

EFFECTIVENESS OF COMMUNICATION AND COOPERATION IN SECURITY SECTION EMPLOYEES BANK INDONESIA

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ABSTRACT

An organization is always moving to achieve its goals, therefore the members involved in it must be able to collaborate with each other in completing a job. However, in reality it is not easy for organizational members to work together. One of the factors that can foster a sense of cooperation among members of an organization is good communication between members, effective communication means information can spread effectively, messages from one employee to another are well received, understanding between each other is easily established. This research aims to determine the relationship between communication effectiveness and cooperation among security department employees at Bank Indonesia Jakarta. The population in this study were employees of the security department at Bank Indonesia Jakarta. The sample was taken using a simple random sampling technique using a modified Likert scale. The results of this study show that there is a positive correlation between communication effectiveness and cooperation, with $r_{xy} = 0.616$ and $p = 0.000$ ($p < 0.05$). It can be concluded that there is a relationship between communication effectiveness and cooperation among security department employees at Bank Indonesia Jakarta.

Keywords: Effectiveness of Communication and Collaboration.

INTRODUCTION

The development of the social security and social order (security and public order) situation in Indonesia recently requires increasing attention from various parties. This is due to an increase in public security and social security disturbances which are quite disturbing to the public, such as acts of terror with bomb threats, rampant armed robberies against bank customers.

To anticipate this, integrated security needs to be further improved. This can be realized by mobilizing all of society's potential in an independent security framework that demands community participation in environmental protection. The security unit (Satpam) as a form of independent security needs to be continuously developed so that the level of discipline and professionalism can be maintained. With this coaching, the role of security guards in creating a conducive situation can be increasingly felt, especially in their respective work environments.

A security guard is a group of officers formed by an agency/project/business entity to carry out physical security in the context of implementing independent security in their work environment. Security guards are tasked with providing security protection for an organization, where security and comfort are the main assets that support the continuity of the organization. In this case, the function of a security guard is to protect and secure the environment or work area from any disturbances in security and order as well as other violations or work regulations within an organization.

All forms of business or enterprise, large or small, definitely need protection. With this protection, it is hoped that this organization can produce results without interference from any party which would be detrimental to the organization itself.

Bank Indonesia is one of the government agencies tasked with regulating monetary policy, smooth payment systems, and supervising other banks. As a financial institution, Bank Indonesia needs to have a good and professional security unit so that various security problems can be resolved immediately. To increase the professionalism of security guards, both physical, mental and security capabilities, Bank Indonesia always has the view and idea that security costs are investment costs so that security is not seen as an activity that only costs money.

In its development, the role of security guards is not limited to physical security alone. Physical security here is defined as all efforts and activities to prevent or overcome threats and disturbances to security or order in the organization's environment through regulatory and guarding activities. Security guards must also be able to overcome problems that arise in the area of supervision of security guard activities, including preventing fire disasters, protecting work safety, crime, theft, robbery, embezzlement of company money, first aid for accidents, efforts to overcome disasters, alarm systems, communication problems which are supported by cooperation. In this way, the role of security or security guards will become more complete in ensuring the continuity of security activities within the organization, of course it cannot be done alone. This collaboration was seen, among other things, when the security guard's duties succeeded in saving employees during a fire at KBI (Bank Indonesia Office) Banjarmasin (in KITA Magazine, 2006: 4).

For convenience, a security officer (Satpam) can supervise or monitor the situation via camera or TV monitor and control the activities of employees and guests who come through the door 24 hours per day. The identification of employees, especially incoming guests, must also be paid attention to, for example when employees and guests enter each building. Security guards must be thorough and carefully look at every employee and guest who passes through the entrance. Direct identification can be seen via sensormatic tools automatically to avoid crime.

In carrying out their duties, security guards cannot work alone but must coordinate with each other and cooperate with fellow security guards. So to make it easier to carry out their duties and facilitate communication between security officers (security guards), an HT (Handy Talkie) is needed for each security guard so that good cooperation between fellow security officers or security guards can be seen from the daily activities of fellow security officers (security guards) who supervise each other on every floor, parking lot, lobby, elevator, ground floor or basement and office yard.

According to Baron and Byrne (2005: 188) cooperation is behavior in which each member works together to achieve the same goal. Cooperation according to Gillin and Gillin (Harry Victor, 1996: 53) is a joint effort between individuals or groups of people to achieve one or several common goals. According to Udai Pareek (1996: 187) states that cooperation is related to individuals working with other individuals, or more, to achieve a goal that is considered to be shared. According to Soekanto (2002:72) cooperation is a joint effort between individuals or groups of people to achieve one or several common goals.

There are several factors that can influence cooperation and can increase cooperation or reasons why fellow security officers must be willing to cooperate. According to Baron & Byrne (2005:

190-192) there is reciprocity, personal orientation and good communication between security officers.

Based on this, it shows that cooperation is very important in carrying out tasks. In order to achieve good cooperation between security officers, effective communication between fellow security officers is needed in carrying out their duties in the field of security and order in their environment or work area.

Communication is a basic human activity. Communication in human life is very necessary, this is because humans cannot live this life alone without the help of other people because in essence humans are social creatures who will never be separated from other people. It is with this communication that interactions or relationships between humans can run well.

Hovlan, Janis and Kelly (Arni Muhammad, 2002:2) say that communication is the process of individuals sending stimuli, usually in verbal form, to change the behavior of other people. Tubbs and Moss (Deddy Mulyana, 2005:24-27) say that the signs of effective communication are understanding or understanding, pleasure, influence on attitudes, improving relationships and actions, between individuals who are seen in the communication.

(Fakih Yusuf in the Inkoma journal 1991: 5) said that communication within a company has an important role in establishing cooperation with other individuals in order to realize "Human Relationships". Communication plays a role in the success of organizational goals considering that communication is a means of connecting and channeling the exchange of information flows. Each employee will be aware of and play a role according to their respective positions.

To achieve the cooperation desired by a group, good communication must be created. If effective communication is created between fellow security officers (security guards), it can lead to cooperation that helps each other, interacts with each other, provides information, motivates each other and influences each other.

FORMULATION OF THE PROBLEM

Based on the background described above, the problem formulation proposed is "Is there a relationship between communication effectiveness and cooperation among Bank Indonesia security employees in Jakarta".

RESEARCH PURPOSES

This research aims to determine empirically the relationship between communication effectiveness and cooperation among security department employees at Bank Indonesia Jakarta.

Understanding Collaboration

There is a temporary opinion that says that an employee, who has intelligence, is clever and masters certain skills, will definitely be successful in his work. Meanwhile, for employees who only have mediocre intelligence, intelligence and skills, it can be said that the employee's achievements will also be mediocre.

This opinion is not always true, if you pay attention, there are many employees who can work with satisfactory results, with high achievements only with intelligence, intelligence and skills that are classified as mediocre. This could happen because according to Sudarminto (1997:2) an employee who is successful and has brilliant achievements at work, must not only be

intelligent, intelligent but also must have and master certain skills, as well as have a unique and distinctive art of working. from other employees. In the workplace, especially in interactive work groups. Employee success is group success, because groups demand cooperation (Munandar, 2001:221). Can interact well with the work environment. So that fellow employees can collaborate well and without any obstacles.

Sudarminto (1997:2) and Soekanto (2002:72) state that employee collaboration is a basic form of interaction between employees, intended as a form of joint effort between one employee and another to achieve common goals.

Collaboration concerns the desire to maximize results or goals for all employees involved. With regard to obtaining satisfaction with overall achievement and a combination of satisfaction with individual achievement and satisfaction with collective achievement. Where individuals in a group must be able to know the goals of the group, contribute responsibly and enthusiastically to their tasks, and support each other. Each individual must show good cooperation within the group, in order to produce work that satisfies the organization.

This is felt to be important because in everyday life, employees as social creatures are interconnected and need each other. If each employee does not pay attention to this relationship, it can be imagined that each employee will work independently. Co-workers will be seen as rivals, so it is not impossible that achieving organizational goals which are shared goals will become more difficult. The goals of this organization are achieved in a pleasant way and working atmosphere, so in collaborative efforts it becomes very important because at work employees interact with each other, complement and complement each other in achieving common goals.

The central location of a collaboration clearly lies with each employee involved. Employees have the most important role in collaborating because as humans, as workers, in carrying out their work, each employee will use thoughts, feelings and actions accompanied by motivation in their work (Sudarminto, 1997:16).

The element of thought refers to the nature of reasoning and thinking power, such as the employee's ability to adapt to the work assigned to him. In working together, each employee will give each other the ideas they have, to complete work tasks and solve existing problems. In terms of feelings, cooperation is oriented towards feelings of wanting to work together accompanied by a sense of mutual trust and not feelings of unhealthy competition accompanied by feelings of mutual suspicion and hostility towards other employees. Unhealthy competition that occurs between employees is something that needs to be avoided because it can disrupt the work process.

According to Wursanto (2005:55) Cooperation is an act of helping or an act carried out together to achieve a common goal. According to Udai Pareek (1996:187) states that cooperation is related to individuals working with other individuals, or more, to achieve a goal that is considered to be shared.

In other words, cooperation is an effort carried out jointly between one employee and another by uniting the thoughts, feelings and actions of each employee who works according to their respective abilities, duties and obligations to achieve common goals.

Cooperation Factors

Individuals who work as part of an organization must work in a series of activities. Building an attitude of cooperation in a work group, according to Udai Pareek (1996: 196-202), there are several factors of cooperation that need to be considered, such as:

a. Motivation to collaborate

There is a basic human need to love, help and be useful to others. This need is not only reflected in attention to other people, but also attention to larger groups that involve a person as a member, including organizations. This need is also reflected in a person's general attention to other people and his willingness to cancel or postpone the satisfaction of his own needs in the interests of other people or other groups.

b. Acceptance of group norms

The norms that apply within a group have a strong influence on the behavior of its members. Norms are standards accepted by a group for its behavior. These norms are absolutely agreed upon and binding on group members. The members absolutely agree to it and agree to conform, the group norms are supported and therefore binding on most group members.

c. Greater results through Collaboration

In general, individuals act in accordance with the expected rewards. If one type of behavior is rewarded or provides satisfactory results, people will repeat that behavior. Most researchers show that if the result obtained from an activity, for example, is cooperation, people tend to cooperate more.

d. Superordinate goals to be achieved

It is a goal that has important meaning for all parties concerned, but cannot be achieved by any party working alone. Several objective factors can help develop cooperation. First, the goal must be attractive and desired by the majority of members. Second, the goal must be considered a goal that can be achieved together. Third, if there is an opinion that the goal cannot be achieved by just one person or one group without collaborating with other parties involved. Then the goal becomes a superordinate goal.

e. Perceptions of the division of power

Cooperation requires certain conditions in order to develop, one of which is called the perception of power. Each person in a group has at least negative power so that other people do not get something they want. This can be done by hiding information or misleading others. If people in a group feel they have positive power, they can contribute and use their influence to achieve certain goals, this is a perception of positive power.

f. Mutual trust

Along with the perception of power, the parties concerned also need to know that the power held by other people can be misused against them. This partly comes from the trust that exists between individuals so that it can be thought of as a number of attitudes of mutual trust that enable cooperation to emerge. Trust shows that there is a high probability that the power of the party concerned will not cause harm.

Understanding Communication Effectiveness

Communication is a basic human activity, with good communication an organization can run smoothly and successfully and vice versa. Lack or absence of communication can make an organization fall apart. In communication activities, there is always an exchange of messages between the actors which is made possible by the use of certain symbols or language (verbal or non-verbal) as a tool or medium of exchange. The process of exchanging messages is called communication.

According to Robbins (2001:310) communication is the process of transferring and understanding meaning. Meanwhile, Kartini Kartono (2002:212) states that communication is

the capacity of individuals or groups to convey feelings, thoughts and desires to other individuals and groups.

According to Arni Muhammad (2001:4) communication is the exchange of verbal and non-verbal messages between the sender and the recipient of the message to change behavior. Tubbs and Moss (2005:22) explain that communication is said to be effective if people succeed in conveying what they mean. In general, communication is considered effective if the stimuli intended and conveyed by the sender or source are closely related to the stimuli perceived and understood by the recipient.

By effectively mastering communication techniques by employees, it can certainly create a pleasant work atmosphere for other employees, so that harmonious relationships will be established between individuals.

Then Vardeber (Tubbs and Moss, 2005: viii) defines effective communication as communication in which the message conveyed can be understood correctly by the recipient.

Communication Effectiveness Factors

De Vito (Miftah Thoha, 2003:191) introduces five aspects of communication effectiveness, namely:

- a. Openness, namely the desire to be open to everyone who interacts with other people. With this desire to be open, we mean that each person opens himself up to receive information and is willing to convey information from himself, even information about himself if it is deemed relevant in the context of interpersonal conversation with the person he is talking to. Individuals have the desire to respond honestly to all stimuli that come to them. Being silent, not reacting, not wanting to criticize, or even not wanting to move physically may be appropriate for a particular situation, but in interpersonal communication or in everyday conversation it might be boring, and seem closed or less open. In openness, it is appropriate for each person to react openly to what their opponent says. There is nothing worse than indifference, and there is nothing more pleasurable than respecting the opinion of the other person in communication, even if that opinion is different. Even if you have a different opinion, say it even if it feels bitter for those who hear it. Thus, communication can be said if openness in communication is realized. It is very ineffective if two people communicate, one of whom expresses his opinion, while the other person is silent from beginning to end without any reaction.
- b. Empathy, perhaps the quality of communication that is very difficult to achieve is the ability to carry out empathy. By empathy we mean feeling as someone else feels, that is, trying to feel in the same way as someone else feels. This empathy is an attempt to understand other people, trying to understand the position of the person you are talking to. Background, current situation, and what is the goal? The assessment given to their behavior or attitudes as wrong or right.
- c. Support, with this support effective communication will be achieved. Support is sometimes spoken and sometimes unspoken. Unspoken support does not have a negative value, but can be a positive aspect of communication. Gestures such as a nod of the head, a wink, a smile, or a hand clap are unspoken positive reinforcements. In openness and empathy, communication cannot exist in an atmosphere full of threats. If participants in a communication feel that what they say will be criticized, or attacked for example, then the individual will be reluctant to be open or reluctant to tell about themselves in any way.
- d. Positivity, in communication will be successful if there is positive attention towards someone. If, on the other hand, there are individuals who have negative feelings towards the

person they are talking to, these feelings will be communicated to other people, then these other people will likely develop negative feelings too. On the other hand, if people have positive feelings towards themselves and want to convey their feelings to other people, then it is likely that other people will respond and pay attention to these positive feelings. Communication will be maintained well if positive feelings towards other people are communicated. This will make other people feel better and have the courage to participate more at every opportunity. A person in an atmosphere like this no longer has a feeling of closure. It's nice to think it can play a role.

- e. Similarity, this is a special characteristic, because in reality no human being is the same, so even twins can have differences. The reality is that in this world there are dashing people, some are rich, some are not beautiful, some are boxers, lecturers, and many more who show inequality. Communication will be more effective if the people communicating are in an atmosphere of equality. This does not mean that people who have nothing in common cannot communicate. It is clear that communication can take place, but if communication is to be effective, each party communicating should be able to recognize the similarities between each other. In this way, it is intended that there should be an unspoken recognition that both parties communicating are valued and respected as human beings who have something important to contribute to each other. Similarity characteristics in communication can also be seen from the position between the speaker and listener. It is difficult and ineffective in communication if there is a situation where the speaker is talking all the time, while the listener is listening all the time. There should be an effort to achieve equality between the speaker and listener. Indeed, there is a position that someone is the speaker and the other person is the listener in communication, but that does not mean that the speaker has to dominate all the time, while the others are sleepy or leave the room with a sour face.

Theoretical Framework for the Relationship Between Communication Effectiveness and Cooperation

Security employees are human resources who have an important role in an organization in terms of maintaining security. To meet the need for these employees, organizations often take steps to look for employees who are smart, have potential and have high abilities.

Then, to increase the professionalism of security officers, both physical, mental and security capabilities, users of security officer services or organizations should always have the view and idea that security costs are investment costs so that security is not seen as an activity that only costs money. For this reason, organizations often carry out additional education, training and purchase sophisticated technology in order to have a professional security force that can help the organization to achieve its goals.

In carrying out their duties, security officers cannot work alone due to the large area that must be guarded and monitored continuously 24 hours a day. For this reason, coordination and cooperation between fellow security officers is required. Collaboration is a form of interaction carried out by two or more employees in making efforts to achieve a common goal. This implies that in working together there are thoughts, feelings, intentions, methods and responsibilities of each employee who works in accordance with their duties and obligations, which is accompanied by a sense of sincerity in carrying out their duties, a sense of helping each other, motivating each other and there is sense of humor in it.

A behavior sometimes produces a positive impact, but may also produce a negative impact. Therefore, cooperation apart from being the ability to obtain positive impacts is also to overcome negative impacts.

Negative impacts are often encountered by security officers when carrying out their duties, either from unpleasant circumstances and situations in their work environment or from the home environment which often makes officers feel stressed. So it is very possible for officers not to work optimally. Situations like this really require cooperation and high communication effectiveness. So you will be able to avoid undesirable things and can also reach a mutually beneficial solution for both parties.

If a work group has effective communication, then collaboration can run smoothly. But if there is no communication within the group then cooperation will be ineffective. According to Baron and Bryne (2005:190-192) one of the factors that influences cooperation is communication, namely the extent to which understanding within the group can result in increased cooperation.

Miftah Thoha (2004:169) states that effective communication creates dynamic cooperation within each person and connects organizational goals to the participation of each person in it. The same thing was found by Kerr and Kaufman-Gilliland (Baron and Bryne, 2003: 192) that effective communication in groups can result in increased cooperation.

This recognition is reasonable considering that communication is a means of connecting different parts. With effective communication, it is hoped that there will be an appropriate exchange of information between fellow security employees and other employees. Effective communication can also reduce misunderstandings that can cause mutual distrust between employees and other employees. With communication that exists in collaboration, misunderstandings can be eliminated so that at work a sense of mutual trust will be created, willing to help each other, motivate each other, the work atmosphere will be comfortable and harmonious and a close collaborative relationship will be established in achieving common goals.

With effective communication in groups, good cooperation can be created. If individuals can communicate effectively, they tend to be able to work together well, because problems are discussed with the aim of being resolved or finding the best solution. However, if the communication is not effective it will certainly have the opposite impact.

Hypothesis

The working hypothesis (Ha) proposed in this research is that there is a relationship between communication effectiveness and cooperation among security employees at Bank Indonesia Jakarta.

RESEARCH METHODS

Variable Identification

Independent Variable : Communication effectiveness
Dependent Variable : Cooperation

Operational Definition

Collaboration is an effort carried out together. Communication effectiveness is the delivery of information or messages to other parties with the aim that they can be understood and understood well by the recipient.

Population and Sample

The population in this study was 200 male employees in the security department with a minimum of 1 year of service at Bank Indonesia Jakarta. Using the Harry King Nomogram, a sample of 116 people was obtained using a simple random sampling technique where samples were taken at random (Sutrisno Hadi, 2000:75). In this method, each member of the population has the same opportunity to be taken as a member of the sample.

Instrument

Data collection in this research used the scale method. The scale method is used to reveal cooperation variables and communication effectiveness. The reason for using a scale is so that the answers given are more focused and make it easier for the writer to examine and analyze. The scale form used in this research is a modified Likert scale.

Validitas dan Reliabilitas

The scale used to express cooperation on this scale was prepared by researchers and has been tested so that the validity ranges between 0.387-0.788 with a reliability of 0.970, so from the 72 items 64 items are valid and 8 items are invalid. Meanwhile, on the communication effectiveness scale, validity ranged between 0.393-0.779 with a reliability of 0.960, so that out of 60 items, 49 items were valid and 11 items were invalid.

Data Analysis

In accordance with the hypothesis put forward that there is a positive relationship between communication effectiveness and cooperation, the analysis technique used in processing this research data is the product moment correlation coefficient. In this research, to determine the relationship between communication effectiveness and cooperation. The data analysis used is bivariate correlation because bivariate correlation is used to test the relationship between one independent variable and one dependent (Kuncono, 2003:52). The calculations use computer assistance, namely using the SPSS 13.0 for Windows program.

DISCUSSION

In carrying out their work, the security department or security guard is not only limited to security that can disrupt security or order within the organization, security guards must also be able to overcome problems that arise in the area of supervision of security guard activities, including preventing fire disasters, protecting work safety, crime, theft, robbery, embezzlement of company money, first aid for accidents, efforts to overcome disasters, alarm systems, communication problems supported by cooperation. In this way, the role of security or security guards will become more complete in ensuring the continuity of security activities within the organization, and carrying out this task of course cannot be done alone.

In order for work results to be achieved well, there needs to be good cooperation between each employee in the security department. Collaboration involving more than one person includes work activities that occur between these individuals where each other helps each other. Collaboration also arises due to participation between employees who take part in work activities and voluntarily help each other because they understand the existence of a common goal. Cooperation and participation are built from harmony, trust, attachment, pride and communication. Collaboration can be established through the involvement of each group member, and this happens because each member has an attitude of mutual giving, mutual responsibility and mutual trust.

If a work group has good cooperation then communication will be effective, but if there is no cooperation within a group then communication will be ineffective. According to Baron and Bryne (2005:190-192) one of the factors that influences cooperation is communication, namely the extent to which understanding within the group can result in increased cooperation.

Miftah Thoha (2004:169) states that effective communication creates dynamic cooperation within each person and connects the organization's goals to the participation of each person in it. Meanwhile, Kerr and Kaufman-Gilliland (Baron and Bryne, 2005:192) say that effective communication in groups can result in increased cooperation.

This opinion is reasonable considering that communication is a means of connecting different parts. It is hoped that effective communication will create the right exchange of information between fellow security employees and other employees. Effective communication can also reduce misunderstandings that can cause mutual distrust between employees and other employees. With communication that exists in collaboration, misunderstandings can be eliminated so that at work a sense of mutual trust will be created, willing to help each other, motivate each other, the work atmosphere will be comfortable and harmonious and a close collaborative relationship will be established in achieving common goals.

The results of research at Bank Indonesia Jakarta show that the better the communication effectiveness of security department employees, the better the cooperation. From the results of this research, it is known that the effectiveness of communication has an influence on cooperation. To find out how big the effect is, you can do this by squaring the correlation coefficient of 0.616 and multiplying the result by 100%, to get a result of 37.9%. So the effectiveness of communication has an influence on cooperation by 37.9% while the remaining 62.1% is influenced by other factors.

From the results of the research categorization, it is also known that both the effectiveness of communication and cooperation of the research subjects are in the high category. The high communication effectiveness category may be due to the security department employees understanding the importance of effective communication between fellow employees in carrying out their duties, especially when they are supervising or guarding a large area or one that is different from one another, so effective communication is needed between fellow security officers.

The high cooperation category may be due to security officers having good cooperation between fellow officers which is based on the thoughts, feelings, intentions, methods and responsibilities of each officer who works in accordance with their duties and obligations, accompanied by a sense of sincerity. In carrying out their duties, there is a sense of helping each other, motivating each other and there is a sense of humor in it so that good cooperation can be created.

CONCLUSION

Referring to the results of the data analysis that has been described, it can be concluded that there is a relationship between communication effectiveness and cooperation among security employees at Bank Indonesia Jakarta. The results of this research also show that communication effectiveness is in the high or good category and cooperation is in the high or good category.

SUGGESTIONS

For further research, it is recommended to add other variables that can influence cooperation, such as: work environment, organizational climate, interpersonal relationships and so on.

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