

THE RELATIONSHIP BETWEEN WORK MOTIVATION, CHARACTERISTICS, AND THE PERFORMANCE OF MIDWIVES IN FAMILY PLANNING SERVICES IN THE WORK AREA OF A COMMUNITY HEALTH CENTER

Nahdah¹, Annisa Melhannah²

¹²³AKBID BBH Banjarbaru, Indonesia

Article history:

Submission June 2022

Revised June 2022

Accepted July 2022

*Corresponding author:

E-mail: Nahda1213@yahoo.com

ABSTRACT

The circle of relatives making plans software (KB) as one of the country-wide improvement packages has a vital meaning in the attempt to realize prosperous Indonesian human beings and suppress the price of population boom in Indonesia.

The kind of study used is GRAanalytic survey research on the usage of move sectional meth-od. The population of this study was all midwives who had been inside the working place of the Martapura health facility, totalling 35 midwives. Data was received through the interview using a questionnaire and analyzed using the Spearman correlation. Take a look. The outcomes of the research the usage of the Spearman correlation take a look at confirmed that the variables have been age ($p = \text{zero}.013$), years of a carrier ($p = \text{zero}.047$), duty ($p = \text{zero}.029$), dared to take risks ($p = \text{zero}.006$) and had practical desires ($p = 0.019$) related to the overall performance of the midwife. In the meantime, the variable having a work plan with a p price = zero.608, having feedback with a p fee = zero.260 and searching out opportunities to comprehend the program with a p cost = 0.199 shows that there may be no dating with the performance of midwives in the circle of relatives making plans offerings.

It is hoped that the health office will provide facilities for midwives to improve in step with performance in the circle of relatives planning services within the working area of the Martapura sanatorium. To the top of the Puskesmas to offer motivation for all midwives to improve overall performance and for midwives to be more accountable for the own family making plans application given with the aid of their superiors so that the insurance of the own family planning seasoned-gram within the Puskesmas running location can be done.

Keywords: Paintings Motivation, Midwife Performance

Introduction

One manner to lessen the charge of the population boom in Indonesia is through the circle of relatives making plans application. Consequently, because 1970 the own family planning program (KB) has been officially included in the government program. Similarly to increasing network participation and focusing on family-making plans, this application also aims to lessen the wide variety of pre-rich and wealthy households (BKKBN, 2012).

The national family planning motion aims to create a happy and wealthy small circle of relatives that's the basis for the belief of an affluent

society through beginning control and population increase (Prawirahardjo, 2007). in the meantime, the goals of family planning in step with the BKKBN (2012) are 1) to improve the fitness and welfare of moms and youngsters in addition to families and the kingdom in preferred. 2) improving the honour of people's lives by lowering the birth price so that population growth does not exceed the capability to boom replica.

The circle of relatives making plans software objectives are divided into 2, particularly immediate goals and oblique objectives. The primary goal is couples of Childbearing Age (PUS) which goals to lessen the delivery charge with

the aid of sustainable use of birth control. At the same time, the indirect goal is to implement and manage circle of relatives planning, to reduce the delivery fee through an included population coverage to obtain first-class families and rich families (Handayani, 2010).

Primarily based on data from the BKKBN (2014), it's known that the number of couples of childbearing age (PUS) in Indonesia is forty-five,972,185. Meanwhile, the variety of participation in family planning was recorded at 32,908,319 humans or seventy-one. Fifty eight%. The usage of contraceptives by a lively circle of relatives making plans participants turned into divided into fifty-four. 35% use injection contraceptive techniques, 28.65% tablets, Intra Uterine gadgets (IUD) 5.44% implants four. 99%, girls' Operative methods (MOW) changed to 1.04%, Male Operative approach (MOP) was 0.2%, and condoms were five.33%.

Jogging the own family planning (KB) software is one of the obligations of the midwife. Midwives are a completely important hyperlink because of their position as the spearhead in enhancing Human resources (HR) through their ability to supervise, help and supervise neonates and postpartum mothers (Manuaba, 2000).

Further to the position of midwives in maternity services, midwives additionally have the first-rate task of own family making plans offerings. The midwife's duties in their family planning offerings are to provide midwifery care to fertile girls who want a circle of relatives planning services, which encompass: assessing the need for the process of relatives planning offerings at PUS/WUS, figuring out diagnoses, preparing plans for family planning services, carrying out care consistent with the program, comparing midwifery care that has been furnished. Compliance with-up procedures and make plans for recording and reporting (MOH, 2008).

From the family-making plan data above, many ladies still have not used their family planning. It's assumed that midwives' overall performance continues to be missing in family planning software services. The factors that reason

the overall performance of midwives to be no longer most efficient are thought to be because of low work motivation; this can be visible from the midwife's lack of sense of duty for the paintings given to her, where the midwife prioritizes personal interests rather than offering own family making plans services to humans in need, midwives also do no longer dare take risks. They do not dare to accept all of the results in their work due to the fact the gap and problem of transportation to different villages calls for sacrifice and self-will.

Midwives are also without problems glad about their modern talents so that they do not participate in the circle of relatives planning program schooling, even though taking part in training related to family planning provider applications will boom the capability of midwives, there's no comments or motion for modifications in their paintings, for instance not doing paintings assessment of preceding circle of relatives making plans services, the midwife did no longer put together a plan earlier for this system to be applied, due to the fact the midwife by no means made a piece time table and did not comprehend a peace plan in which the midwife did not guide or take part in activities that launched the family making plans provider program, for instance not taking part in activities that aid circle of relatives making plans services.

Methods

The kind of study used is analytical survey research. The use of the pass sectional approach is a study where measurements or observations are finished simultaneously at the records of the unbiased and based variables, which aims to explain the relationship between painting characteristics and motivation with the performance of midwives in family planning services.

Result

Table 1. Number Of Health Workers

Health Workers	Total
Medical Specialist	0
General Practitioners	2
Dentist	1
Nursing	2
Midwife	35
Pharmacist/Assist	1
Public Health	2
Sanitary	1
Nutrition	2

Table. 2 Respondent Characteristics

Respondent Characteristics	F (n)	(%)
Old		
< 30 years	15	42.9
≥ 30 years	20	57.1
Total	35	100.0
Years of service		
< 5 years	14	40.0
≥ 5 years	21	60.0
Total	35	100.0

Table 3. Distribution Of Respondents Based On The Work Motivation Of Midwives In Family Planning Services

Work Motivation	n	%
Have Responsibility		
Low	24	68,6
Tall	11	31,4
Total	35	100,0
Dare to Take Risk		
Low	16	45,7
Tall	19	54,3
Total	35	100,0
Have a realistic goals		
Low	23	65,7
Tall	12	34,3
Total	35	100,0
Have a work plan		
Low	19	54,3
Tall	16	45,7
Total	35	100,0
Take advantage of feedback		
Low	31	88,6
Tall	4	11,4
Total	35	100,0
Looking for opportunities to realize plans		
Low	30	85,7
Tall	5	14,3
Total	35	100,0

Table 4. Distribution Of Motivations

Motivation	n	%
Low	26	74,3
High	9	25,7
Total	35	100,0

Table 5. Distribution Of Respondents Based On Performance Category

Midwife <u>Perormance</u>	n	%
Not Good	27	77,1
Good	8	22,9
Total	35	100,0

Table 6. Cross Tabulation of Characteristics with Midwives Performance in Family Planning Services

Characteristics	Midwife's Perfor				Total	
	Not Good		Good		N	%
	N	%	N	%		
Age						
< 30	5	14,3	10	28,6	15	42,9
≥ 30	3	8,6	17	48,6	20	57,1
Years Of Service						
< 5	5	14,3	9	25,7	24	68,6
≥ 5	3	8,6	18	51,4	11	31,4

Table 7. Spearman correlation test results of characteristics and work motivation with the performance of midwives

Variabel	Spearman Correlation	P Value	Description
Age	0,216	0,013 < 0,05	valid
Years Of Service	0,250	0,047 < 0,05	valid
Responsibility	0,369	0,029 < 0,05	valid
Dare to take Risk	0,457	0,006 < 0,05	valid
Have realistic goals	0,393	0,019 < 0,05	valid
Have a work plan	0,090	0,608 > 0,05	invalid
Take Advantage Of Feedback	0,196	0,260 > 0,5	Invalid
Looking for opportunities to implement plans	0,196	0,260 > 0,05	Invalid

Discussion

Performance of Midwives in Family Planning Services

Overall performance is the best of labor achieved by someone wearing out his responsibilities following the obligations given to him. based on observations and interviews, the outcomes of the performance of midwives in family making plans offerings in the working place of the Puskesmas had been not excellent.

The poor performance of midwives in circle of relatives planning services is due to the truth that extra midwives aren't able to control time while sporting out circle of relatives making plans services, even though proper time management is needed while strolling the own family making plans carrier software so that midwives will now not be stressed approximately what will be conveyed to prospective family planning acceptors.

Not most effective are they no longer able to manipulate time nicely, a few midwives additionally never make home visits to sell own family making plans in their environment, because midwives experience that this isn't a assignment that have to be accomplished. The

midwife thinks that if some want to apply the own family making plans program, then the network ought to come to the Puskesmas to visit the midwife, so that the midwife doesn't sense the want to bother making domestic visits to promote the family making plans program.

Relationship of Age with Midwife Performance in Family Planning Services

Primarily based at the outcomes of research using the Spearman correlation, look at, $p = 0.013 < 0.05$, which suggests that the age component is intently associated with the overall performance of midwives in family planning services. Age is the respondent's lifetime, calculated from when the respondent becomes born until the remaining birthday on the time of the interview, expressed in years. Age is very carefully associated with a person's performance, because age can affect bodily, intellectual, work potential and duty.

in line with Siagian (2002) which states that there is a correlation among performance and job delight with the age of an employee, it means that the tendency is often visible is that the older the midwife, the better the level of performance. Another motive why age significantly impacts the performance of midwives, among others, is a mature and mature mindset regarding life dreams, hopes, dreams, and aspirations for more superior midwives.

based totally on observations in the area, age appears to have an impact on the work of midwives in circle of relatives planning services. this is because older midwives have greater revel in than more youthful midwives. More senior midwives have many methods to improve their work outcomes. for instance, via supplying counseling to WUS about the significance of circle of relatives making plans, providing unfastened own family making plans to increase own family making plans coverage. Based on interviews with young midwives providing their own family making plans offerings, some of them said that they had in no way treated family planning troubles due to the fact younger midwives always trusted senior midwives and young midwives also had no experience.

Relationship between tenure and performance of midwives in family planning services

Primarily based on the results of the study, it changed into observed a substantial relationship among years of service and the overall performance of midwives in own family making plans services. The outcomes of the spearman correlation check received $p \text{ fee} = 0.047 < 0.05$. From studies based totally at the period of assistance of the village midwife, it became observed that the longer the working length of the village midwife, the greater experience the midwife had in imparting family planning application services according with the usual or fixed processes that apply.

That is according with the announcement of the Ministry of fitness of the Republic of Indonesia (2000), the tenure of a midwife can be associated with the quantity of enjoy she already has. With the more experience won through paintings, the midwife's knowledge may also increase. The longer a person works in his field, the extra revel in he will get. The truth suggests that the longer a midwife carries out the family making plans provider application, the more revel in her. Conversely, the shorter the running duration of a midwife, the less experience may be gained. work experience presents numerous understanding and paintings abilities. on the other hand, restricted work has ended in lower stages of expertise and skills. paintings experience is someone's important capital to leap in a certain discipline.

Relationship between work motivation and performance of midwives in family planning services

Paintings motivation is the availability of a riding pressure that creates enthusiasm for one's work, so that they're willing to work together, paintings correctly and be included with all their efforts to obtain pleasure. From the outcomes of studies with the spearman correlation check, it changed into located that the value of $p = 0.023 < 0.05$, it could be concluded that paintings motivation is substantially associated with the overall performance of midwives in service paintings motivation of midwives in own family making plans offerings is measured

through the components of getting responsibility, daring to take dangers, having practical desires, have a work plan, take gain of comments and seek possibilities to realize projects.

Courting of responsibilities with Midwives overall performance in circle of relatives planning services

based totally on the observed results, it was shown that the midwife's responsibility component changed appreciably related to the performance of the midwife in family planning offerings. From the studies outcomes obtained $p \text{ fee} = \text{zero}.029 < 0.05$.

The responsibility of midwives in supplying own family making plans software services is still largely low. this can manifest because the midwife feels much less motivated to work. the absence of motivation of midwives in sporting out their duties is because of the shortage of care for the community through midwives. The midwife felt that if the community did no longer come to the Puskesmas to invite for the own family making plans software, the midwife could allow WUS now not carry out the family planning application. a few midwives, especially TKS midwives, nonetheless think that supplying family making plans program services should be executed on the Puskesmas. TKS midwives do no longer experience the need to be accountable for traveling the network or providing counseling about family planning programs to the network.

responsibilities are nonetheless low ensuing within the overall performance of midwives in family planning offerings is still not true. In reality, in sporting out their duties, midwives need to be willing to visit PUS houses to offer counseling concerning the importance of sporting out own family planning programs. however the midwives felt that it became not their full responsibility. some midwives assume that if the community does not need to use the family making plans application, why ought to or not it's compelled. Midwives don't need to trouble and more frequently

Do no longer want to recognize or do now not care approximately the community whether there are many WUS who use the own family

making plans program or not. Midwives, specifically TKS, feel that they do now not want to be pressured if it's far the folks who do not wish to use the own family making plans program. because of this lack of information, the midwife lacks a feel of obligation in sporting out her duties.

in addition, what turned into said in Makta's studies (2013) which examined the effect of labor motivation at the overall performance of enforcing nurses on the Stella Marris Inpatient Unit Makassar. inside the outcomes of the bivariate test there is a substantial courting among obligation and undertaking, due to the fact motivation is a using pressure to carry out properly. paintings motivation which consists of components of duty is one of the elements which could affect the performance of village midwives in family making plans offerings, because the better the midwife's responsibility in circle of relatives making plans offerings, the better the performance a good way to be acquired.

according to the researcher, the sturdy dating among responsibility and overall performance of midwives due to the fact obligation is a feel of belonging on the way to reason motivation in a person to paintings optimally in accomplishing the targets that have been set. In other words, if the midwife's sense of ownership is low toward the existing family planning software, it causes the midwife to grow to be much less liable for the program's achievements.

Courting of Dare to Take risks with Midwives performance in family making plans services.

Based at the consequences of the research at the Puskesmas, it showed that the component of bold to take dangers was extensively related to the overall performance of midwives in family making plans services with a $p \text{ price of } 0.006 < \text{zero}.05$. A midwife need to have the braveness to take dangers from her job. but, there are still many midwives who do now not want to take risks if the consequences in their paintings do now not suit the goals which have been set.

A midwife who dares to take dangers is a person who displays a accountable midwife. every

job has its very own risks. And if the midwife has chosen her task as a midwife, she has to understand her duties and obligations and be willing to do whatever it takes to get maximum work consequences. Dare to take dangers is one of the matters that ought to be achieved through a midwife if you want to create a society that may put in force youngsters better.

in step with the researcher, the robust courting among threat-taking and the performance of midwives because they dare to take dangers is a sense of courage to be able to motivate a person to work optimally in achieving the goals that have been set. In other words, if the midwife's sense of braveness is low towards the present family making plans software, it reasons the midwife to be much less inclined to take dangers to the program's achievements.

Dating of having realistic desires with Midwives overall performance in own family making plans services

Based on the results of studies on the Puskesmas, it showed that the aspect of getting practical desires changed drastically related to the overall performance of midwives in circle of relatives planning offerings in which the p value = 0.019. What is meant by having natural desires is the desire from the midwife to enhance her competence in the area of own family making plans offerings.

This has more impact on every midwife, wherein midwives who prefer to improve their competence will take steps to take part in KB application service trainings. when the midwife wants to reinforce her potential via experience, then the midwife is stated to have a practical intention.

As acquired from research carried out by using Makta (2013), the impact of work motivation on the performance of imposing nurses on the Stella Maris Inpatient Unit Makassar. In bivariate evaluation there is a sizable courting among having practical desires and overall performance.

Having sensible dreams is a way to train midwives' capabilities. It might be capable of improving midwives' talents in family planning

application services so that the performance acquired will be following the predetermined goals.

Midwives with realistic goals within the service of family planning programs can be visible from how midwives carry out their own family planning applications entrusted by their superiors. while the midwife has been capable of performing the tasks assigned by using the superior, the midwife has a realistic aim in carrying out the own family planning application due to the fact the midwife can carry out her obligations well. Having real dreams is one way to boom paintings motivation in midwives. While paintings motivation is excessive, midwives' performance in circle of relatives making plans services could be most reliable.

Relationship of Having a Work Plan with Midwives Performance in Family Planning Services

The study results show that the aspect of having a work plan is not related to the performance of midwives in family planning services, where the p value = 0.608 is obtained. Having a work plan is an obligation that should be done by a midwife, because having a work plan is a supporting factor to improve the performance of a midwife. If a midwife has a work plan, the concert will also increase, because the higher the aspect of having a work plan carried out by the midwife, the performance of the midwife will also significantly increase.

The low level of getting a piece plan in family planning services in the running vicinity of the Puskesmas is because midwives do no longer set a work time table that allows you to achieve the principle duties and capabilities of own family planning offerings, midwives also hardly ever agenda circle of relatives planning services in line with their running hours, and midwives additionally not often make a list of WUS who have/ have not used the KB program. This makes midwives much less stimulated to strengthen or attain the family making plans application at the Puskesmas.

Primarily based on interviews with midwives, maximum of the midwives admitted that they did now not have a piece plan. that is due to the

shortage of self-consciousness of midwives in carrying out their obligations. Midwives who do now not arrange work agendas at paintings, do no longer schedule family planning services in line with running hours, and do not list WUS who've/have not used own family making plans offerings, ensuing in a lack of work motivation in midwives. when the midwife's work motivation has decreased, the midwife will not take note of small matters such as making work plans.

Courting using comments with performance with Midwives in circle of relatives planning services

Based on the consequences of the studies on the Siempat health facility, it showed that the feedback component changed into no longer associated with the performance of midwives in family making plans services, wherein the $p \text{ price} = 0.260 > 0.05$. utilizing feedback including comparing the outcomes of family planning services now and then is an duty that should be completed by using a midwife.

With the assessment accomplished by the midwife, it will be recognized whether or not there is an development in family making plans software services. And suppose there has been a decline in circle of relatives planning offerings. In that case, midwives can make upgrades as quickly as possible so that overall performance in family making plans insurance will stay stable.

The low utilization of feedback in circle of relatives making plans offerings in the working location of the Siempat Rube clinic is caused by the fact that midwives do now not maintain a daily document of the results of the implementation of circle of relatives planning offerings, do no longer compare the effects of circle of relatives planning services sometimes, and do no longer make improvements if the results of the evaluation of own family planning offerings are not good. This reasons midwives to be less stimulated to strengthen or attain own family making plans packages on the Puskesmas

Relationship in search of opportunity to recognize Plans with Midwives performance in family making plans offerings

Primarily based on the study's outcomes, it turned into shown that the factor of searching for opportunities to recognize the plan become not notably related to the overall performance of midwives in own family planning services, in which the $p \text{ price} = 0.199 > 0.05$. What is meant via searching for possibilities to comprehend plans is that midwives continually try to use the opportunity to provide training to newly married couples so that PUS is sure to use the circle of relatives making plans program with strategies which have been mutually agreed.

Midwives capable of doing this mechanically have advanced actual conduct that could improve their abilities in circle of relatives planning services. This has additionally made midwives participate in sports that support family planning services. The participation of midwives in circle of relatives making plans program services has not directly fostered an inflated sense of motivation within the midwife.

primarily based on interviews with midwives, most of the midwives admitted that they rarely searched for possibilities to realize their plans in enforcing circle of relatives planning program services. so that the knowledge of midwives in circle of relatives making plans offerings does now not boom. In truth, the midwife's attention to trying to find possibilities to understand the plan can have an extraordinary impact at the midwife, because it could boom the knowledge of the midwife in family making plans offerings.

Suppose every midwife tries to participate in sports that could boom knowledge inside the circle of relatives making plans applications and offer education to couples who will acquire the circle of relatives planning application. In that case, this could increase the midwife's knowledge in sporting out her duties inside the family making plans application.

although primarily based at the consequences of the writer's studies that the factor of in search of possibilities to understand the plan isn't drastically associated with the overall performance of midwives in own family planning services, this component need to be still considered by using every midwife. The more midwives looking for possibilities to comprehend

the plan, the better the overall performance of the midwife in own family planning offerings might.

Conclusions

Based on the results of research that has been finished concerning the relationship between work characteristics and motivation with the overall performance of midwives in circle of relatives making plans offerings, it could be concluded that:

1. The consequences of the bivariate evaluation of the Spearman correlation check showed that the characteristics had been significantly related to the overall performance of midwives in own family making plans offerings.
2. From the consequences of bivariate analysis the usage of the Spearman correlation take a look at, it could be concluded that paintings motivation is associated with the performance of midwives in own family making plans services.
3. Variables of labor motivation significantly related to the overall performance of midwives in circle of relatives planning services are duty, dare to take risks and feature realistic dreams.
4. there is no extensive relationship between components of getting a piece plan, members of making use of remarks and elements of in search of opportunities to realize goals with the overall performance of midwives in circle of relatives planning services

References

- Alwi, 2010. Manajemen Sumber Daya Manusia, Strategi Keunggulan Kompetitif. Yogyakarta : Badan Penerbit Fakultas Ekonomi.
- Anggraini, S.S. 2007. Hubungan Motivasi dengan Kinerja Petugas Rekam Medis di Ruang Rawat Inap Rumah Sakit Umum Daerah Dr. Djasamen Saragih Pematang Siantar Tahun 2007. Tesis, Sekolah PascaSarjana Universitas Sumatera Utara, Medan.
- Azwar, S. 2002. Sikap Manusia, Teori, dan Pengukurannya. Yogyakarta : Pustaka Belajar.
- Badan Kependudukan dan Keluarga Berencana Nasional. 2012. Program KB.
- Gibson, J. 2009. Organisasi dan Manajemen : Perilaku, Struktur dan Proses. Jakarta : Erlangga.
- Gustian. 2015. Hubungan Kepemimpinan dan Motivasi dengan Kinerja Pegawai Pada Universitas Negeri Padang. Skripsi. Fakultas Ekonomi : Universitas Tamansiswa Padang.
- Handayani, 2010. Buku Ajar Pelayanan Keluarga Berencana. Yogyakarta : Pustaka Rihama.
- Handoko, 2007. Organisasi & Manajemen Sumber Daya Manusia. Jakarta : PT Rineka Cipta.
- Hasibuan, M.S. 2005. Organisasi dan Motivasi Dasar Peningkatan Produktivitas. Jakarta : Bumi Aksara.
- Herzberg, 2012. Motivasi Dasar. Yogyakarta : Pustaka Rihama.
- Husnan, A.S. 2002. Psikologi Industri dan Organisasi. Jakarta: Bumi Aksara.
- Ilyas, Y. 2001. Kinerja (Teori, Penilaian dan Penelitian). Jakarta : FKM UI.
- Lamare, 2013. Analisis Kinerja Bidan Pada Pelayanan Antenatal Care di Puskesmas Sekabupaten Gowa. Thesis. Fakultas Kesehatan Masyarakat Universitas Hasanuddin. Makassar.
- Luthans, M. 2006. Prinsip-Prinsip Motivasi Kerja. Jakarta : Infomedika.
- Makta, L. 2013. Pengaruh Motivasi Kerja dengan Kinerja Perawat Pelaksanadi Unit Rawat Inap RS. Stella Maris Makassar.
- Mangkunegara, A.P. 2009. Manajemen Sumber Daya Manusia Perusahaan. Bandung : Rosdakarya.
- Manuaba, I B G. 2005. Ilmu Kebidanan, Penyakit Kandungan dan KB untuk pendidikan Bidan. Jakarta : EGC.
- Mochtar, Rustam. 1998. Sinopsis Obstetri. Jakarta: EGC.

- Notoadmodjo, Soekidjo. 2007. Promosi Kesehatan dan Ilmu Perilaku. Jakarta : Rineka Cipta.
- Peraturan Menteri Kesehatan RI. 2010. Nomor 1464/Men-Kes/Per/x/2010.Kewenangan Bidan. Jakarta.
- Prawirahardjo, S. 2007. Ilmu Kebidanan. Jakarta : Yayasan Bina Pustaka. Prihadi, S. 2004. Kinerja, Aspek Pengukuran. Jakarta : PT Gramedia Pustaka.
- Ritonga, 2005. Kependudukan dan Lingkungan Hidup. Jakarta : Fakultas Ekonomi UI.
- Rivai, S. 2001. Teori Motivasi dan Alikasinya. Jakarta : PT Rineka Cipta. Robbins, 1995. Perilaku Organisasi. Jakarta : Salemba Empat.
- Rosidah, 2009. Manajemen Sumber Daya Manusia, Konsep, Teori dan Pengembangan dalam Konteks Organisasi Publik. Yogyakarta : Graha Ilmu.