

RELATIONSHIP BETWEEN WORK CLIMATE TO WORK SATISFACTION OF NURSES IN HOSPITALS ADVENT OF BANDUNG

Theresia Santi Sabatina Wantoro¹, Susan Rahmayani², Fitri Kurnia³
theresiasantisw@gmail.com¹, coachsSusan@gmail.com², fitrydkurnia@gmail.com³
Professional Psychology Masters Study Program (PSMPP)
Persada Indonesia University YAI Jakarta, Indonesia

ABSTRACT

Work climate in the inpatient section Advent Hospital Bandung by some nurses be perceived as less enjoyable. Nurses at the hospital are perceived the climate work is not in accordance which is expected, thus affecting the nurse job satisfaction. In connection with that, the author is interested in examining the relationship between work climate and job satisfaction of nurses at Advent Hospital Bandung. The purpose of this study is to determine the relationship between work climate and job satisfaction of nurses at Advent Hospital Bandung. The usefulness of this research is to obtain empirical data and determine the relationship between work climate on job satisfaction of nurses at Advent Hospital Bandung. The design of the study is the correlation method is a method of research being done to find and see the degree of relationship by connecting to two or more groups of subjects. The population used was a nurse in Advent Hospital Bandung for a total amount ie 346 nurses. By using purposive sampling techniques obtained a sample of 131 nurses. To gather data working climate used measuring tools work climate as much as 30 items and measures of job satisfaction to collect data of job satisfaction as much as 80 statements that must be answered in accordance and not in accordance with the state of the respondents, respectively measuring instrument is lowered following the concept of theory. Data obtained from this study are ordinal data and the data is processed by using nonparametric statistical methods. Data were analyzed statistically using the Spearman rank test. The results of processing the data obtained this > tab with $r_s = 0.785$ with significance $\alpha = 0.05$. This means that in this study the relationship between the work climate with nurse's job satisfaction in Advent Hospital Bandung an increasingly positive correlation with the direction of the working environment the higher nurse satisfaction.

Keywords: Work Climate, Job Satisfaction, Nurses.

PRELIMINARY

Definition of Hospital according to the Regulation of the Minister of Health of the Republic of Indonesia No. 340 / MENKES / PER / III / 2010 is a health service institution that organizes complete individual health services that provide inpatient, outpatient and emergency services. Where there are professionals such as doctors, nurses, and other health experts. The task of the hospital in general is to carry out efficient and effective health efforts by prioritizing healing and maintenance efforts carried out in a harmonious and integrated manner with efforts to improve and prevent and carry out referrals (Siregar and Amalia, 2004: 25-49). The nurse is one of the health workers in the hospital who provides services to provide care to patients and support the patient's health. According to RI Law no. 38 2014 nurses are those who have the ability and authority to perform nursing actions based on the knowledge they have and are obtained through nursing education. Nurses are workers who are always there in every hospital who is responsible for patient health. Bandung Adventist Hospitala made improvements to the work system by making changes to regulations and services.

Rules such as working hours in some parts of the work unit, especially nurses, who initially work 8 hours to 7 hours in morning and evening shifts and 10 hours for night shifts. The improvement of the work system involves less informed policies in the work environment. The provision of services at the Bandung Adventist Hospital changed the previous system with a team system to a modified primary care system, where 1 nurse handled a maximum of 6 patients. Primary care is a primary health service based on practical methods and technology to provide services. This change is perceived by nurses as one of the things related to unpleasant working conditions.

From the results of the interview, nurses in the inpatient department felt that the rules were not being implemented consistently. These rules are like giving sanctions for nurses who are late or do not attend when they do not have a holiday permit. The sanctions that should be given are warning, being summoned and terminating employment. Nurses do not really care about the rules and sanctions because the sanctions have not been given consistently, so nurses are often late and do not come to work without permission (unexcused). The policy regarding night shifts is considered too long, starting from 8 hours to 10 hours. The condition during the night shift with a limited number of nurses and the implementation of a new system, namely 1 nurse to handle 6 patients, as a result, the services provided are limited, not fast enough, not finished on time. Not to mention when the patient's condition worsens and needs quite a lot of time-consuming attention. The results of the patient or family perception questionnaire recapitulation data results in inpatient nursing care from the Bandung Adventist Hospital in July 2020, showing an increase in complaints of 8%. Complaints by patients or the patient's family include nurses who are not friendly, lack of communication, lack of understanding of the patient's condition, lack of skill, unclear explanation of care, slow response to calls and up-date data on inaccurate patient movements so that patients can't eat.

The absence of compensation when nurses treat patients more than the existing standard, making nurses not optimal in providing services. In addition, there is no freedom in making decisions about their work. For example, a nurse in an emergency situation must wait for advice from superiors. Nurses are also required to be responsible and prompt in their actions, especially during their duties, such as being responsible for maintaining patient safety and the number of patients in accordance with their records and supervision. In fact, the proposed problem anticipation must ask for approval and wait for the superior first. So that tasks that should be completed quickly become obstructed, nurses become less creative in making decisions, service becomes delayed and results in patient complaints. According to Litwin & Meyer (in Steers and Porter, 1979-348) in describing the work climate of an organization, namely everything is contained in the work environment, which is felt directly or indirectly by different people in that environment. The hospital has made improvements to the work system by making changes to the existing work and service regulations. These changes affect the work climate felt by nurses and of course affect perceptions and will indirectly affect the behavior of nurses at work.

According to Litwin & Meyer, the work climate in the work environment includes (six) aspects, namely conformity, namely the dedication of employees to the applicable regulations in their work environment, responsibility, namely the dedication of employees that they are given a lot of responsibility, can make decisions and solve problems without having to ask questions. first, to superiors, the standards are the treachery of employees that the company sets a target that contains risks and challenges, rewards, namely the treachery of employees that they get more rewards and rewards for the work they have done well, rather than getting reproach and punishment for a mistake they made, clarity, namely the betrayal of employees that all work is

well organized and formulated, rather than an irregular, ambiguous and chaotic situation, team spirit is the betrayal of employees that in the company there are hope of group unity, level of togetherness among workers, mutual trust, help, friendship, and good relations between members in the work environment. Job satisfaction leads to employee attitudes towards their work. Employees will have different job satisfaction depending on the work climate. Employees feel satisfied if there is no gap between expectations and the reality they get.

According to Locke (2014: 354) satisfaction and dissatisfaction depend on the discrepancy (gap) between what the individual will get and what he expects. If what the nurse gets is greater than what is expected, then the nurse becomes satisfied, on the other hand, if what is obtained is less than what is expected, the nurse will be dissatisfied. The nurse is dissatisfied, does not like to carry out her duties and will not perform well as demanded by the Hospital. Decreasing service quality and turnover are expressions of job dissatisfaction with the nurses in the ward. The purpose of this study was to obtain empirical data and to determine the relationship between Work Climate and Job Satisfaction of Nurses at Adventist Hospital Bandung.

Working Climate

The term climate or climate comes from the Greek word incline which means slope. This word not only gives a limited meaning to physical things but also has a psychological meaning, that people who are in an organization describe the internal environment of the organization (in Suryana Sumantri, 2001: 134). According to Litwin & Stringer, 1968 (Steers & Porter, 1979: 348) the work climate in an organization is described in the following concept: everything in the work environment, which is felt directly or indirectly by the people in that environment. . According to Litwin & Meyer, 1968 (in Suryana Sumantri, 2001: 137) the work climate component consists of the degree to which nurses feel about the regulations that apply in their work environment, for example, the rules, procedures, policies that they must obey compared to their own way which they think right (Conformity), the degree to which employees feel that they are given a lot of responsibility, can make decisions and solve problems without having to ask their superiors first (Responsibility), the degree to which employees feel that the company sets a target that contains risks and challenges (Standard) the degree to which employees feel that they are more rewarded and rewarded for the work they have done well, rather than getting reproach and punishment for a mistake they have made (Rewards), the degree to which employees feel that all work is organized with good and clearly formulated, rather than a state of disorganization, obscurity and chaos (Clarity) and the degree to which employees feel that in the company there is a sense of group unity, a level of togetherness among workers, mutual trust, help, friendship, and good relations between members in the work environment (Team Spirit).

Job Satisfaction

According to Wexley & Yukl (1977), job satisfaction is the feeling of workers about their work. This is a general attitude towards work that is based on assessing different aspects of the job. According to Keith Davis (1979), job satisfaction is a pleasant and unpleasant feeling according to the workers' view of their work. This is obtained when there is a match between the characteristics of the job and the desires of the workers. According to Locke (2014: 354) satisfaction and dissatisfaction are dependent on the discrepancy (gap) between what the individual will get and what he expects.

According to Locke (in Luthans 2014: 243) The components in job satisfaction consist of, the job itself, namely in terms where the job provides an interesting task, the opportunity to learn, and the opportunity to accept responsibility, the salary is the amount of wages received and the

level at which it is This can be seen as something that is considered appropriate compared to others in the organization, promotion opportunities are opportunities to advance in the organization, supervision, namely the ability of supervisors to provide technical assistance and behavioral support, co-workers, namely the level where co-workers are technically clever and support socially , and job security, namely the guarantee of the future and physical safety.

RESEARCH METHODS

This study was conducted to see the relationship between work climate and job satisfaction in inpatient nurses at Adventist Hospital Bandung. The statistical method used is correlational in finding the relationship between work climate and job satisfaction. Correlation research is a study to determine the relationship and level of relationship between two or more variables without any attempt to influence these variables so that there is no manipulation of the variables (Fraenkel and Wallen, 2008: 328). By the problem to be studied, the variables used in this study are as follows: the independent variable, namely working climate. And the Bound Variable is Job Satisfaction. Work climate measures individual scores based on the six components of the work climate compilation, namely Conformity, Responsibility, Standards, Rewards, Clarity and Team spirit that nurses have in doing work. Job satisfaction measures individual scores based on six components, namely the job itself, salary, promotion opportunities, supervision, co-workers and job security.

This research was conducted at the Bandung Adventist Hospital in the inpatient section. The population that will be studied is the nurses who carry out the inpatient department. Nurses in the inpatient section of the Bandung Adventist Hospital are divided into: South wing 3-4, west wing 3-4, critical care rooms, namely ICU, ICCU, PICU-NICU and HCU, Pavilion, OB / Obgyn (Genechology), Pediatrics and North wing 5-6 with a total of 346 nurses. The sample criteria used purposive sampling technique. The sample criteria used are, a minimum work period of 3 years. In that time frame, it is hoped that the condition of their appreciation of the conditions of their working environment has been formed. From the sample criteria, 131 nurses who met the criteria. Data collection on work climate variables and job satisfaction variables was carried out using two measuring instruments in the form of a questionnaire. The questionnaire was prepared using a Likert scale with 5 response scales. To measure the working climate, a questionnaire from Litwin & Meyer, 1968 was used. To measure job satisfaction, Locke's discrepancy theory was used (in Luthans 2005: 243). The reliability of the measuring instrument in this study was calculated using the product moment correlation with the help of the statistical program SSS 16.00 for windows. The correlation coefficient of job satisfaction moves from 0.378 to 0.858, thus the number of questions that can be used is 80 items or all of them can be used. While the working climate scale coefficient is 0.361, the correlation coefficient moves from 0.372 to 0.815, so the overall number of questions that can be used is 30 items or all of them can be used.

RESULTS AND DISCUSSION

Based on table calculations, it is obtained this> tab with a significance of $\alpha = 0.05$ so that rejected and H1 is accepted with $r_s = 0.785$ according to the Guilford table (Harun Al-Rasyid, 1994: 46) is a high degree / high correlation criterion. From the results of these calculations, it can be stated that there is a high relationship between the work climate and nurse satisfaction at the Bandung Adventist Hospital. With a positive correlation direction, it can be stated that the more positive the work climate is, the higher the nurse's satisfaction or the more negative the work climate, the lower the nurse's satisfaction. The results of data analysis obtained an r^2

value of 0.616. This value can be interpreted that the work climate contributes 61.6% to nurse satisfaction, while 38.4% is a factor other than work climate which also contributes to nurse satisfaction.

The results of these statistical calculations also show that if the working climate improves, the nurse's satisfaction at the Adventist Hospital will get better. This also shows that some research subjects feel comfortable working in the company so that it shows good job satisfaction. According to the results of statistical calculations contained in the table, it can be seen that the strongest value is obtained from the correlation between the team spirit aspect of work climate and nurse satisfaction, with a positive correlation of 0.782. The relationship that occurs is positive, meaning that the increased team spirit aspects of the nurses will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The team spirit aspect of the work climate is the degree of the nurses' appreciation that in the company there is a state of mutual help, friendship and good relations between employees.

The team spirit aspect of work climate contributes 61.2% to the creation of nurse satisfaction, meaning that the team spirit aspect is one of the factors that contribute to building a work climate in terms of a harmonious relationship to creating job satisfaction for nurses at the Bandung Adventist Hospital. The next aspect of the work climate that has closeness is the reward aspect of nurse satisfaction where the value of $r_s = 0.721$. From the results of these calculations, it can be stated that there is a relationship between the reward aspect work climate with nurse satisfaction, with a positive correlation. The relationship that occurs is positive, meaning that the increased aspect of reward will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The reward aspect of the work climate is the degree of appreciation of employees (nurses) that they get rewards and rewards for work well done. The work climate of this reward aspect contributes 52.0% to the occurrence of nurse satisfaction, meaning that the reward aspect is one of the factors that contribute to building a work climate in terms of giving appropriate rewards and rewards to creating job satisfaction for nurses at the Bandung Adventist Hospital.

The next aspect is closeness of the work climate, namely the aspect of responsibility for nurse satisfaction where the value of $RS = 0.699$. From the results of these calculations it can be stated that there is a relationship between the work climate of the responsibility aspect and nurse satisfaction, with a positive correlation. The relationship that occurs is positive, meaning that the increased aspects of responsibility will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The work climate of the responsibility aspect is the degree of appreciation of the employees (nurses) in making decisions and solving problems themselves. The work climate of this responsibility aspect contributes 48.9% to the occurrence of nurse satisfaction, meaning that the responsibility aspect is one of the factors that contribute to building a work climate in terms of carrying out responsibility for creating job satisfaction for nurses at Adventist Hospital.

The next aspect of the work climate is the standard aspect of nurse satisfaction where the value of $RS = 0.630$. From the results of these calculations it can be stated that there is a relationship between the standard aspects of work climate with nurse satisfaction, with a positive correlation. The relationship that occurs is positive, meaning that the increase in standard aspects will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The standard aspect of work climate is the degree of appreciation of employees (nurses) that the company sets certain targets that have risks and challenges. The work climate of this standard aspect contributes 39.7% to the occurrence of nurse satisfaction, meaning that

the standard aspect becomes one of the factors that contribute to building a work climate in terms of establishing clear work standards towards creating job satisfaction for nurses at the Bandung Adventist Hospital. The next aspect of the work climate is the clarity aspect of nurse satisfaction where the value of $r_s = 0.615$. From the results of these calculations it can be stated that there is a relationship between the clarity aspect of the work climate with nurse satisfaction, with a positive correlation direction. The relationship that occurs is positive, meaning that the increasing clarity aspect will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The clarity aspect of the work climate is the degree of appreciation of the employee (nurse) that everything in the company is well organized and the goals and work are clearly formulated. The clarity aspect of the work climate contributes 37.8% to the occurrence of nurse satisfaction, meaning that the clarity aspect is one of the factors that contribute to building a work climate in terms of organizing work properly and clearly towards creating job satisfaction for nurses at the Bandung Adventist Hospital.

The next aspect of the work climate is the conformity aspect of nurse satisfaction where the value of $r_s = 0.551$. From the results of these calculations it can be stated that there is a relationship between the conformity aspect of work climate with nurse satisfaction, with a positive correlation. The relationship that occurs is positive, meaning that the increasing conformity aspect will be related to the increased job satisfaction of nurses at the Bandung Adventist Hospital. The conformity aspect of the work climate is the degree to which employees (nurses) appreciate the rules and procedures in the company that they must obey. The conformity aspect of the work climate contributes 30.4% to the occurrence of nurse satisfaction, meaning that the conformity aspect becomes one of the factors that contribute to building a work climate in terms of establishing rules and procedures that apply to creating job satisfaction for nurses at the Bandung Adventist Hospital. In the table are the results of the median test of the job satisfaction variable. Based on the table, it can be explained that most of the respondents, namely 65.65%, felt job dissatisfaction with a frequency of 89 people.

DISCUSSION

From these results it can be said that there is a significant relationship between the work climate and job satisfaction of nurses in the inpatient room of the Bandung Adventist Hospital, meaning that the research hypothesis is accepted, namely the more negative the work climate is perceived by nurses, the lower the job satisfaction of the inpatient nurses at Bandung Adventist Hospital. In other words, the more positive the work climate in the hospital, the higher the job satisfaction of nurses at this hospital. This also means that if the hospital has a positive work climate, it can increase the job satisfaction of the nurses. A positive work climate tends to make nurses more resilient in their work and also creates job satisfaction.

In this study also found 89 nurses or as many as 67.94% who perceived a negative work climate. Nurses who perceive a negative work climate at the Bandung Adventist Hospital are usually seen from the counter-productive attitudes of the expected system such as laziness, jealousy, indifference, individualism, selfishness. However, there are also nurses who perceive a positive work climate as many as 42 nurses (32.06%). Nurses who perceive a positive work climate at the Bandung Adventist Hospital have the thought that their work is always done well, always try to find ways to improve performance, feel compelled to solve their own problems, there is a balance between rewards and what they do, nurses feel that they are part of team in carrying out the duties that are their responsibility in the hospital. The results of this study indicate that the majority of nurses in the inpatient ward of the Adventist Hospital

perceive that the work climate is not suitable and cannot meet the various needs of their workplace.

According to Field & Abelson (in Jewell & Siegall, 1998: 376), the work climate is a condition regarding the characteristics that occur in the work environment which is considered to influence the behavior of people in the organizational environment. Attention to the work climate is needed because it is an effort that can support employees to remain productive and can even increase job satisfaction. The work climate is a condition or state of the work atmosphere that is comfortable, calm, and free in doing work without fear. The phenomenon in the field is that there are obstacles that are felt by nurses in creating a positive work climate, especially nurses who are not able to work together effectively in completing a job as well as issues of appreciation for outstanding nurses that have not been noticed by the hospital. The work climate problem that is perceived negatively by most of the nurses at the Bandung Adventist Hospital is closely related to the job satisfaction of the nurses at this hospital.

Based on the description above, it can be explained that building a team spirit, reward, responsibility, standard, clarity and conformity is needed in order to create a positive work climate. A good work climate is a climate of mutual trust, so that every work that is carried out can be done together. A positive work climate will be created if a rewards system is available that is in line with employee expectations because employees are rewarded and rewarded for their performance. The team spirit and rewards aspect will form the responsibility of employees to complete tasks properly according to the standards set by the company. However, the implementation of the assigned tasks requires clarity of duties (clarity) because employees know the limits of their responsibilities. The five aspects above will be created even better if employees are given the freedom (conformity) responsibly in completing their duties.

The work climate is a reflection of the quality of values and norms that exist and apply in an organization that are carried out and felt by all members of the organization. The climate that exists in an organization does not just exist but is formed by several things, namely team spirit, reward, responsibility, standards, clarity and conformity. A positive work climate will create a conducive work environment. If there is a positive work climate in the hospital, it will be related to the job satisfaction of nurses.

In a hospital, nurses are the majority of the staff and their role is to determine the quality of health services in the hospital. The fluency of nursing care is very dependent on the work climate created by hospital management. A good organizational climate will correlate with an increase in job satisfaction. The working climate in the inpatient room is closely related to the process of creating a conducive work environment in the hospital. This will create harmonious relationships and cooperation resulting in high performance.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of data processing and discussion and hypothesis testing using statistical methods, the following conclusions can be drawn from this study.

From the results of data processing through statistical calculations, it is concluded that there is a significant relationship between work climate and nurse satisfaction at Adventist Hospital Bandung. This concludes that the null hypothesis (H_0) is accepted and the alternative hypothesis (H_a) is rejected.

If the aspects of the work climate are ranked based on the strongest to weakest correlation values, the team spirit aspect has the closest relationship with nurses' work dissatisfaction, then the second is the reward aspect, the third is the responsibility aspect, the fourth is the standard aspect, the fifth is the reward aspect. the clarity aspect, and the last order is the conformity aspect.

Suggestion

Suggestions for future researchers are that this research can be taken into consideration in further studies. There are many deficiencies in this research, it is hoped that it can be continued by further researchers who are interested in researching the same problem and making other variables not raised in this study as material for further research.

Given the importance of the work climate in increasing job satisfaction, the hospital, especially the nursing department, it is better if cooperation between teams of nurses is expected to increase cohesiveness between nurses so that nurses show more initiative to help each other when other nurses need help, avoid unnecessary conflicts with other colleagues so that work undisturbed and not easy to complain about a less than ideal work climate because they get a lot of support from the work team when faced with an unpleasant work situation. Pay attention also to the provision of a fair and always increasing reward system as well as punishment for all nurses in accordance with the work they have achieved and evaluate every task completion of the executive nurse.

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