

# The Effect of Human Resource Development and Self-Motivation on Nurse Performance at Solok Selatan Hospital

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## Abstract

*This study consists of 3 variables, namely Human Resource Development (X1), Self-Motivation (X2) and performance (Y). This research is in the form of descriptive quantitative. The population in this study were nurses at Solok Selatan Hospital. The sampling technique used was a questionnaire and documentation with a sample of 71 nurses at Solok Selatan Hospital. To obtain valid and reliable instruments, validity and reliability tests were carried out. The data analysis technique used was multiple regression analysis with the SPSS four windows 25 computer program. The results of this study indicate that (1) the human resource development variable at Solok Selatan Hospital is in the good category with an average score of 4.61 with an achievement level of 92.21%. (2) The variable of Self-Motivation at Solok Selatan Hospital is in the good category with an average score of 4.32 with an achievement level of 86.6%. (3) Performance variables at Solok Selatan Hospital are in the good category with an average score of 4.43 with an achievement level of 87.88%. Simultaneously HR Development and Self-Motivation have a significant effect on performance nurse at Solok Selatan Hospital.*

**Keywords:** Human Resource Development, Self Motivation, Nurse Performance



## INTRODUCTION

In all types of organizations, it is said that one of the essential resources is a human who is positioned as a leader, laborer, or worker. However, advanced technology today can replace most of the human workforce, and many activities still cannot use this mechanical and fully automated equipment. Human Resources are assets in an organization with dignity that must be respected and upheld. Other than that, only human resources can reason.

The success of an organization is primarily determined by the quality of the people working in it. Changes in the environment that are so fast demand their ability to capture this phenomenon, analyze its impact on the organization, and prepare steps to deal with it. Observing the above facts, the role of human resource management in organizations is not just administrative but leads to the development of human resources to be creative and innovative.

Human Resource (HR) Development is a process, not just a set of mechanisms and techniques. Mechanisms and techniques such as performance appraisal, counseling, training, and organizational development interventions are used to initiate, facilitate and promote this process on an ongoing basis. Self-motivation also greatly influences feelings or thoughts that encourage a person to do or carry out their duties, especially in behaving while on duty. Self-motivation is a concept that describes the forces that exist within employees that initiate and direct behavior.

According to Gitosudarmo (2001), self-motivation is a factor that encourages a person to carry out a particular activity; therefore, motivation is often also interpreted as a driving factor for one's behavior. Every activity carried out by someone must have a factor that encourages this activity. Therefore, managers must always generate high work motivation in their employees to carry out their duties, even though it must be recognized that motivation is not the only factor influencing performance and work performance levels. A person, but self-motivation is a factor that influences a person's performance.

According to A. A. Anwar Prabu Mangku Negara (2005), performance results from work in quality and quantity achieved by an employee in carrying out his duties according to his responsibilities. Performance is the real behavior employees display in carrying out work and the results achieved from this work. Performance is the level of employee work in attaining the job requirements given. In other words, performance is the work of employees in terms of quality and quantity based on work standards determined by Yusuf Palgunanto, Suparno & Achmad Dwityanto (2010).

Medical personnel are human resources who contribute to health services in hospitals that deal directly with patients because apart from being a dominant number, they are also a profession that provides constant and continuous service 24 hours to patients daily. Therefore, nursing services contribute to determining the quality of service in hospitals. Solok Selatan Hospital is one of the health service facilities organized by the regional government, which functions to carry out basic health efforts – supporting health efforts that always uphold social functions in providing health services to the community. An increase in excellent service quality marks the Hospital's success in its operations. However, implementing services is still not to meet the

community's demands. This can be seen from the many complaints and grievances the public conveys through the suggestion box.

Along with the development of South Solok Regency, the Solok Selatan Hospital has also experienced physical and non-physical products. Management which is characterized by an increase in inpatient visits, outpatient visits, and an increase in the status of the Hospital to a Class C Hospital on July 2, 2010, based on the Minister of Health Decree Number 779/Menkes/SK/VII/2010, therefore Solok Selatan Hospital is ready to serve the community 24 hours at a cost that is affordable to all levels of society with medical or non-medical professionals.

Starting from the description above, the poor quality of service, and the Hospital's development, the researcher is interested in conducting a study entitled "The Effect of Human Resource Development and Self-Motivation on the Performance of Medical Personnel in Solok Selatan Hospital."

## **LITERATURE REVIEW**

### **Human Resource Development**

#### *Definition of Human Resource Development*

According to Sedarmayanti (2017), Human Resource Development is an activity that must be carried out by the organization so that employees' knowledge, abilities, and skills are by the demands of the work being done. With development activities, it is hoped that it can improve and overcome deficiencies in carrying out workers according to the organization's development of science and technology. Development has a broader scope. Development is more focused on the general long-term needs of the organization. The results are not immediate and can only be measured in the long term.

Singodimedjo (2000) suggests that human resource development is the process of preparing individuals to assume different or higher responsibilities within the organization, usually related to increasing intellectual ability to carry out better work. Development leads to learning opportunities designed to assist the development of workers. Meanwhile, Husna (2016) suggests that human resource development is a long-term educational process that uses systematic and organized procedures so that the managerial workforce learns conceptual and theoretical knowledge for general purposes.

#### *Human Resource Development Indicators*

According to Tohardi (2008), indicators that are measured from the development method applied include the following:

1. Productivity

With development, employee work productivity will increase, and the quality and quantity of production will improve because employees' technical, human, and managerial skills will improve.

2. Efficiency  
Employee development to increase the efficiency of human resources, time, and raw materials and reduce the thirst for machines. Waste is reduced, and production costs are relatively small, so the company's competitiveness is getting smaller.
3. Damage  
Employee development aims to reduce damage to goods, production, and machinery because employees are increasingly skilled and skilled in carrying out their work.
4. Service  
The development aims to improve service from employees to hospital patients because providing better service is a significant attraction for the relevant hospital partners.
5. Morals  
With development, employee morale will be better because their expertise and skills are in accordance with their work, so they are enthusiastic about completing their work properly.
6. Career  
With development, the opportunity to improve employee careers is getting bigger because expertise, skills, and work performance are better; scientific promotions are usually based on one's skills and work achievements.
7. Conceptual  
With development, managers and staff will be more proficient and quicker in making better decisions because their technical, human, and managerial skills are better.
8. Leadership  
With development, a manager's leadership will be better; the human relations will be broader, and the motivation will be more directed so that the development of vertical and horizontal cooperation will be more harmonious.

## **Self-motivation**

### *Definition of Self-motivation*

Hasibuan in Sutrisno (2017) suggests that self-motivation is the driving force of the will to work in a person because each motive has a specific goal. Explanations are often equated with the encouragement or energy of the soul and body to act so that reason is a driving force that moves humans to behave and that action has a specific purpose.

### *Self-Motivation Indicator*

Indicators for measuring self-motivation at work according to Abraham Maslow (2010):

1. Physiological needs, the need to eat, drink, physical protection, and sexual as the lowest needs.
2. Social ownership, the need for belonging, acceptance in groups, affiliation, interaction, and the need to love and be loved.
3. Self-esteem, the need for self-esteem, the need to be respected and appreciated by others.
4. Self-actualization is the need to use abilities, skills, and potential, the need to have an opinion by expressing ideas, giving judgment, and criticizing something.

5. The drive to achieve goals Someone with high work motivation has a strong drive to achieve maximum performance, which will later affect the purposes of a company or agency.
6. Enthusiasm is a good psychological state if the enthusiasm for work creates pleasure that encourages a person to work harder, better, and consistently in achieving the goals the company or agency sets.
7. Initiative and creativity Initiative is defined as the strength or ability of an employee or employees to start or continue a job with full energy without any encouragement from other people or of their own accord. In contrast, creativity is the ability of an employee or employees to find new relationships and make new combinations to find something new.
8. Sense of responsibility Individual attitudes of employees who have good work motivation must have a sense of responsibility for their work so that the work can be completed promptly.

## **Performance**

### *The Definition of Performance*

According to Rivai and Basri (2005), performance results or the level of success of a person as a whole during a certain period in carrying out tasks, such as work standards, targets, goals, or predetermined criteria that have been mutually agreed upon. A job has certain requirements to be carried out in achieving goals which are also known as basic work standards (standards).

To determine whether employee performance is good or not, depending on the comparison results with work standards. The performance standard is the expected level of a particular job to be completed and is a comparison (benchmark) of the goals or targets to be achieved.

Performance appraisal is an organization's process to evaluate or assess employees' success in performing their duties. Assessment can be done by comparing the work results achieved by employees with work standards performed by employees with work standards.

### *Performance Indicator*

According to T.R. Michel in Rizky (2001), work indicators include:

1. the quality of work produced can be satisfactory for users or not, so this is used as a work standard.
2. Communication, namely the ability of employees to communicate well with consumers.
3. Speed (Promptness), namely the speed of work as measured by the level of time, so that nurses are required to work fast in achieving job satisfaction and improvement.
4. Capability, namely the ability to do the job as much as possible.
5. Initiative, each employee can solve work problems independently so that infertility does not occur at work.
6. Amount of work is the amount of work produced by individuals or groups as a standard requirement for work.
7. Quality of work, Every employee in the company must meet certain requirements to be able to produce according to the quality of work.

8. Timeliness (Punctuality) Each work must be completed on time in accordance with the provisions.
9. Attendance (Presence) Each job must meet the absence or presence of employees at work according to the specified time.
10. Cooperative ability. Cooperation between nurses is needed because employee performance can be judged by their ability to work together with other colleagues.

### **Hypothesis**

The hypothesis is a temporary answer to the research problem formulation. It is considered temporary because the answers are based only on theory and have not used facts. Hypotheses are prepared based on facts and data collected during the research process. In the research analysis, the distribution of the probability of error ( $\alpha$ ) is divided into 3 groups, namely:

1.  $p < 0.01$ , then the correlation or difference is stated to be very significant. Thus the hypothesis is accepted.
2.  $p < 0.050$  (between 0.011-0.050), the correlation or difference is significant. Thus the hypothesis is accepted.
3.  $p > 0.05$ , then the correlation or difference is stated to be non-significant (not significant). Therefore the hypothesis is rejected.

Based on the frame of mind, the authors make a hypothesis about the research period, namely as follows:

1. HR development is thought to have a significant effect on the performance of medical staff at Solok Selatan Hospital.
2. Self-motivation is thought to have a significant effect on the performance of medical staff at Solok Selatan Hospital.
3. HR development and self-motivation are thought to have a significant effect on the performance of medical staff at Solok Selatan Hospital.

### **METHOD**

#### **Research Design**

The research method is a scientific procedure or way to obtain data with a specific purpose. This type of research is quantitative descriptive research, according to Resseffendi (2010), who says that descriptive research uses observation, interviews, or questionnaires regarding the current situation regarding the subject we are studying.

Sugiyono (2017) said that research methods are basically scientific characteristics to obtain data with specific purposes and uses – the method used in the quantitative approach. The research approach in this thesis uses a quantitative research approach. Sugiyono (2017) states that the quantitative research method is defined as a research method based on the philosophy of positivism, used to research certain populations or samples, data collection using research instruments, and data analysis of quantitative/statistical to submit a predetermined hypothesis.

## **Research Objects and Locations**

This research was conducted at Solok Selatan Hospital, West Sumatra Province. While the research time is 11 days. Starting from December 19, 2022, until December 30, 2022.

## **Population and Sample**

The population in this study were all nurses at the Solok Selatan Hospital, totaling 267 nurses. At the same time, the sampling technique used was the Slovin formula and obtained a total sample of 71 people. The number of samples was 71 medical personnel, using purposive sampling, namely the sampling method by selecting respondents who fit certain criteria or considerations made by the researchers themselves (Notoadmodjo, 2010).

## **Data Collection Technique**

To obtain the information and data needed in this writing, the authors use data collection techniques in the following way:

1. Questionnaires are data collection techniques by distributing questionnaires to respondents who are used as samples in this study.
2. Documentation, namely data collection by studying reports and documentation regarding HR development activities and self-motivation, to improve the performance of nurses at Solok Selatan Hospital.

## **Data Analysis Technique**

To answer the research problem, the following analytical tools are used:

### **Descriptive Quantitative Analysis**

In analyzing writing data using descriptive quantitative methods, namely using data exposure techniques originating from statistics, then systematically accurately observed the facts and relationships between the phenomena studied.

### **Research Instrument Test**

A validity test is used to measure whether or not a questionnaire is valid. A questionnaire is said to be valid if the questions on the questionnaire can reveal something that the questionnaire will measure. At the same time, the reliability test is an index that shows the extent to which the results of a measurement can be trusted. A questionnaire is declared reliable or reliable if a person's answers to the questions are consistent or stable from time to time.

### **Multiple Regression Analysis**

Multiple regression analysis is an analysis to see how far the influence of HR development and self-motivation variables in improving the quality of performance of medical personnel at Solok Selatan Hospital. Hypothesis testing can be done by comparing F count with F table: If F count < F table, H<sub>0</sub> is accepted, H<sub>a</sub> is rejected. Vice versa, if F is calculated > F table, H<sub>0</sub> is rejected H<sub>a</sub> is accepted. The next test is the t-test (partial). Siswandi (2016) states that the t-test shows how

far the influence of one independent variable individually explains the variation of the dependent variable.

## RESULTS

### Characteristics of Respondents

**Table 1.** Characteristics of Respondents

Respondent Identity	Categories	Quantities	Percentages
Sex	Male	23	32 %
	Female	28	68 %
	<b>Total</b>	<b>71</b>	<b>100 %</b>
Age	25-35 years	16	23 %
	36-45 years	42	59 %
	46-60 years	13	18 %
	<b>Total</b>	<b>71</b>	<b>100 %</b>
Education	D3	28	39 %
	S1	43	61 %
	<b>Total</b>	<b>71</b>	<b>100 %</b>

Source: Processed primary data, 2022

Based on the interpretation results in the table of respondents' characteristics related to gender, the results showed that the number of respondents or nurses with male gender was 23 nurses and 48 female nurses. From the results of the description in the table above, it can be concluded that female nurses dominate the Solok Selatan Hospital. Meanwhile, based on age, the results obtained were 16 nurses aged 25-35 years, 42 nurses aged 36-45 years, and 13 nurses aged 46-60 years. So from the results of the description of the table above, it can be concluded that the dominant nurses are 36-45 years old. In addition, based on the type of education, results were obtained where the number of respondents or medical staff with D3 education was 28 people, and the number of medical staff with Bachelor education was 43. So from the results of the description of the table above, it can be concluded that the medical personnel who dominate are at S1 education.

### Validity Test and Reliability Test

A validity test is used to measure whether or not a questionnaire is valid. A questionnaire is said to be valid if the questions on the questionnaire can reveal something that the questionnaire will measure. Based on the results of the validity test related to the independent variable to the dependent, the results are obtained where all statement items on the variable have a value greater than the standard value or the results of the  $r$  count  $>$   $r$  table so that it can be assumed that all statement items have a standard as a measuring tool in this study (valid).

A reliability test is an index that shows the extent to which the results of a measurement can be trusted. A questionnaire is declared reliable or reliable if a person's answers to the questions are consistent or stable from time to time. The following are the results of the reliability test of the independent and dependent variables:

**Table 2.** Reliability Test

Variables	Cronbach Alpha	Standard Value	Results
X1	0,810	0,60	Reliable
X2	0,778	0,60	Reliable
Y	0,758	0,60	Reliable

Source: Processed primary data, 2022

Based on the reliability test results on the independent and dependent variables, the results obtained where the Cronbach alpha value in the item statement on the variable has a consistent level and standard. This is evidenced by the sizeable Chronbach alpha value obtained exceeding the threshold of 0.60.

### Multiple Regression Test

Multiple regression analysis is an analysis to see how far the influence of HR development and motivation variables are in improving the quality of nurse performance at Solok Selatan Hospital. Multiple regression analysis uses the equation formula according to Sugiyono (2011); the following are the results of multiple linear tests on SPSS media:

**Table 3.** Multiple Regression Test

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	$\beta$	Std. Error	Beta			Tolerance	VIF
1 (Constant)	16.934	4.284		3.953	0.000		
TOTAL_X1	.399	.144	.340	2.761	0.007	.597	1.676
TOTAL_X2	.325	.116	.345	2.796	0.007	.597	1.676

a. Dependent Variable: TOTAL\_Y

Source: Processed primary data, 2022

Based on the results of the regression equation test above, the following description is obtained:

$$Y = 16.934 + 0,399 X1 + 0,325 X2$$

Referring to the above results, the results of the independent to dependent variable analysis are obtained as follows:

1. A constant value of 16,934 without HR development and motivation, the performance of nurses at Solok Selatan Hospital will increase by 16,934 with a positive value.
2. The variable HR development (X1) has a regression coefficient 0.399. If HR development increases by 1%, then the performance of nurses at Solok Selatan Hospital increases by 0.399%, having a positive effect on performance.
3. The variable Self-Motivation (X2) has a regression coefficient of 0.325. If motivation increases by 1%, the performance of nurses at Solok Selatan Hospital increases by 0.325%, having a positive effect on performance.

**F test**

The F test is used to determine whether all the independent variables together have a significant influence on the dependent variable. The test was conducted by comparing the calculated F value with the F table at an error degree of 5% (= 0.05). If the estimated F value > F table value, it means that the independent variables simultaneously have a significant influence on the dependent variable along with the F test results in data:

**Tabel 4.** Anova F Test

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	227.814	2	113.907	21.159	.000
	Residual	366.073	68	5.383		
	Total	593.887	70			

a. Dependent Variable: TOTAL\_Y

b. Predictors: (Constant), TOTAL\_X2, TOTAL\_X1

Source: Processed primary data, 2022

Based on the table above, the results of the simultaneous test significance values are obtained, namely: 0.00 is less than the value of 0.05, or the calculated f value is greater than the F table value (21,159 > 3.310), so it can be concluded that all independent variables have a significant effect to the dependent variable together.

**t-test**

Significance Test (t-test). According to Ghozali (2011), the t-test shows how far the influence of one explanatory or independent variable individually explains the variation of the dependent variable. If the significance probability number is > 0.05, then H<sub>0</sub> is accepted, and H<sub>1</sub> is rejected. If the significance probability number is <0.05, then H<sub>0</sub> is rejected, and H<sub>1</sub> is accepted. Based on Table 3, it can also be seen that the results of the t-test are as follows:

1. Significant test of the HR development variable on the performance of nurses at the Solok Selatan Hospital obtained a value = 0.007, which is smaller than the standard value, which is <0.05. In contrast, the t count = 3,416, more significant than the t table of 1.666. From these results, the results of human resource development have a significant effect on the performance of nurses at Solok Selatan Hospital.
2. Significant test of the motivational variable on the performance of nurses at the Solok Selatan Hospital obtained a value = 0.007 which is less than the standard value <0.05. From these results, the results of the motivational variable have a significant effect on employee performance at the Solok Selatan Hospital.

**DISCUSSION**

In general, the results of testing the variables of HR development and motivation simultaneously have an influence on the performance of nurses at Solok Selatan Hospital. This

means the hypothesis can be accepted because human resource development and motivation have a simultaneous effect.

### **The Effect of Human Resource Development (X1) on Nurse Performance**

Human resource development is a must for hospitals to survive and remain in trust. The success of a hospital in providing good human resource development so that nurses can develop careers, skills, and attitudes that the service quality approach can determine. Service quality is how far the difference between the expectations and reality of the nurses for the performance they do.

Based on the regression equation test results, the regression coefficient value is 0.399, which indicates that the HR development variable (X1) has a significant positive effect on nurse performance.

This aligns with the opinion that human resource development is an effort to influence many people through communication to achieve goals, then a way to influence people with instructions or orders. These actions cause other people to act or respond and drive positive changes.

In connection with the above, the authors inqually obtain the results of a phenomenon in the field where the level of interaction that is built between human resource development and self-motivation at Solok Selatan Hospital shows productive results or communication that is made between leaders and nurses is very good; this is due to the development of human resources and motivation Someone who is in accordance with the vision and mission of the hospital and is observant or smart in communicating with nurses.

### **The Effect of Self-Motivation (X2) on Nurse Performance**

Based on the regression equation test, a regression coefficient value of 0.325 is obtained, which means that self-motivation has a significant positive contribution or effect on the performance of nurses at Solok Selatan Hospital. Nurse performance can be influenced by self-motivation. Someone with high self-motivation, fulfilling their physiological needs, will work hard, maintain a work pace, and have self-controlled behavior. With high self-motivation that a person has at work will produce maximum performance.

A nurse's pride in her work becomes positive self-motivation for her. Pride in work can be realized by providing challenges and rewards for work results. Work challenges are part of existence or existence.

In connection with the above, the authors inqually obtain the results of a phenomenon in the field where self-motivation is given to nurses by the head nurse of the hospital in accordance with the standards applied by the hospital. So it can be concluded that self-motivation has a vital role in increasing the effectiveness of nurse performance.

## **CONCLUSION**

Based on the results of the research and discussion that have been described in the previous section, the researchers obtained the results and conclusions from the results of the analysis as follows:

1. The variable of human resource development (X1) at Solok Selatan Hospital is in a suitable category, with an average score of 4.61 with a Respondent Attainment Level (TCR) of 92.21, which is in the relevant criteria. At the same time, the indicator with the highest score is service, while those with the lowest score are damage and career. The self-motivation variable (X2) at Solok Selatan Hospital is in a suitable category, with an average score of 4.32 with a Respondent Achievement Level (TCR) of 86.6, which is in good criteria. In contrast, the indicator with the highest score is social ownership, while the indicator with the lowest score is physiological needs. The performance variable (Y) at Solok Selatan Hospital is in a suitable category, with an average score of 4.43 with a Respondent Achievement Level (TCR) of 87.99, which is in good criteria. In contrast, the indicator with the highest score is the ability to cooperate, while the indicator with the lowest score is the number of jobs.
2. Based on the results of the hypothesis test stating that there is a significant influence on HR development on nurse performance, this is evidenced by the results of the t-test, which obtained the value = 0.007 and is smaller than the standard value, which is  $<0.05$  while the t value = 3,416 where this figure is greater than the t table of 1.666 from these results it is obtained that the results of HR development have a significant effect on the performance of nurses at Solok Selatan Hospital.
3. Self-motivation has a positive and significant effect on the performance of nurses in Solok Selatan Hospital, with a correlation value of 0.619, which is significantly  $0.000 < 0.05$ .
4. HR development and self-motivation have a significant effect on performance, with a simultaneous test significance level of 0.00 less than 0.05 or the calculated f value more significant than the F table value ( $21.159 > 3.310$ ).

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