

## **The Influence of Interpersonal Relations, Work Environment and Emotional Intelligence on Employee Performance at Dinas Pendidikan Kota Semarang**

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**Abstract.** The purpose of this research is to analyze the influence of interpersonal relations, work environment, and emotional intelligence on employee performance at Dinas Pendidikan Kota Semarang. The data collection method in this research uses a questionnaire. The population in this study consists of all employees working at Dinas Pendidikan Kota Semarang, totaling 144 people, and the sample comprises 58 respondents. The analytical tool used is multiple linear regression. The research results show that interpersonal relations do not have an influence and are not significant to employee performance. For the work environment variable, indicating a positive and significant influence of the work environment on employee performance. For the emotional intelligence variable, indicating a positive and significant influence of emotional intelligence on employee performance. Meanwhile, the adjusted R-squared coefficient results show that 68.2% of the independent variables are interpersonal relations, work environment, and emotional intelligence. This means that 68.2% of employee performance is explained by these factors. The remaining 31.8% is explained by other variables that were not examined in this study. The conclusion of this research is that the work environment has a positive and significant impact on employee performance. Emotional intelligence has a positive and significant impact on employee performance. Meanwhile, interpersonal relations do not have an impact and are not significant to employee performance. The suggestion for future research is to conduct studies using variables other than those already used in this research.

**Keywords:** Interpersonal Relations, Work Environment, Emotional Intelligence, and Employee Performance

### **INTRODUCTION**

According to the Indonesian Ombudsman, the quality of public services is determined by the performance of the employees providing the service. If their performance is good, then the quality of the service provided will also be good. If the employees have poor performance, are incompetent, and lack integrity, then the performance produced will also be poor. Public services will deteriorate.

Dinas Pendidikan Kota Semarang, as one of the Regional Device Organizations (OPD), needs to evaluate the performance of its employees. To serve the community well, good performance is also required from an organization.

Based on the reference above, Dinas Pendidikan Kota Semarang is one of the government agencies that provides services to the community. In handling this matter, Dinas Pendidikan Kota Semarang created a complaint channel, namely [laporsmg.semarangkota.go.id](mailto:laporsmg.semarangkota.go.id). Dinas Pendidikan Kota Semarang itself received a total of two complaints, namely regarding indications of levies and indications of violence in institutions under Dinas Pendidikan. From the data collected from early October until

October 16, Dinas Pendidikan received 2 complaints out of a total of 82 valid complaints. As a government agency that oversees all Educational Institutions, Dinas Pendidikan needs to make efforts and take direct follow-up actions to prevent prolonged issues. And fortunately, this issue is currently being addressed. (quoted from laporsmg.semarangkota.go.id).

The background of this research is the research gap in previous studies. Here is the research gap in this study:

**Table 1. Research Gap**

No.	Title, Name Of Researcher, Year	Presentation (%)
1	The Influence of Interpersonal Relations, Work Environment, and Emotional Intelligence on Employee Performance at the KPUD Office of Parigi Moutong Regency, Hendra Siswanto, 2019	a. The three independent variables, namely interpersonal relations, work environment, and emotional intelligence, simultaneously have a positive and significant effect on employee performance. b. Meanwhile, the emotional intelligence variable does not affect employee performance.
2	The Influence of Emotional Intelligence and Compensation on Employee Performance, Adrianto, 2021	a. Emotional intelligence has a positive and significant effect on employee performance. b. Compensation has a positive and significant effect on employee performance, and there is an influence between emotional intelligence and compensation simultaneously on employee performance.

Based on several research results above, different outcomes were obtained regarding the influence of emotional intelligence variables on employee performance. In the research that the author will conduct, a study will be carried out with the above variables, including emotional intelligence, to determine its impact on employees at Dinas Pendidikan Kota Semarang.

Based on the description above, this proposal is entitled "THE INFLUENCE OF INTERPERSONAL RELATIONS, WORK ENVIRONMENT AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE AT DINAS PENDIDIKAN KOTA SEMARANG".

From the background description regarding employee performance related to interpersonal relations, work environment and emotional intelligence, the formulation of the problem in writing this research is to find out how interpersonal relations, work environment and emotional intelligence influence employee performance. Furthermore, in this study the research questions were formulated as follows:

- a. Do interpersonal relations influence employee performance at Dinas Pendidikan Kota Semarang?

- b. Does the work environment affect employee performance at Dinas Pendidikan Kota Semarang?
- c. Does emotional intelligence influence employee performance at Dinas Pendidikan Kota Semarang?

The objectives to be achieved in writing this proposal are as follows:

- a. To determine the influence of interpersonal relations on employee performance
- b. To determine the influence of the work environment on employee performance
- c. To determine the effect of emotional intelligence on employee performance

The benefits of this research are as follows:

- a. Adds knowledge to readers regarding the influence of interpersonal relations, work environment and emotional intelligence on employee performance at Dinas Pendidikan Kota Semarang.
- b. This research is useful for the development of science.

## **THEORITICAL BASIS**

According to Hasibuan (in Herwin Sudarman, 2022), employee performance is the result of someone's work in carrying out their duties and responsibilities based on skill, experience, diligence, and the time used. Below is the indicator from employee performance (Robbins from Hendra Siswanto, 2019):

- 1. Quality
- 2. Quantity
- 3. Punctuality
- 4. Effectiveness
- 5. Independence

According to Robert A Baron & Donn Bryne (2002:8), interpersonal relations are relations outside oneself or also referred to as adjustments with others. Below is the indicator from interpersonal relations (Effendy from Hendra Siswanto, 2019):

- 1. Price appreciate
- 2. Loyal and tolerant towards one another
- 3. Open attitude
- 4. There is familiarity

According to Simanjuntak (in Khaeruman, ST., MM., CHRA., et al., 2021:55), the work environment can be defined as the entirety of tools and equipment encountered, the surrounding environment where one works, the work methods, as well as the impact of the work both as an individual and as a group. Below is the indicator from work environment (Sedarmayanti from Hendra Siswanto, 2019):

- 1. Condition of the work space
- 2. Work room decoration (layout)
- 3. Facilities and work aids
- 4. Air condition
- 5. Calmness in the work space

According to KBBI, emotional intelligence is intelligence closely related to care and heart, both among humans, with other creatures, and the surrounding environment. Below is the indicator from emotional intelligence (Yukl from Muhammad Nurullah et al, 2020):

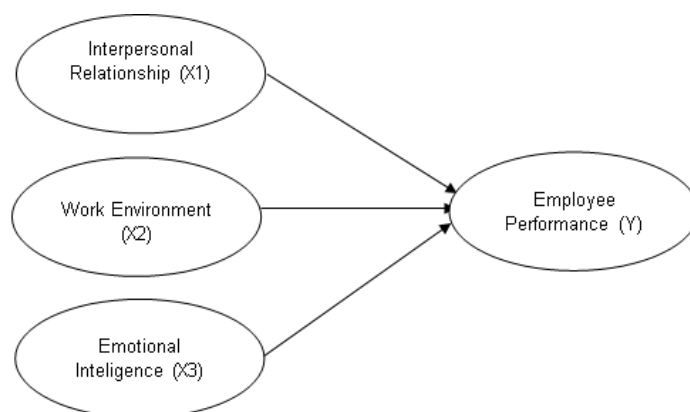
1. Self-awareness
2. Emotional management
3. Self-motivation
4. Empathy
5. Maintain relations

## METHOD

The data collection method in this study uses a questionnaire. The population in this study consists of all employees working at Dinas Pendidikan Kota Semarang, totaling 144 people, and the sample comprises 58 respondents, with multiple linear regression as the analytical tool used. From the results of the validity test conducted, it is known that all statement items have a calculated  $r$  value  $>$  table  $r$ , so all statement items are considered valid. Based on the results of the reliability test, it is known that these variables have a Cronbach alpha  $>$  0.60, which means that all variables in this study are reliable.

Below is the framework from this research:

Picture 1. Theoretical Framework



## RESULTS AND DISCUSSION

From research on 58 respondents from Dinas Pendidikan, the gender of the respondents can be seen in the following table:

Table 2. Respondent's Gender

Gender	Frequency (Person)	Percentage (%)
1. Men	22	37.93 %
2. Woman	36	62.07 %
Total	58	100 %

*Source: Processed primary data, 2024*

The respondent's education level can be seen in the following table:

Table 3. Respondent's Education Level

Education Level	Frequency (Person)	Percentage (%)
1. SMA/SMK	3	5,2 %
2. Akademi/D3	12	20,7 %
3. Sarjana/S1	34	58,6 %
4. S2	8	13,8 %
5. S3	1	1,7 %
Total	58	100%

Source: Processed primary data, 2024

The respondent's work period can be seen in the table as follows:

Table 4. Respondent's Work Period

Period of Service	Frequency (Person)	Percentage (%)
< 5 years	18	31,03 %
5– 10 years	11	18,97 %
10 – 15 years	10	17,24 %
> 15 years	19	32,76 %
Total	30	100%

Source: Processed primary data, 2024

## 1. Multiple Linear Regression Analysis

Regression analysis is used to determine the form (of) the relations between variables. The regression coefficient values of Tcount and significance levels are shown in the following table:

Table 5. Multiple Linear Regression Analysis

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.120	3.432		1.492	.142
	Hubungan Interpersonal	-.023	.163	-.018	-.145	.886
	Lingkungan Kerja	.243	.086	.285	2.813	.007
	Kecerdasan Emosional	.632	.127	.638	4.958	.000
a. Dependent Variable: Kinerja Pegawai Source: Results from SPSS						

From these results, the regression equation obtained is as follows:

$$Y = 5.120 - 0.023 (X1) + 0.243 (X2) + 0.632 (X3)$$

Where:

X1 = Interpersonal Relations

X2 = Work Environment

X3 = Emotional Intelligence

Y = Employee Performance

The regression equation above provides an overview of the magnitude of the influence of the independent variable on the dependent variable. Where the coefficients X1 (Interpersonal Relations), X2 (Work Environment), and . The regression equation above can also be explained as follows:

- The constant is 5.120, meaning that if Interpersonal Relations (X1), Work Environment (X2), and Emotional Intelligence (X3) are 0, then the Employee Performance (Y) value is 5.120.
- The regression coefficient for the Interpersonal Relations variable (X1) is -0.023, meaning that if Interpersonal Relations increases by 1%, then Employee Performance (Y) will decrease by 0.023.
- The regression coefficient for the Work Environment variable (X2) is 0.243, meaning that if the Work Environment increases by 1%, then Employee Performance (Y) will increase by 0.243.
- The regression coefficient for the Emotional Intelligence variable (X3) is 0.632, meaning that if Emotional Intelligence increases by 1%, then Employee Performance (Y) will increase by 0.632.

## 2. T Test

Table 6. T test

No	Variabel	T count	Sig.
1	Interpersonal Relations	-.145	.886
2	Work Environment	2.813	.007
3	Emotional Intelligence	4.958	.000

Source: Processed primary data, 2024

This test is formulated in the form of a null hypothesis (H0) and an alternative hypothesis (Ha). Based on the regression analysis calculations, hypothesis testing can be carried out, namely:

- If the significance is  $> 0.05$ , then H0 is accepted and Ha is rejected.
- If the significance is  $< 0.05$ , then H0 is rejected and Ha is accepted.

In this research the hypothesis used is:

- The Influence of Interpersonal Relations on Employee Performance  
 $H_{0_1}$  = "There is no influence between interpersonal relations (X1) on employee performance (Y)".  
 $H_{a_1}$  = "There is a positive influence between interpersonal relations (X1) on employee performance satisfaction (Y)".  
 From the results of the calculations carried out, the calculated t count is  $-0.145 < 1.67252$  (t table) and a significant value of 0.886 is obtained. This means that the significance value is  $(0.886 > 0.05)$ . Thus, H0 is accepted and Ha is rejected, meaning that interpersonal relations have no effect and are not significant on employee performance.

- b. The Influence of Work Environment on Employee Performance  
 $H_{02}$  = "There is no influence between the work environment (X2) on employee performance (Y)".  
 $H_{02}$  = "There is a positive influence between the work environment (X2) on employee performance (Y)".  
From the results of the calculations carried out, the calculated t count is  $2.813 > 1.67252$  (t table) and a significant value of 0.007 is obtained. This means that the significance value is  $(0.007 < 0.05)$ . Thus,  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a positive and significant influence between the work environment on employee performance.
- c. The Influence of Emotional Intelligence on Employee Performance  
 $H_{03}$  = "There is no influence between emotional intelligence (X3) on employee performance (Y)".  
 $H_{a3}$  = "There is a positive influence between emotional intelligence (X3) on employee performance (Y)".  
From the results of the calculations carried out, the calculated t count is  $4.958 > 1.67252$  (t table) and a significant value of 0.000 is obtained. This means that the significance value is  $(0.000 < 0.05)$ . Thus,  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a positive and significant influence between emotional intelligence on employee performance.

### 3. F Test

Table 7. F test

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1035.687	3	345.229	41.729	.000 <sup>b</sup>
	Residual	446.744	54	8.273		
	Total	1482.431	57			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Emotional Intelligence, Work Environment, Interpersonal Relations						

Source: Result from SPSS

Based on the results of the ANOVA test or F count in table 4.11, the F count is 41.729 with a significance level of 0.000. Because  $F_{count} > F_{table}$  ( $41.729 > 4.01$ ) and the significance level is  $0.000 < 0.05$ , it can be stated that the independent variables include interpersonal relations (X1), work environment (X2) and emotional intelligence (X3) simultaneously or together affects employee performance variables (Y).

### 4. Analysis of the Coefficient of Multiple Determination (R<sup>2</sup>)

The Coefficient of Determination is used to find out how much contribution X has to Y. The coefficient of determination value is in the following table:

Table 8. Coefficient of Multiple Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.836 <sup>a</sup>	.699	.682	2.876
a. Predictors: (Constant), Emotional Intelligence, Work Environment, Interpersonal Relations Source: Result from SPSS				

In the above table the Adjusted R Square value is 0.682. The independent variables (interpersonal relations, work environment and emotional intelligence) were able to explain the dependent variable (employee performance) by 68.2%. This means that as much as 68.2% of employee performance is explained by interpersonal relations, work environment and emotional intelligence. Meanwhile, the remaining 31.8% ( $100\% - 68.2\% = 31.8\%$ ) is explained by other variables not examined in this study. The results of this analysis show a strong coefficient of determination. Meanwhile, the standard error of estimate (SEE) is 2.876, in this case the smaller the SEE value, the more accurate the regression model will be in predicting the dependent variable.

## 5. Normality test

The normality test aims to determine whether a data distribution is normal or whether there are confounding variables. A good regression model is one that has a normal or close to normal data distribution. The way to detect whether research data is normal or not is by statistical tests.

Normality testing using statistical tests was carried out using the Kolmogorov-Smirnov (K-S) test which was carried out on the regression residual data. The data is normally distributed with a significance value of more than 0.05. Based on the sample testing presented in Table 19, it is known that the K-S value is 0.447 and the significance is 0.998 which is greater than 0.05. This proves that the residual data is normally distributed.

Table 9. Normality test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		58
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	2.79957396
Most Extreme Differences	Absolute	.075
	Positive	.044
	Negative	-.075
Test Statistic		.075
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		



c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

*Source: Result from SPSS*

From the normality test above, it can be seen that the results are normally distributed because  $0.200 > 0.05$ , meaning that the regression model for the dependent variable of employee performance satisfaction is normally distributed.

## 6. Multicollinearity

The multicollinearity test aims to find out whether the relations between independent variables has multicorrelation problems (symptoms of multicollinearity) or not. Multicorrelation is a very high or very low correlation that occurs in the relations between independent variables. This test needs to be carried out if the number of independent (free) variables is more than one.

Table 10. Multicollinearity Result

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5.12	3.432		1.492	0.142		
	HUBUNGAN INTERPERSONAL	-0.023	0.163	-0.018	-0.145	0.886	0.345	2.899
	LINGKUNGAN KERJA	0.243	0.086	0.285	2.813	0.007	0.542	1.844
	KECERDASAN EMOSIONAL	0.632	0.127	0.638	4.958	0	0.337	2.966

a. Dependent Variable: KINERJA PEGAWAI

*Source: Result from SPSS*

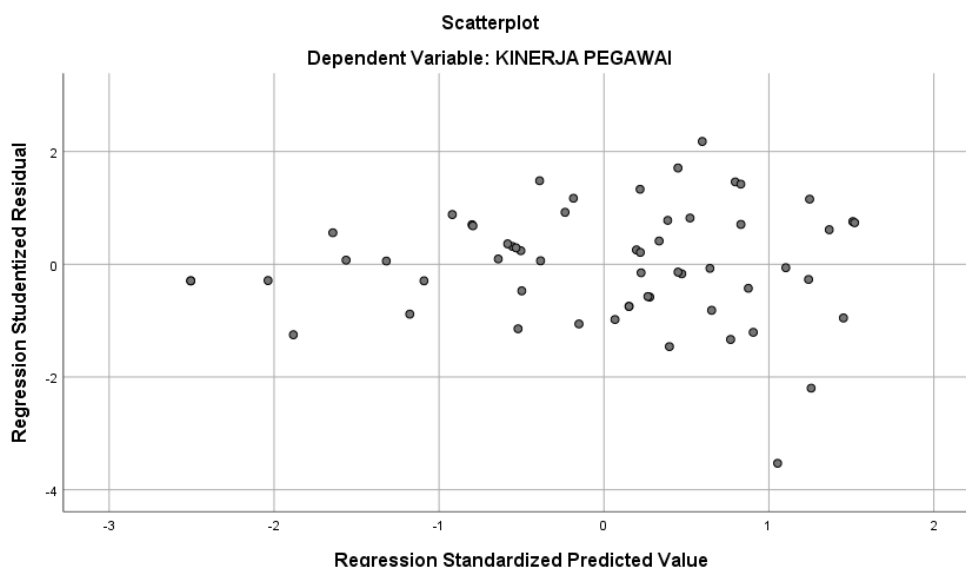
Based on the table above, it can be seen that the tolerance value is  $> 0.10$ , which means that there are no symptoms of multicollinearity between the independent variables.

## 7. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another. A good regression model is one that is homoscedastic or does not have heteroscedasticity. One way to detect the presence or absence of heteroscedasticity is to use a scatterplot.

The heteroscedasticity test produces a point distribution pattern graph (scatterplot) as shown in below:

Picture 2. Scatterplot



*Source: Result from SPSS*

From the scatterplot graph above, it can be seen that there is no clear pattern and the points are spread above and below the number 0 on the Y axis. These results indicate that the variables used in the research do not experience heteroscedasticity, so the data used is suitable for research.

Based on the results of research on the influence of interpersonal relations, work environment and emotional intelligence on employee performance, it can be seen that the regression coefficient of the two independent variables is partial, employee performance is influenced by the two variables, namely the work environment and emotional intelligence, positively and significantly. Meanwhile, the interpersonal relations variable has no effect and is not significant.

Based on the results of multiple linear regression tests, the hypothesis in this study was proven correct. Based on the results of the partial test, it was found that the two independent variables, namely work environment and emotional intelligence, had a positive and significant effect on the performance of employees at Dinas Pendidikan Kota Semarang, while one of the independent variables, namely interpersonal relations, had no effect and was not significant on the performance of employees at Dinas Pendidikan Kota Semarang.

Interpersonal relations are relations consisting of two or more people who are dependent on each other and use consistent interaction patterns. When someone doesn't have a good relations with their coworkers, they usually say they are dissatisfied with their job. Based on the grand theory in this research, namely Job Performance theory, which means the work results achieved by a person in completing the tasks assigned to him include the quality and quantity of output as well as reliability in work, where someone who works well will have high performance and can produces good performance too. However, in this study the results showed that interpersonal relations had no or no significant effect on employee performance. These results are contradictory and not in accordance with research conducted by Hendra Siswanto (2019), who in his research stated that there is a significant influence between

interpersonal relations on employee performance. From the analysis carried out by the author from the questionnaire distributed, the interpersonal relations variable is the variable that has the lowest total score among the other X variables. This means that not all employees think that relations between employees influence their performance. Employees realize that there is a distance between personal relations and professional work relations.

## CONCLUSION

The conclusion of this research is the work environment has a positive and significant effect on employee performance. Emotional intelligence has a positive and significant effect on employee performance. Meanwhile, interpersonal relations have no effect and are not significant on employee performance. Suggestions for further research are to carry out research using variables other than those used in this research.

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