tahun 2014 tentang Aparatur Sipil Negara

Peraturan Pemerintah Republik Indonesia Nomor 19 Tahun 2005 tentang Standar Nasional Pendidikan.