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The Influence of Education and Training on Work Performance of Civil Servants at the Population Service Office and Civil Registration of West Seram

Maartje Paais

maartjepaais9@gmail.com

Faculty of Economics and Business, Universitas Kristen Indonesia Maluku

ABSTRACT

The process of organizing teaching and learning in order to improve the knowledge and skills of civil servants through training is very important in order for them to have competencies in accordance with the requirements of each position. Therefore, this research aims to determine the influence of education; training; and both training and education on the performance of civil servants at the Population Service Office and Civil Registration of West Seram. This research used multiple linear regression analysis as its method with primary data in the form of questionnaires to 35 respondents selected and analyzed through interview techniques. Meanwhile, secondary data is obtained from literature reviews that are in accordance with the research topic. The results of this research indicate that (1) education and training simultaneously have a significant influence on the performance of civil servants; (2) education partially has a significant influence on the performance of civil servants; (3) training partially has a significant influence on the performance of civil servants; and (4) the variety of employee performance based on education and training has an effect of 79.6% while the remaining 20.4% is not explained by other variables that are not analyzed, such as job stress factors, work environment, and others.

Keywords: *Education, Training, Work Performance*

INTRODUCTION

Civil administration is a sequence of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and utilization of the results for public services and development of other sectors (Fakrulloh, Zudan Arif & Wismulyani, 2018). The issue of civil administration has been regulated in Law No. 23/2006 and Government Regulation No. 37/2007 on the implementation of Law No. 23/2006, which explains that the state guarantees the rights of a person/group of believers in God in obtaining civil administration rights, such as the inclusion of beliefs in identity cards, birth certificates, marriage, and death documents. Institutions in conducting population administration affairs have the authority, such as (1) to obtain correct information and data about population and civil registration events reported by residents; (2) to obtain data about important events experienced by residents based on court decisions or stipulations; (3) to provide information on reports of population and important events for the purposes of investigation, prosecution, and proof to judicial institutions; and (4) to manage data and utilize information on the results of population and civil registration for development purposes.

In this case, the Population Service Office and Civil Registration which is the focus of an institution implementing population and civil registration, especially this research focuses on the Population Service Office and Civil Registration of West Seram. The Population Service Office and Civil Registration of West Seram is an implementing element of the regional government in the field of Population Service Office and Civil Registration of West Seram which is led by the Head of Service and is domiciled under and responsible to the regent through the regional secretary. This research was conducted at the Population Service Office and Civil Registration of West Seram which has 35 employees who are one of its government institutions to carry out community service tasks in population management in the West Seram region. The following is a description of the level of employee conditions in work performance at the Population Service Office and Civil Registration of West Seram in 2020-2021.

Table 1. The Level of Work Performance at The Population Service Office and Civil Registration of West Seram in 2020-2021

No.	Work Performance Indicators	Unit	Realization		
			2020	2021	Target
1.	The percentage of birth certificates issuance	%	63.76	66.99	65
2.	The percentage of ID card issuance	%	89.88	85.39	100
3.	Attendance	%	85	80	100

Source: The Result of Research

Based on data from the Population Service Office and Civil Registration of West Seram in 2021, the realization achievement for the issuance of birth certificates reached 66.99% or increased by 3.23%; the realization achievement for the issuance of Electronic ID cards reached 85.39% or decreased by 4.49% from the previous year, which in 2020 was 89.88%; and the realization achievement at the attendance rate reached 80% or decreased by 5% from the previous year, which in 2020 was 85%.

These two activity programs did not reach 100% due to the fact that there are still employees who lack the ability to operate computers. It can be identified that there are still employees who lack the necessary skills to complete their tasks. Then, there are still employees who do not want to be given additional tasks by the leader, this is indicated by the lack of work completed, which has an impact on the level of work quality. In addition, there are still employees who lack discipline in utilizing working hours. This can be seen when given work, employees are unable to carry out tasks effectively and efficiently. The low quality of employee work can be seen from the results of the work carried out by each employee, such as the lack of responsibility of each employee in carrying out the tasks carried out by each employee not in accordance with the predetermined targets. Therefore, it can be inferred that a clear scheme is needed related to employee self-development through education and training programs to improve employee performance and achieve organizational goals in accordance with the vision and mission that have been arranged. Therefore, this research aims to determine the influence of education; training; and both training and education on the performance of civil servants at the Population Service Office and Civil Registration of West Seram.

LITERATURE REVIEW

Education

According to the Legislation on Education System No. 20/2003, education is a conscious and planned effort to create a learning and teaching ambiance in order for students to actively develop their potential to have religious spiritual strength, self-control, personality, intelligence, noble character and skills needed by themselves and society (Kesekretariatan Negara, 2003b). In a broader context, education is all learning knowledge that occurs throughout life in all places and situations that have a positive influence on the individual's development (Pristiwanti et al., 2022). Meanwhile, in a smaller context, education is all the effectiveness that an institution attempts to provide its students in order for them to have good competence and a sense of full awareness of their social ties and problems (Febriyanti, 2021).

Training

Training is one of the activities for human resource development. In addition, education is also an educational process that is organized in a relatively short term,

using mechanisms, systematic and organized procedures in order for trainees to learn about technical knowledge of workmanship and expertise for specific purposes (Hasibuan, 2017). The quality of training needs to be assessed and well measured to ensure that the training activities actually provide optimal benefits. There are several factors supporting the effectiveness of training, such as (1) training material or content; (2) training delivery methods; (3) the quality of the training instructor; (4) training participants; (5) training facilities; and (6) training evaluation (Tamsuri, 2022).

Work Performance

According to Mangkunegara (2017), work performance is the quality and quantity of work achieved by the employees in fulfilling their duties in accordance with the responsibilities given to them. In addition, Mangkunegara stated that there are two factors that affect to employee work performance, such as their abilities (potential and actual capabilities) and motivation (Sandewa, 2018). Meanwhile, according to Fatmawati et al, there are several indicators in work performance, such as quality, quantity, punctuality, ability to cooperate and independence (Fatmawati et al., 2020).

The Relation between Education and Work Performance

Based on Hastin (2014) research, education has a positive influence on improving the work performance of employees of the Gunung Tujuh Sub-District Office, Kerinci. It is also supported by the results of Juliana's (2015) research, education has a significant effect on improving work performance at the Regional Development Planning Agency, Enrekang. The level of education is a long-term process that uses systematic and organized procedures in which managerial manpower learns conceptual and theoretical knowledge for general purposes. Therefore, education to improve employee performance is determined by the level of education so that organizations or government agencies must consider human resources in terms of their level of education (Mangkunegara, 2017).

The Relation between Training and Work Performance

The results of Meisy Pramasela Kowaas' (2016) research prove that training has a significant effect on the work performance of the Regional Disaster Management Agency of North Sulawesi. This is also confirmed by the results of Andi Rasma's (2016) research that training has a positive and significant effect on the work performance of the public relations and protocol section of the Regional Secretariat of Soppeng.

Training is an effort to develop human resources, especially to develop human intellect and personality. According to Handoko, training is a means of coaching and career development through participation in training programs, selected employees are consciously and planned to be prepared by their organization to accept different job responsibilities (rotation) and/or higher positions in the future.

Training aims to improve and develop better attitudes, behavior, skills in order that they are able to work more effectively and efficiently, and finally these employees get good work appraisals as well.

The Relation between Education and Training on Work Performance

The relationship between education and training and employee performance is interconnected, which is assumed that education and training is a response to an organizational need. However, Sudiro states that one of the ways to improve the organization's quality of human resources is through education and training programs that are conducted in a planned and systematic manner. Therefore, the importance of education and training in the organization is the improvement of employee performance which includes knowledge and skills that support, and the attitude of each employee as desired by the organization.

RESEARCH METHODOLOGY

Mind Mapping

This research consists of 2 independent variables, i.e. education and training and 1 dependent variable, which is work performance therefore the research mind mapping can be described as follows:

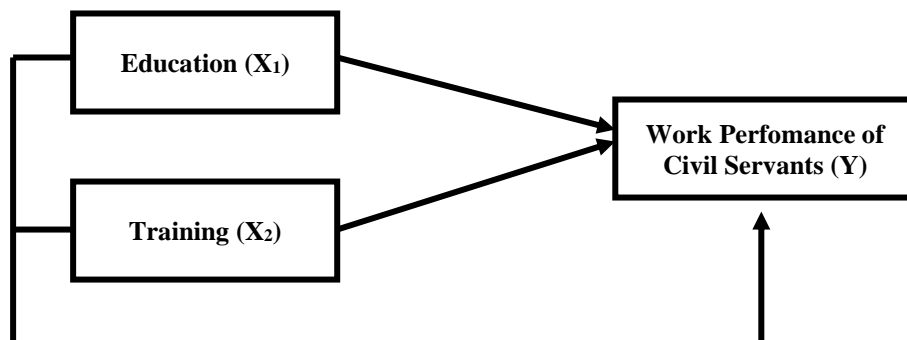


Figure 1. The Detailed Mind Mapping of The Research
Source: Theoretical Basis

Hypothesis

These are the description regarding previous mind mapping above that the researcher can describe such following below:

1. Education Variable (X_1)

H_0 : There is no impact of education on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

H_1 : There is an impact of education on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

2. Training Variable (X_2)

H₀: There is no impact of training on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

H₁: There is an impact of training on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

3. Both of Education and Training Variables (X_1 and X_2)

H₀: There is no impact of education and training on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

H₁: There is an impact of education and training on work performance of civil servants at the Population Service Office and Civil Registration of West Seram.

The Definition of Each Research Variables

These are several indicators that describe each variables which describe that independent variable (X) for education and training; and dependent variable (Y) for work performance of civil servants. Here the following the description for each variables such as:

1. Education Variable (X_1)

Its indicators such following below:

- a. Intelligence;
- b. Self-control;
- c. Personality;
- d. Mental Education;
- e. Ethics and morals;
- f. Skills (Kesekretariatan Negara, 2003b).

2. Training Variable (X_2)

Its indicators such following below:

- a. Productivity;
- b. Discipline;
- c. Attitude; and
- d. Work Ethic (Kesekretariatan Negara, 2003a).

3. Work Performance of Civil Servants Variable (Y)

Its indicators such following below:

- a. Work Quality;
- b. Work Quantity;
- c. Punctuality; and
- d. Work attendance (Pratiwi & Darmastuti, 2014).

Research Sample and Population

Population is the total of all possible values, the results of counting or measuring, quantitative or qualitative about certain characteristics of all the complete and clear members of the collection who want to examine their properties (Sinaga, 2014). Therefore, the population of this research is 53 employees of the Population Service Office and Civil Registration of West Seram.

Meanwhile, the research sampling is a subset of the population consisting of some members of the population. This subset is taken because it might not be possible in some cases for the researcher to examine all members of the population, hence the formation of a representative for the population (Ferdinand, 2014). The sampling technique in this research used the Slovin formula with a sample of 35 people. Here is the Slovin formula for determining the sample:

$$n = \frac{N}{1 + N(e)^2}$$

Description:

n: Sampling Total

N: Population Total

e: Constancy (percentage of standard error rate that can be tolerated for each sample, which is used in this case 10% error rate)

$$n = \frac{53}{1 + 53(0.1)^2}$$

$$n = \frac{53}{1.52} = 34.64 \text{ The result would be rounded to 35 respondents}$$

Data Analysis Techniques

This analysis is used to measure the influence between the independent variable and the dependent variable as stated by Sugiyono such following below:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

Description:

X₁: Education Variable

X₂: Training Variable

Y: Work Performance of Civil Servants Variable

α: Intersept Coefficient (Constant)

β: Regression Direction Coefficient

e: Confounding Error

RESULT AND DISCUSSION

The Research Result

Data Analysis and Interpretation

Validity Testing

Testing the validity in this research using the Product Moment correlation technique by correlating the score of each item with the total score of the Corrected Item-Total Correlation. The validity test results are presented in the following table:

Table 2. Validity Test Results

Variable	Item	Correlation Product Moment	$R_{table} (\alpha = 0.05)$	Description
Education (X ₁)	P1	.858**	0,334	Valid
	P2	.737**		Valid
	P3	.809**		Valid
	P4	.671**		Valid
	P5	.713**		Valid
	P6	.812**		Valid
	P7	.889**		Valid
	P8	.755**		Valid
	P9	.726**		Valid
Training (X ₂)	P1	.725**	0,334	Valid
	P2	.604**		Valid
	P3	.824**		Valid
	P4	.707**		Valid
	P5	.780**		Valid
	P6	.634**		Valid
	P7	.701**		Valid
	P8	.721**		Valid
	P9	.729**		Valid
	P10	.705**		Valid
Work Performance of Civil Servant (Y)	P1	.474**	0,334	Valid
	P2	.559**		Valid
	P3	.691**		Valid
	P4	.343**		Valid
	P5	.580**		Valid
	P6	.796**		Valid
	P7	.808**		Valid
	P8	.730**		Valid
	P9	.367**		Valid
	P10	.700**		Valid

Source: SPSS Output Data

Data Reliability Testing

Based on the reliability test results of the variables used in this research, it can be found in the following table:

Table 3. Reliability Test Results

Variable	Alpha Cronbach	R _{table}	Description
Education (X ₁)	0.916	0.60	Reliable
Training (X ₂)	0.882	0.60	Reliable
Work Performance of Civil Servants (Y)	0.808	0.60	Reliable

Source: SPSS Output Data

Multiple Linear Regression Analysis**Table 4.** Multiple Linear Regression Test Result

Variable	Unstandardized Coefficients	T _{count}	Sig.	Description
Constant	4.616			
Education (X ₁)	0.266	3.015	0.005	Sig.
Training (X ₂)	0.608	6.662	0.000	Sig.
R	0.892			
R Square	0.796			
Adjusted R Square	0.783			
F _{count}	62.272			
Sig.F	0.000			

Source: SPSS Output Data

Based on the regression analysis results above, the multiple regression equation can be arranged as follows:

$$Y = 4.616 + 0.266 X_1 + 0.608 X_2$$

Description:

1. The constant value (α) is 4.616; which means that if the independent variables, i.e. education (X₁), training (X₂) are equal to 0, then work performance of civil servants is positive 4.616.
2. The education regression coefficient of 0.266 indicates that the education variable has a positive influence on work performance of civil servants, which means that the greater/better education level provided to civil servants will cause an increase in work performance as much as 0.266 or 26.6%.
3. The training regression coefficient of 0.608 indicates that the training variable has a positive influence on work performance, which means that the greater/better the training provided to employees will cause an increase in work performance as much as 0.608 or 60.8%.

The F-Test (First Hypothesis Testing)

Table 5. Anova Table of Data Analysis Results
ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1069.402	2	534.701	62.272	.000 ^a
Residual	274.769	32	8.587		
Total	1344.171	34			

a. Predictors: (Constant), PLT, PD

b. Dependent Variable: KIN

Source: Processed Data

Based on the table above, it can be concluded that F_{count} of 62.272 > from F_{table} at level df: 2 : 32 of 3.23. Therefore, $F_{\text{count}} > F_{\text{table}}$ thus H_0 is rejected, which means that the education variable (X_1), training (X_2) simultaneously/together have a significant influence on work performance of civil servants (Y) can be accepted or tested at the real level $\alpha = 0.05$.

The T-test (Second Hypothesis Testing)

The T test is used to test the partial effect of the independent variable on the dependent variable by comparing the t_{count} value with the t_{table} value at the real level $\alpha = 0.05$.

Testing Criteria:

H_0 rejected if $t_{\text{count}} > t_{\text{table}}$

H_0 accepted if $t_{\text{count}} < t_{\text{table}}$

The test results for each variables is described such following below:

1. Education (X_1)

The regression analysis results obtained a t_{count} value of 3.015 while the t_{table} value is 1.684, thus $t_{\text{count}} > t_{\text{table}}$ means H_0 is rejected, which means that the education variable has a significant effect on work performance of civil servants.

2. Training (X_2)

The regression analysis results obtained a t_{count} of 6.662 while the t_{table} is 1.684, thus $t_{\text{count}} > t_{\text{table}}$ means H_0 is rejected, which means that the training variable has a significant effect on work performance of civil servants.

Based on the results of the F test, it can be known that the variable education (X_1), and training (X_2) simultaneously/together have a significant effect on work performance of civil servants (Y), and the results of the t-test indicate that the variable education (X_1), and training (X_2) have a significant influence on work performance, thus the proposed hypothesis is accepted.

Determination Coefficient (R²)**Table 6.** Determination Coefficient
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	.892 ^a	.796	.783	2.93028

a. Predictors: (Constant), PLT, PD

Source: Processed Data

The coefficient of determination R Square is 0.796 which indicates that the variation in work performance of civil servants is explained by education and training as much as 79.6% while 20.4% is explained by other variables not analyzed in the model including occupational stress, work environment, and so on.

The Research Discussion**The Influence of Education on Work Performance**

The results of quantitative analysis indicate that education has a significant influence on the dependent variable Y, i.e. the work performance of civil servants. It means that the better the education, the higher the work performance of civil servants. Based on Hastin (2014) research, education has a positive influence on improving the work performance of employees of the Gunung Tujuh Sub-District Office, Kerinci. It is also supported by the results of Juliana's (2015) research, education has a significant effect on improving work performance at the Regional Development Planning Agency, Enrekang. The level of education is a long-term process that uses systematic and organized procedures in which managerial manpower learns conceptual and theoretical knowledge for general purposes. Therefore, education to improve employee performance is determined by the level of education so that organizations or government agencies must consider human resources in terms of their level of education (Mangkunegara, 2017).

The main function of education is to develop abilities, shape character, personality and morals that are dignified in life. In addition, education aims to become a human being who is truthful in accordance with the norms that are used as a basis. Education is defined as formal education achieved or obtained while in school. The next aspect is training. After employees complete formal education, it should be followed by training for the employees themselves. Training is an effort to develop human resources, especially to develop human intellect and personality (Dharmmesta & Handoko, 2012). Training is intended to improve and develop better attitudes, behaviors, skills, so they can work more effectively and efficiently, and finally the employee gets a good job appraisal as well. Training is defined briefly as an activity to improve current performance and future performance (Sutrisno, 2016).

Education and training programs are often needed to maximize the performance possessed in carrying out these activities. The purpose of the level of education itself is to improve the work performance of employees produced through human resources in an institution, both the quality of work produced. In conducting worship, it is required to have an adequate level of education in order to maximize the performance possessed in carrying out these activities. Education in Indonesia is all efforts to foster personality and develop the ability of Indonesians, physically and spiritually, which lasts for life, both inside and outside school in the context of developing Indonesian unity and an equitable and prosperous society based on Pancasila (Munirah, 2015). In addition, the formal education pursued is crucial capital because through education a person has the ability and can easily develop themselves in their work field (Dharmmesta & Handoko, 2012).

Education is the acquisition of knowledge, skills and habits of a particular group of people that are transmitted from one generation to the next through teaching, training or research. Training is a part of education that concerns the learning process to acquire and improve skills outside the applicable education system in a relatively short time and using methods that prioritize practice rather than theory (Pristiwanti et al., 2022). In this case, education affects the work performance of civil servants because education serves as a tool to improve intelligence and work skills so that the higher the education, the greater the chance of increasing the work performance of civil servants.

The Influence of Training on Work Performance

The results of the quantitative analysis indicate that training has a significant effect on the dependent variable Y, i.e. the work performance of civil servants. It means that the better the education, the higher the work performance of civil servants. The results of this research are in accordance with the research of Meisy Pramasela Kowaas, et al (2016), which proved that education, training and work discipline have a significant effect on employee performance. Training is an effort to develop human resources, especially to develop human intellect and personality. According to Handoko, training is a means of coaching and career development through participation in training programs, selected employees are consciously and planned to be prepared by their organization to accept different job responsibilities (rotation) and/or higher positions in the future. The results of this research are also aligned with Rasma's research, which states that (1) education has a positive and significant effect on employee performance; (2) training has a positive and significant effect on employee performance; and (3) motivation has a positive and significant effect on employee performance (Andi et al., 2016). Based on the results of the research achieved followed by the theoretical explanation above, the researcher states that the results of training conducted properly and continuously have been proven to improve the work performance of civil servants through increasing the knowledge, skills, abilities and competence of personnel in

performing daily tasks assigned to each personnel both individually and collectively, especially at the Population Service Office and Civil Registration of West Seram.

CONCLUSION AND SUGGESTION

Conclusion

According to previous description, it stated that (1) education and training simultaneously have a significant effect on the work performance of civil servants; (2) education partially has a significant effect on the work performance of civil servants; (3) training partially has a significant effect on the work performance of civil servants; and (4) the variation in work performance of civil servants is explained by education and training as much as 79.6% while 20.4% is explained by other variables not analyzed in the model including occupational stress, work environment, and so on.

Suggestion

There are several suggestion for some included parties with this research, such as (1) to the Population Service Office and Civil Registration of West Seram, it is recommended to further improve education and training activities, for example in planning and budgeting, finance or treasury, archivists and general administration in order to achieve the expected work performance; (2) to Civil Servants of Population Service Office and Civil Registration of West Seram, it is recommended to further improve their performance in accordance with the education and training provided such as increasing self-training so that individual performance can be further improved; and (3) further research can be conducted by examining the limitations of this research which can be used as a source of ideas for the development of this research in the future. Employees should reduce workload, and always develop cooperation in order to achieve smooth work and development of individuals, groups, and organizations.

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