

# The Effect of Individual Characteristics and Work Environment on Employee Performance at the Education Office of Pidie Jaya Regency

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## Abstract

*This study aims to determine the factors that affect the performance of the employees of the Education Office of Pidie Jaya Regency by testing the individual characteristics and work environment variables. This study uses a sample of 84 employees with a total sampling method. The data analysis tool used is SPSS version 21 with multiple linear regression method. From the results of hypothesis testing simultaneously or as a whole, it is known that individual characteristics and work environment have a simultaneous or joint influence on the performance of the Pidie Jaya District Education Office employees. The results of the study on the influence of individual characteristics obtained the value of  $t_{count} 8,683$  greater than  $t_{table} 1,663$  with a probability of 0.00 less than 0.05, it can be interpreted as individual characteristics has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees. The results of the study on the influence of the work environment obtained the value of  $t_{count} 3,894$  greater than  $t_{table} 1,663$  with a probability of 0.00 less than 0.05, it can be interpreted that the work environment has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees. From the two variables studied, it is known that individual characteristics play the most dominant role on employee performance at the Pidie Jaya District Education Office.*

## Keywords

individual characteristics; work environment; performance



## I. Introduction

Human resources are a series of organizational activities directed at attracting, developing and retaining an effective workforce. The ability of employees as human resources in an organization is very important to increase work productivity in the organizational environment. As sophisticated as the facilities and infrastructure owned by the organization, without being supported by quality human resources, it can be estimated that the organization is difficult to progress and develop. Human resource development is essentially in the context of increasing capabilities so that higher productivity can be achieved. Human Resources (HR) is the most important component in a company or organization to run the business it does. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired (Shah et al, 2020). The development of human resources is a process of changing the human resources who belong to an

organization, from one situation to another, which is better to prepare a future responsibility in achieving organizational goals (Werdhiastutie et al, 2020).

Human existence is the most special resource, the privilege that exists in humans is the only resource in organizations that have different thoughts, feelings, and personalities. Different employee personalities make employees have their own characteristics so that they form an individual characteristic in employees. Good or bad individual characteristics of employees depend on how they apply it. These different individual characteristics are caused by age, gender, marital status, number of dependents and years of service. Individual characteristics that differ in each individual create different performance contributions also to the organization. Employees with good characteristics will make it easier for them to do their jobs, so that the resulting performance is optimal and has a very good impact on the company. On the other hand, employees with poor characteristics will hinder the company from operating and developing.

In addition to individual characteristics, there are also factors that directly affect employees and cannot be separated from achieving a company goal, namely the work environment. The work environment consisting of the physical and non-physical environment is also an equally important part for the continuity of the employee's work in carrying out the work which will then lead to interaction between the individual and the work environment. A pleasant work environment will provide a sense of satisfaction and enthusiasm for work, and vice versa if a boring work environment will have a negative impact and morale, so that employees are less enthusiastic in carrying out their duties.

Humans will be able to carry out their activities well, so that optimal results are achieved, if they are supported by an appropriate environmental condition. An environmental condition is said to be good or appropriate if humans can carry out their activities optimally, healthy, safe, and comfortable. Inconsistency in the work environment can be seen as a result in the long term. Furthermore, unfavorable environmental conditions can demand more manpower and time and do not support obtaining an efficient work system design. The work environment will also support the level of performance of employees. Performance is very important in an office. The success of an office depends on the performance of its employees. Therefore, Performance is an important thing for an office as well as on the part of the employees themselves. Employee performance will run effectively if it is supported by a comfortable work environment for individual employees.

This study takes the object of the Pidie Jaya District Education Office, which is a government agency led by a head of service and is directly under the direction of the Pidie Jaya regent. The Education Office has an office on Jalan Iskandar Muda Meureudu. The continuity of the activities or programs of the education office cannot be separated from the human resources themselves, the performance of human resources greatly affects the course of activities in the office. To improve performance, it is necessary to pay attention to a safe and comfortable work environment, and away from noise, so far, many employees feel that the work environment at the Pidie Jaya District Education Office is less comfortable and security is still not guaranteed. Therefore, it is necessary to create a conducive, safe, clean and tidy office environment because this will have an impact on the performance of local employees.

In addition to environmental factors, the Pidie Jaya District Education Office has employees of various individual characters who are different from each other, there are employees who have special skills and there are also separate employees who are not owned by other employees, the level of confidence of the employees is certainly different and this will impact on their performance. Therefore, it is very important to examine how the work environment and individual characteristics of employees at the Pidie Jaya Education Office are.

## **II. Review of Literature**

### **2.1 Individual Characteristics**

The most important resource in an organization is human resources, people who give their energy, talent, creativity, and effort to the organization so that an organization can continue to exist. Every human being has individual characteristics that are different from one another. The individual characteristics of each employee shape employee behavior that affects motivating, initiating, performing, and actualizing employee careers, but apart from the individual characteristics of each employee, things that can influence employee behavior do not only come from within the employee but also from the environment. work.

According to Thoha (2014: 34) individual characteristics are abilities, personal beliefs, expectations, needs, and past experiences. Meanwhile, according to Robbins and Judge (2015: 28) biographical characteristics such as age, gender, race, disability, and length of service are some of the real differences among workers. And Robbins and Judge (2015:32) also say that other individual characteristics are religious tenure, sexual orientation and gender identity, and cultural identity.

Based on the opinions of the experts above, it can be concluded that individual characteristics are individual abilities that vary from one individual to another.

#### **a. Factors Affecting Individual Characteristics**

There are several factors of individual characteristics according to Robbins & Judge (2015: 46) namely age, gender, race, marital status, and years of service in the organization.

##### **1. Age**

The older the employee, the higher his commitment to the organization, this is because the individual's opportunity to get another job becomes more limited in line with increasing age. These limitations on the other hand can increase a more positive perception of superiors so as to improve their performance towards the organization.

##### **2. Gender**

There were no consistent differences between men and women in problem-solving ability, analytical skills, competitive drive, motivation, sociability or learning ability. But psychological studies have found that women are more willing to obey authority and that men are more aggressive and more likely than women to have expectations of success. One problem that seems to differentiate between sexes, especially when employees have pre-school children, mothers who usually work full time may choose to work part-time, have a more flexible work schedule, and do office work at home in order to be able to carry out their responsibilities. responsible for the family.

##### **3. Race**

Race is a controversial issue. Evidence suggests that some people find interactions with other racial groups uncomfortable when there are no clear behavioral scenarios to guide their behavior.

##### **4. Marital status**

Marriage imposes increased responsibilities that make a steady job even more valuable and important. Someone who is married feels more secure with his current job, this is because they see it as a guarantee for his future. Married employees have less absenteeism, lower labor turnover, and are more satisfied with their jobs than co-workers who are single or single. It is likely that employees who are diligent and satisfied with their work are married. In addition, married employees have greater dependents than unmarried employees.

## 5. Years of service

The longer a person is in a job, the less likely they are to quit.

Meanwhile, according to Setiawan (2013:59) There are several factors from individual characteristics, including:

### a. Age

A person's age greatly affects performance, basically the younger the age, the better the level of work productivity.

### b. Gender

Gender consists of two, namely female and male. A workplace requires more men's roles in carrying out the vision and mission of the work, but there are also jobs that require women as the main role in the work.

### c. Marital status

Married people and unmarried people have different work ethic. Married employees tend to work more tenaciously than those who have not, due to their household needs.

### d. Years of service

The length of time a person works is also a determinant of the level of their work ability, fewer working hours result in still not optimal performance.

### e. The number of dependents

The number of dependents in the household is one factor that makes employees tend to be more active at work.

Meanwhile, according to Sedarmayanti (2010: 20) says individual characteristics (biographical) are clear personal characteristics, such as age, gender and marital status, number of dependents and years of service that are objective and easily obtained from personal records.

### 1. Age

The relationship between age and performance is an issue of increasing importance over the next decade for at least three reasons. First, there is a widespread belief that performance declines with age, and whether that's true or not, many people believe in it and act on it. Second is the reality that the aging labor force, eg workers age 55 and older was the fastest growing sector of the labor force between 1990 and 2005, their rating is expected to jump 43.7 percent. Third is the recent American legislation stating that for all intents and purposes, declare retirees who are ordered to be violators of the law.

The older a person is, the less likely he is to quit his job. Generally, older employees have lower avoidable absenteeism rates than younger employees. But they have a higher rate of unavoidable absenteeism. This is due to the poorer health associated with aging and the longer recovery time that older workers require when injured.

### 2. Gender

What are the important differences between men and women that affect their job performance? for example, there was no consistent male-female difference in problem-solving ability, analytical skills, competitive drive, motivation, sociability, or learning ability. While psychological studies have found that women are more willing to obey authority, and that men are more aggressive and more likely than women to have rewards (expectations) of success. There is no significant difference in work productivity between men and women. There is no evidence that employee gender affects job satisfaction.

### 3. Marital status

Consistent research shows that married employees are less absentee, experience lower turnover, and are more satisfied with their jobs than their single colleagues.

Marriage imposes increased responsibilities that can make a steady job more valuable and important. It is very likely that a diligent and satisfied employee is more likely to be a married employee.

4. Number of Dependents

Strong evidence suggests that the number of children an employee has has a positive correlation with absenteeism, especially among women. Evidence shows that there is a positive relationship between the number of dependents and job satisfaction.

5. Years of service

People who have been in a job longer are more productive than those with lower seniority. Seniority was negatively related to absenteeism. In the frequency of absences as well as in total lost days at work, years of service are the single most important explanatory variable.

As with absenteeism, tenure is also a powerful variable in explaining turnover. "It is consistently found that tenure is negatively related to employee turnover which has been suggested as one of the single best predictors of turnover." Moreover, consistent with research suggesting past behavior is the best predictor of future behavior, the evidence suggests that tenure in an employee's previous job is a powerful predictor of that employee's future discharge.

Evidence shows that tenure and satisfaction are positively related. When age and tenure are treated separately, years of service are likely to be a more consistent and reliable predictor of job satisfaction than chronological age.

## **b. Indicators of Individual Characteristics**

According to Arief Subyantoro (2013:1119) mentioned other indicators of individual characteristics:

1. Needs

that everyone has a different view of the needs of their respective lives.

2. Destination

The goals of people in work must be in accordance with the goals of the organization

3. Ability

different abilities. This difference will be carried over in the world of work, which will cause satisfaction from one person to another, even though they work in the same place.

Meanwhile, according to Rendi Mahardhika (2014: 6) individual characteristics include:

1. Interests, interest in work tends to increase enthusiasm in work

2. A positive attitude towards work will also make people passionate about work

3. Needs, the need to get the desired salary.

Meanwhile, according to Thoha (2014:35) individual characteristics are expertise, personal beliefs, expectations, needs, and experiences.

1. Skill

Expertise is an individual skill of employees in working and makes it easier for someone to achieve work targets.

a. Personal trust

People who are confident in their work tend to be easier to do well

b. Hope

Employees who have hopes of achieving their goals in their work careers tend to be more enthusiastic about their work.

c. Needs

The need for a job to get a reward is one of the special characteristics of employee characteristics.

d. Experience

Work experience is very helpful for employees in completing tasks within the company.

## **2.2 Work Environment**

The work environment in a company is very important for management to pay attention to. The work environment is an atmosphere where employees carry out activities every day. A conducive work environment provides a sense of security and allows employees to work optimally. If the employee likes the work environment in which he works, then the employee will feel at home at work, carrying out their activities so that work time is used effectively. On the other hand, an inadequate work environment will reduce employee performance.

According to Robbins (2015: 86), the work environment is institutions or outside forces that have the potential to affect organizational performance, the environment is formulated into two, namely the general environment and the special environment. The general environment is anything outside the organization that has the potential to influence the organization. This environment is in the form of social and technological conditions. While the special environment is the part of the environment that is directly related to the achievement of the goals of an organization.

Meanwhile, according to Sedarmayanti (2011: 2) the work environment is the entire tooling and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups. Meanwhile, according to Mardiana (2011:78) work environment is an environment where employees do their daily work.

Based on some of the expert opinions above, it can be concluded that the work environment is: overall tools and materials encountered, the surrounding environment in which employees do their daily work that have the potential to affect organizational performance.

## **2.3 Performance**

Etymologically, performance comes from the word performance (performance). According to Sedarmayanti (2014: 50) that: Performance is a translation of performance which means work performance, work implementation, work achievement, work performance or work appearance. While Mangkunegara (2013: 9) that the term performance of the words job performance or actual performance (work achievement or actual achievement achieved by a person, namely the work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given. Meanwhile, according to Irfham Fahmi (2016:127) performance is the result obtained by an organization, whether the organization is profit-oriented and non-profit-oriented, which is produced over a period of time.

## **III. Research Method**

This study aims to determine the factors that affect the performance of the employees of the Education Office of Pidie Jaya Regency by testing the individual characteristics and work environment variables. This study uses a sample of 84 employees with a total sampling method. The data analysis tool used is SPSS version 21 with multiple linear regression method. The first part of the questionnaire contains information about the characteristics of the respondents which include gender, age, education and years of service.

#### IV. Result and Discussion

From the total number of samples taken in this study as many as 84 respondents contained information about the characteristics of respondents including gender, age, education and years of service. For more details about the identity of respondents based on the characteristics of these respondents can be seen in table 1 as follows:

**Table 1.** Characteristics of Respondents

No	Characteristics	Frequency	Percentage (%)
1	<b>Gender</b>		
	Man	43	51.2%
	Woman	41	48.8%
	<b>TOTAL</b>	<b>84</b>	<b>100%</b>
2	<b>Age</b>		
	26-30 Years	6	15.5%
	31-40 Years	31	46.4%
	41-50 Years	26	28.6%
	> 50 Years	8	9.5%
	<b>TOTAL</b>	<b>84</b>	<b>100%</b>
3	<b>Education</b>		
	SENIOR HIGH SCHOOL	12	14.3%
	Diploma II	3	3.6%
	Diploma III	6	7.1%
	Bachelor degree	58	69.0%
	tier two	5	6.0%
	<b>TOTAL</b>	<b>84</b>	<b>100%</b>
4	<b>Years of service</b>		
	2-3 Years	6	7.1%
	4-5 Years	34	40.5%
	> 5 Years	44	52.4%
	<b>TOTAL</b>	<b>84</b>	<b>100%</b>

*Source: Primary Data (Processed) 2019*

The results of data processing based on employee characteristics in terms of gender, it is known that there are 43 men or 51.2% and 41 women or 48.8%. Thus, it can be concluded that there are more male employees of the Pidie Jaya District Education Office.

Furthermore, it is seen from the characteristics of the age of employees where it is known that there are 13 employees aged between 26 -30 years or 15.5%, then 39% of employees aged 31-40 years, then employees aged 41-50 years as many as 24 people or 28, 6% and 8 employees aged > 50 years. Thus, it can be concluded that employees at the Pidie Jaya District Education Office are generally between the ages of 31-40 years.

Characteristics of employees are also seen in terms of their education where it is known from the results of this survey there are 12 employees with high school education or 14.3%, then 3 employees with Diploma II education or 3.6%. Diploma III as many as 6 people or 7.1%, then employees with Strata One education as many as 58 people and employees with Strata Two education as many as 5 people. Thus, it can be concluded that employees at the Pidie Jaya District Education Office generally have an undergraduate education.

Characteristics of employees are also seen in terms of years of service where it is known that employees who have a low service period of between 2-3 years are 6 people, then employees who have a work period of 4-5 years are 34 people and respondents who have a service period of > 5 years are 44 people. Thus, it can be concluded that employees at the Pidie Jaya District Education Office generally have worked for more than 5 years.

#### 4.1 Discussion

The partial statistical test (t test) was used to determine the significance (real or not) of the influence between individual characteristics and work environment variables on the performance of the Pidie Jaya District Education Office employees.

**Table 2. T-Test Results**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1.104	,916		1,204	,232
Individual characteristics	,646	,074	,659	8,683	,000
Work environment	,278	,071	,295	3,894	,000

The results of the study on the influence of individual characteristics obtained the value oftcount8,683 greater thantable1,663with a probability of 0.00 less than 0.05, it can be interpreted as individual characteristics has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees.

Furthermore, the results of research on the influence of the work environment obtained the value oftcount3,894 greater thantable1,663with a probability of 0.00 less than 0.05, it can be interpreted that the work environment has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees.

The F test is basically to see whether all the independent variables included in the model have a joint effect on the dependent variable (Ghozali, 2005:84). Simultaneous hypothesis testing is carried out to measure the influence of the independent variable on the dependent variable, which can be said to be very good. For more details, the results of the F-Test can be seen in Table 4.11 below:

**Table 3. F-Test Results**

ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	585.008	2	292.504	201,308	,000b
Residual	117,694	81	1,453		
Total	702,702	83			

Source: SPSS 21 Output Data (Processed) 2019

From the results of simultaneous or overall hypothesis testing, it is known that the value of Fcount 201.308 is greater than Ftable 3. Thus, it can be concluded that individual characteristics and work environment have a simultaneous or joint influence on the performance of the Pidie Jaya District Education Office employees.

#### a. Partial Proof of Hypothesis (t-test)

The partial statistical test (t test) was used to determine the significance (real or not) of the influence between individual characteristics and work environment variables on the performance of the Pidie Jaya District Education Office employees.

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### V. Conclusion

Based on the results of research that has been carried out at the Education Office of Pidie Jaya Regency on 84 employees, it can be concluded that the results of the study are as follows.

1. From the results of hypothesis testing simultaneously or as a whole, it is known that individual characteristics and work environment have a simultaneous or joint influence on the performance of the Pidie Jaya District Education Office employees.
2. The results of the study on the influence of individual characteristics obtained the value oftcount8,683 greater thantable1,663with a probability of 0.00 less than 0.05, it can be interpreted as individual characteristics has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees.
3. The results of the study on the influence of the work environment obtained the value oftcount3,894 greater thantable1,663with a probability of 0.00 less than 0.05, it can be interpreted that the work environment has a partial and significant influence on the performance of the Pidie Jaya District Education Office employees.
4. From the two variables studied, it is known that individual characteristics play the most dominant role on employee performance at the Pidie Jaya District Education Office

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