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Perisai Competence in Increasing Social Security Administrator for Employment Membership in Medan

Muhammad Ari Irawan^{1*}, Rulianda Purnomo Wibowo², Isfenti Sadalia³

¹muhammadariirawan2307@gmail.com, ²rulianda_wibowo@yahoo.com,

³isfentisadalia@gmail.com

Universitas Sumatera Utara

*Corresponding Author: Muhammad Ari Irawan

Email: muhammadariirawan2307@gmail.com

ABSTRACT

The government's efforts in providing social protection to workers is by creating department that can provide social protection to every worker in Indonesia known as Social Security Agency (BPJS) which is a public legal entity that manages 4 of the 5 social security programs in Indonesia. This research aims to analyze perisai competency strategies in increasing membership of BPJS Ketenagakerjaan in Medan. This research is located at BPJS Ketenagakerjaan Medan City Branch using thirty-nine Perisai agents. This research used six respondents through questionnaires using five Likert scales and nine Likert scales. The Delphi Panel method uses thirteen competencies with three competency categories, called intellectual competence, emotional competence and social competence. This research uses Analytic Hierarchy Process (AHP) method which aims to analyze priority competencies. Based on the research result using Delphi Panel method, it found thirteen competencies grouped into three categories including intellectual competence, emotional competence and social competence indicating that there were no priorities in covering intellectual competence, emotional competence and social competence.

Keywords: *Intellectual Competence, Emotional Competence, Social Competence, Analytic Hierarchy Process (AHP), BPJSTK*

INTRODUCTION

In Indonesia, there are two sectors of workers, called formal sector and informal sector. Workers in formal sector are workers who are institutionally recognized by government and get clear guarantees socially, both from employers and from the government such as office employees, State Civil Servants and other workers whose their income can be measured every month. Meanwhile, informal sector workers are workers who do not receive monthly salaries that cannot be measured every month, for example, traders, small and medium micro businesses and etc who are socially not guaranteed directly by the government.

The government's efforts in providing social protection to workers is by creating department that can provide social protection to every worker in Indonesia known as Social Security Agency (BPJS) which is a public legal entity that manages 4 of the 5 social security programs in Indonesia. The efforts to achieve the benefits of BPJSTK (National Social Security Agency for Employment) is by increasing the number of BPJSTK participants in Indonesia. The management of PT BPJS formed a unit by gathering people to become BPJS agents to educate many people about the benefits of BPJSTK for workers, especially informal workers throughout Indonesia. This unit or agent is called Indonesian Social Security Activator or abbreviated as Perisai.

BPJSTK sets a step that allows it to reach all non-formal workers by cooperating through institutions and personal agents who have been authorized as Perisai offices. BPJSTK seeks to expand the membership of informal workers or Non-Wage Earners (BPU) and Micro, Small and Medium Enterprises (MSMEs) through Perisai system. The efforts and steps for BPJSTK in Bogor will be targeted for traders and workers in traditional markets, public transportation drivers, and online motorcycle taxi drivers, fishermen, laborers, farmers and others.

In North Sumatra, Perisai only has 1 official office, called Perisai Zikri BPJSTK in Tanjung Selamat, Deli Serdang. The workers do not need to worry about the registration model through Perisai since this format is official and does not discriminate, both in its services and access to information. In addition, Perisai's regulations and its activities are also closely monitored. Perisai is expected to increase public awareness of the importance of Social Security, regardless of the profession.

Because of the availability of Perisai office, it will expand the participation and protection of labor social security in North Sumatra, especially to acquire informal workers or non-wage earners (BPU), including Micro, Small and Medium Enterprises (MSMEs). Meanwhile, Perisai agents are Social Security agents who are responsible in conducting socialization, acquisition, education, receiving registration, then collecting contributions and managing participation in Employment Social Security program, as well as providing an understanding of BPJSTK programs to the community in the village.

The Perisai at BPJSTK Medan Branch still has several problems that indicates the lack of competence in it, one of which is its social competence since there are some Perisai members at BPJSTK Medan who have weaknesses in numerical intelligence indicators that caused them cannot explain optimally about the amount of fees or program price that will be followed by BPJSTK participants. In addition, there are also some of Perisai members that cannot use the technology optimally that caused low inductive reasoning in Perisai members in explaining BPJSTK programs to the participants.

Moreover, there are some Perisai members at BPJSTK Medan who unable to control their emotions in dealing with various problems. It indicates that emotional competence of Perisai members at BPJSTK Medan is still low. Furthermore, there are several Perisai members at BPJSTK Medan who cannot communicate either verbally or nonverbally that caused the level of openness to participants and a sense of initiative is still relatively low. As a result, the communicative form conducted by Perisai members at BPJSTK Medan Branch to BPJS participants is not run optimally.

In research conducted by Hasya Harizunnisa' (2018) with the title Analysis of Employee Competence on Employee Performance (Case Study of Bank Madina Syariah) found that competencies consist of `knowledge, skills and attitudes are interrelated with one another in influencing employee performance at Bank Madina Syariah. Then, the research from Tina Tresnawati (2020) with the title Competency Analysis on Employee Performance (Case Study at Primkop Darma Putra Lang-Lang Bhuwana Ujungberung Bandung) found that it is necessary to conduct the briefings, coaching and Brain Storming to employees to improve the quality of human resources in increasing the employee competence and performance. In addition, the research from Umar Makawi (2015) with the title Analysis of the Effect of Competence on Employee Performance in Banjarmasin City Industry and Trade Office shows that competence affects employee performance. It showed by the results of regression analysis with SPSS software version 21.0. With a significance level (α) = 0.05 two-sided test. The value of $t =$ when the probability > 0.05 , then H_0 is accepted. Otherwise, when the probability < 0.05 , then H_0 is rejected. This means that the better the competence, the more the performance increases. Based on the research problem above, this research aims to examine the competencies that are necessary for Perisai member in increasing the BPJSTK membership at Medan Branch.

LITERATURE REVIEW

Competence

Competence according to Palan in Faustyna (2014) is a description of behavior that refers to the characteristics of behavior that describe motives, personal characteristics, self-concept, knowledge values or expertise. In addition, according to Wibowo (2016) competence is also fundamental basis of people's characteristics and indicates a way of behaving or thinking, equalizing situations, and supporting for a long enough period of time.

Work Performance

According to Sinambela (2016), suggests that employee performance is defined as the ability of employees to perform certain skills. Employee performance is very essential since it demonstrated how well the employee ability to conduct the tasks which assigned to them. Hasibuan (2016) states that performance is a result of the work achieved by a person in conducting their tasks based on skills, experience, seriousness and time. Moreover, Mangkunegara (2017) states that performance is the result of work achieved by employees, which is the quality and quantity of work in conducting their duties in accordance with the responsibilities given to them (Iman et al., 2023).

Perisai System

BPJSTK has launched a Perisai from spending the latest Japanese Sharoushi and Jimmikumiai concepts that equipped to utilize sophisticated information technology that has been digitally based which will facilitate and reduce the risk of fraud. Perisai is assisted by financial system (Bank) in order to confirm that the financial transaction process is functioning properly. The benefits of encouraging information technology through the using of Indonesian Social Security Activator with a smartphone making it easier to find new participants, and the performance can be checked easily by BPJSTK Employment.

This Perisai Agency System has several benefits for its agents in being able to create a new job opportunity. Meanwhile, the system problem especially user satisfaction is very important in Perisai system. In the implementation of Perisai Agency System, agents and participants use Perisai system to input the names of new workers and create the payment codes for BPJSTK (Pranita et al., 2019). The person who will recruit the community is called a Perisai agent that embrace the whole community in cities, villages, mountains, forests and seas to join Perisai for better work in Indonesia. For Perisai membership, it provides incentives of 7.5% and IDR. 500.000 thousand per month from the dues that have been obtained in acquiring 50 or more memberships. In order to maintain its main daily work from the contributions it has received, Perisai also focuses on acquiring MSMEs and informal workers. The provisions for the Perisai requirements are to register at BPJSTK training and declared as a Perisai member after passed the test. Being a

Perisai member can be a side job for a while, but it can be the main occupation in Japan (Pambudi, 2019). The benefit for being the Perisai member the member will still fulfill the basic needs of a decent life when there is a disaster, accident, death, or retirement age.

RESEARCH METHODOLOGY

This research was designed in an exploratory sequential with two research steps using a combination of qualitative methods followed by quantitative methods (Creswell, J. W., & Creswell, 2018; Leedy et al., 2019). The first step used a qualitative method approach that combined the process of identification and data collection through documentation studies with the observations result and researcher interactions with research object, as well as the use of questionnaires in Delphi method to obtain consensus on the proposed list of competencies. The second step is used a quantitative method approach through the use of AHP method for competency priority ranking and consistency analysis of respondents' answers through statistical analysis.

This research is classified as applied research that conducted to solve problems faced by an organization (Yusuf, 2017). This research also uses a descriptive method with a survey approach in collecting data that describes the object's characteristics (individual, group or organization), event or situation (Sekaran & Bougie, 2016). The research located at BPJSTK Medan Branch on Karya Street No.135, Karang Berombak, Medan Baru, Medan, North Sumatra. The number of samples in this research were 39 Perisai agents who were used as respondents.

RESULT AND DISCUSSION

Respondent Characteristics

The respondents in this research are 36 Perisai agents of BPJSTK in Medan City Branch. The respondents filled out the questionnaires online that distributed through Google Form. The characteristics of respondents in this respondent consists of 2 characteristics based on working life and age which are presented in the following table:

Table 1. Respondent Characteristics based on Working Life

Working Life					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		4	9,3	9,3	9,3
	> 3 years	22	51,2	51,2	60,5
	1- 3 years	17	39,5	39,5	100,0
	Total	43	100,0	100,0	

Source: Processed Data used SPSS (2022)

The respondents' characteristics based on working life in table above, it shows that 22 respondents have worked for > 3 years with a percentage of 51.2% and 17 respondents have worked for 1-3 years with a percentage of 39.5%.

Table 2. Respondent Characteristics based on Educational Background

Educational Background					
		Frequency	Percentage	Valid Percentage	Cumulative Percentage
Valid		4	9,3	9,3	9,3
	DIII	1	2,3	2,3	11,6
	S1	21	48,8	48,8	60,5
	S2	17	39,5	39,5	100,0
	Tota 1	43	100,0	100,0	

Source: Processed Data used SPSS (2022)

The respondents' characteristics based on their educational background in table above shows that as many as 1 respondent has the last education DIII with a percentage of 2.3%, as many as 21 respondents have bachelor degree with a percentage of 48.8%, and as many as 17 respondents have magister degree with a percentage of 39.5%.

Intellectual Competency Analysis

Intellectual competency analysis is conducted based on the results of recapitulation of consistency index (CI) and consistency ratio (CR) of respondents' answers to intellectual competencies which have a maximum consistency ratio (CR) level of 0.1 that will be added into a new matrix through A1J method approach and normalized to calculate the priority vector, maximum eigenvalue, consistency index and consistency ratio.

The comparison aggregation matrix for intellectual competence is presented in following table:

Table 3. The Comparison Aggregation Matrix for Intellectual Competence

Criteria	Numerical Intelligence (KI ₁)	Perceptual Speed (KI ₂)	Inductive Thinking (KI ₃)	Adaptive (KI ₄)	Diplomatic Negotiations (KI ₅)
Numerical Intelligence (KI ₁)	1,000	1,387	1,150	1,363	1,278
Perceptual Speed (KI ₂)	1,154	1,000	1,103	0,795	0,752
Inductive Thinking (KI ₃)	1,188	0,949	1,000	3,000	0,765
Adaptive (KI ₄)	1,028	1,462	0,333	1,000	1,000
Diplomatic Negotiations (KI ₅)	1,073	1,513	1,538	1,000	1,000
Total	5,442	6,310	5,124	7,158	4,795

Source: Processed Data (2022)

Based on the calculation result of the comparison aggregation matrix for intellectual competence in table above, the next step is the calculation of eigenvector of normalized comparison aggregation matrix for intellectual competence through summing up the multiplication results between each value in each row of the matrix, and calculating the maximum eigenvalue (λ_{max}). The normalized comparison aggregation matrix for intellectual competence is presented in the following table:

Table 4. Normalized Comparison Aggregation Matrix for Intellectual Competence

Criteria	Numerical Intelligence (KI ₁)	Perceptual Speed (KI ₂)	Inductive Thinking (KI ₃)	Adaptive (KI ₄)	Diplomatic Negotiations (KI ₅)	Priority Vector
Numerical Intelligence (KI ₁)	0,184	0,220	0,224	0,190	0,266	0,217
Perceptual Speed (KI ₂)	0,212	0,158	0,215	0,111	0,157	0,171
Inductive Thinking (KI ₃)	0,218	0,150	0,195	0,419	0,160	0,228
Adaptive (KI ₄)	0,189	0,232	0,065	0,140	0,209	0,167
Diplomatic Negotiations (KI ₅)	0,197	0,240	0,300	0,140	0,209	0,217

Source: Processed Data (2022)

Based on the analysis results, the consistency ratio (CR) value on intellectual competence is 14.7%. The consistency ratio (CR) value is bigger than maximum inconsistency limit set in AHP method which is 0.1 or 10% (CR intellectual competence $14.7\% > 0.1$). This shows that the comparison aggregation matrix for intellectual competence is inconsistent.

Emotional Competency Analysis

The analysis of intellectual competence is conducted based on the results of recapitulation of consistency index (CI) and consistency ratio (CR) of respondents' answers to emotional competence, then the aggregation of respondents' answers which have a maximum consistency ratio (CR) level of 0.1 will be included in a new matrix through A1J method approach and normalized to calculate the priority vector, maximum eigenvalue, consistency index and consistency ratio.

Table 5. Emosional Comparison Aggregation Matrix for Emotional Competence

Criteria	Self Motivation (KE ₁)	Impulse Control (KE ₂)	Mood Management (KE ₃)	Responsive (KE ₄)
Self Motivation (KE ₁)	0,974	2,050	1,622	1,189
Impulse Control (KE ₂)	3,493	0,974	3,361	0,967
Mood Management (KE ₃)	2,745	0,843	0,974	0,729
Responsive (KE ₄)	4,748	2,934	3,930	0,974
Total	11,961	6,801	9,887	3,860

Source: Processed Data (2022)

Based on analysis results, the consistency ratio (CR) value on emotional competence is 122.33%. The consistency ratio (CR) value is bigger than the maximum inconsistency limit set in AHP method, which is 0.1 or 10% (CR emotional competence $122.33\% > 0.1$). This shows that the comparison aggregation matrix for emotional competence is inconsistent.

Social Competency Analysis

The analysis of intellectual competence is conducted based on the results of recapitulation of consistency index (CI) and consistency ratio (CR) of respondents' answers to social competence, then the aggregation of respondents' answers which have a maximum consistency ratio (CR) level of 0.1 will be included in a new matrix through A1J method approach and normalized to calculate the priority vector, maximum eigenvalue, consistency index and consistency ratio.

Based on the analysis results, the consistency ratio (CR) value on social competence is 134.15%. The consistency ratio (CR) value is bigger than the maximum limit of inconsistency set in the AHP method which is 0.1 or 10% (CR

social competence $134.15\% > 0.1$). This shows that the comparison aggregation matrix for social competence is inconsistent.

Nonparametric Statistical Analysis

Non-parametric statistical methods are used to analyze data that its distribution cannot be assumed to be normal. In non-parametric statistics, the required data has a nominal or ordinal measuring scale (qualitative data). In this research, nonparametric statistical analysis used the Wilcoxon test that aims to test two related samples to examine the difference between two samples and examine the size difference in rank. Wilcoxon Test is used since the data is paired that the respondents provide the same statement items in two questionnaires with different scales.

Wilcoxon Signed Rank Test

Table 6. Hypothesis for Statistical Test with Wilcoxon Signed Rank Test

Competence	Hypothesis	
	H ₀	H ₁
KI ₁	There is no significant difference in respondents' responses for KI ₁ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KI ₁ on Delphi I and Delphi II questionnaires.
KI ₂	There is no significant difference in respondents' responses for KI ₂ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KI ₂ on Delphi I and Delphi II questionnaires.
KI ₃	There is no significant difference in respondents' responses for KI ₃ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KI ₃ on Delphi I and Delphi II questionnaires.
KI ₄	There is no significant difference in respondents' responses for KI ₄ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KI ₄ on Delphi I and Delphi II questionnaires.
KI ₅	There is no significant difference in respondents' responses for KI ₅ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KI ₅ on Delphi I and Delphi II questionnaires.
KE ₁	There is no significant difference in respondents' responses for KE ₁ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KE ₁ on Delphi I and Delphi II questionnaires.

KE ₂	There is no significant difference in respondents' responses for KE ₂ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KE ₂ on Delphi I and Delphi II questionnaires.
KE ₃	There is no significant difference in respondents' responses for KE ₃ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KE ₃ on Delphi I and Delphi II questionnaires.
KE ₄	There is no significant difference in respondents' responses for KE ₄ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KE ₄ on Delphi I and Delphi II questionnaires.
KS ₁	There is no significant difference in respondents' responses for KS ₁ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KS ₁ in Delphi I and Delphi II questionnaires.
KS ₂	There is no significant difference in respondents' responses for KS ₂ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KS ₂ in Delphi I and Delphi II questionnaires.
KS ₃	There is no significant difference in respondents' responses for KS ₃ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KS ₃ in Delphi I and Delphi II questionnaires.
KS ₄	There is no significant difference in respondents' responses for KS ₄ in Delphi I and Delphi II questionnaires.	There is a significant difference in respondents' responses for KS ₄ in Delphi I and Delphi II questionnaires.

Based on the hypothesis that has been described in this research, the results of statistical tests through Wilcoxon Signed Rank Test obtained a recapitulation value of Asymp. Sig. (2-tailed) and the results of hypothesis testing on each competency are presented in the following table:

Table 7. Hypothesis Test

Competence	Asymp. Sig. (2-tailed)	Hypothesis Test Decision
KI ₁	0,024	H ₀ is accepted and H ₁ is rejected
KI ₂	0,026	H ₀ is accepted and H ₁ is rejected
KI ₃	0,026	H ₀ is accepted and H ₁ is rejected
KI ₄	0,027	H ₀ is accepted and H ₁ is rejected
KI ₅	0,026	H ₀ is accepted and H ₁ is rejected
KE ₁	0,026	H ₀ is accepted and H ₁ is rejected
KE ₂	0,027	H ₀ is accepted and H ₁ is rejected

KE ₃	0,027	H ₀ is accepted and H ₁ is rejected
KE ₄	0,026	H ₀ is accepted and H ₁ is rejected
KS ₁	0,024	H ₀ is accepted and H ₁ is rejected
KS ₂	0,024	H ₀ is accepted and H ₁ is rejected
KS ₃	0,024	H ₀ is accepted and H ₁ is rejected
KS ₄	0,026	H ₀ is accepted and H ₁ is rejected

Source: Processed Data used SPSS (2022)

Based on the results of hypothesis testing, it is known that all thirteen competencies include KI₁, KI₂, KI₃, KI₄, KI₅, KE₁, KE₂, KE₃, KE₄, KS₁, KS₂, KS₃ and KS₄ which have Asymp. Sig (2-tailed) is smaller than 0.05. it means that H₀ is accepted and H₁ is rejected and it can be concluded that the list of competencies obtained by Delphi Method through Delphi I questionnaire and Delphi II questionnaire has no statistically significant difference in respondents' responses to the numerical intelligence competency (KS₁), perceptual speed (KS₂), inductive thinking (KS₃), adaptive (KS₄), diplomatic negotiation (KS₅), self-motivation (KE₁), impulse control (KE₂), mood regulation (KE₃), responsiveness (KE₄), openness (KS₁), initiative (KS₂), sensitivity (KS₃) and communicative (KS₄).

Based on the research results, it is known that in intellectual competence based on priority vector value, the highest value is obtained in inductive thinking criteria of 0.228, while adaptive criteria has the lowest value of 0.167. In emotional competence based on priority vector value, the highest value is obtained in responsive criteria of 0.370 and the mood management has the lowest value of 0.160. In social competence based on priority vector value, the highest value is obtained in communicative criteria of 0.344 and assertiveness has the lowest value of 0.167.

CONCLUSION

Conclusion

Based on the research results and discussion that has been described, the conclusions in this research, such as (1) The competencies needed by Indonesian Social Security Activists (Perisai) in increasing membership in BPJSTK at Medan Branch are classified into 6 respondents who are Perisai agents of BPJSTK Medan Branch through Delphi I and Delphi II questionnaires. The 13 competencies are grouped into three categories of competencies called intellectual competence, emotional competence and social competence. Intellectual competence consists of numerical intelligence, perceptual speed, inductive thinking, adaptive and negotiation. Emotional competencies consist of self-motivation, impulse control, mood management and responsiveness. Meanwhile, social competencies consist of openness, initiative, assertiveness and communicativeness; (2) The Analytic Hierarchy Process (AHP) method through Aggregation Individual Judgement (AIJ) approach is used to analyze the competency priorities of Indonesian Social Security

Activists (Perisai) in increasing membership of BPJSTK Medan. Based on the research result, that there are no priorities including intellectual competence, emotional competence and social competence. Based on the consistency ratio (CR) value on intellectual competence, emotional competence and social competence, it is known that the most crucial aspect in increasing membership in BPJSTK Medan Branch is intellectual competence since it has the highest value of 14.7%.

Suggestion

Based on the conclusions above, there are several suggestions, such as (1) In developing Perisai agency system, is expected to use a competency-based approach in increasing membership at BPJSTK Medan Branch; (2) BPJSTK Medan Branch is expected to provide training to improve Perisai members' competence, especially intellectual competence that aims to increase knowledge, skills and understanding in work environment; (3) It is hoped that the use of AHP method in this research can provide an evaluation and development in the implementation of Perisai membership agency system at BPJSTK Medan Branch; and (4) For further research, it is recommended that research be conducted using more respondents who are BPJSTK Perisai agents at Medan Branch and are expected to use other analytical methods.

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