

# **Supervision and Work Environment on Nurses' Job Satisfaction through Job Promotion in Inpatient Rooms of Mother and Child Hospital RSKD**

**Nasaruddin**

Student of Management Magister Program  
Sekolah Tinggi Ilmu Ekonomi Amkop, Makassar, Indonesia  
achalaide3@gmail.com

**Mattalatta, Ikhsan Kadir**

Sekolah Tinggi Ilmu Ekonomi Amkop, Makassar, Indonesia  
mattalatta\_amkop@gmail.com, kadir.ikhsan@gmail.com

**Kamaruddin Tone**

Universitas Al Asyariah Mandar, Indonesia  
tonekamaruddin@gmail.com

**Saidna Zulfiqar Bin-Tahir, M Chairul Basrun Umanailo, Hamiru Hamiru**

Universitas Iqra Buru, Maluku, Indonesia  
saidnazulfiqar@gmail.com, chairulbasrun@gmail.com, hamiru.uniqbu@gmail.com

## **Abstract**

This study aimed to establish the impact of supervision and the work climate on the job satisfaction of nurses by supporting roles in the hospital room of the Mother and Child Hospital of the Motherland. This style of study is retrospective with a survey procedure and a cross-section approach. The study instrument used a questionnaire to 100 nurses in the inpatient room of RSKD Ibu and Anak Pertiwi on supervision, work climate, career promotion, and job satisfaction. Study data has been analyzed using route analysis. The findings of the research showed that the significant impact of supervision (X1) was  $0.097 > 0.05$ , indicating that  $H_a$  was not effectively adopted, there was no significant influence (constant value 0.870) of management (X1) on promotion (Y). The work environment (X2) of  $0.098 > 0.05$  implies that  $H_a$  is not effectively approved. There is no significant impact (constant value of 1,000) of the work environment (X2) on promotion (Y). The considerable weight of Supervision (X1) of  $0.000 < 0.05$  implies that  $H_a$  is successfully recognized, there is a significant impact (constant value of 0.415) of Supervision (X1) on work satisfaction (Z). The work environment (X2) of  $0.024 < 0.05$  implies that  $H_a$  has been effectively recognized. There is a significant

**Keywords:** Nurse, supervision, work environment, promotion and job satisfaction, Indonesia

## **1. Introduction**

One of the essential factors required in the company is the implementation of public programs and human resources. In carrying out their tasks to achieve successful results, workers need to be inspired to achieve corporate targets by job behavior (Agus Dwiyanto. 2012). Mamuju is a city with a high degree of community demand for public services, and hence involves the government's involvement in addressing all aspects of public service needs. Employee motivation is one of the elements that must be addressed when providing reliable public facilities for the city. Quality human capital with a well-disciplined mindset is required to empower public servants (Rahawarin et al., 2020; Sawitri et al., 2019; A Umar et al., 2020). Employee discipline is closely tied to the advancement of professional public services (Rahawarin et al., 2020; Akmal Umar, Hasbi, et al., 2019; Yusriadi Yusriadi & Misnawati, 2017).

To help workers gain a healthy inspiration for public service, organizations should pay heed to many other items, such as incentives or awards (Mustafa et al., 2020; Sahid et al., 2020; Akmal Umar, Amrin, et al., 2019; Yusriadi et al., 2019). Punishment is another aspect that can also impact employee compliance. If excellent performance needs

to be celebrated correctly, so if it violates the organization's laws, it should be punished or punished appropriately and equally. Apart from reward and washing, other aspects improve the discipline of workers, in particular responsibility. Preliminary interviews with Mamuju Regency Regional Secretary showed many issues with Mamuju District officials, including low staff discipline, regular late and early arrivals, and decreased absenteeism. On the other hand, some of the workers interviewed at the time of the initial observation indicated that the financial benefits offered did not fulfill the employees' standards (Gani et al., 2019; Y Yusriadi et al., 2020). Give success incentives that do not improve employee productivity and workplace satisfaction. Furthermore, the implementation of the rules on the discipline of employees' employment has not been satisfactory, especially in the use of working time.

Hospital services include various activities to decide the standard of hospital services, as mentioned in Kusuma Praja (2009) since nurses' role is very critical. The medical staff's belief that they will be well treated is not the hospital nurse's sole duty to deliver care to patients. Clinical treatment administration of nursing managers and management strategies for nurses' usage in offering specific facilities to patients/families/organizations. Nursing management is expected to prepare, coordinate, guide, organize and assess essential concerns for patients, families, and the environment based on ethical values and nursing care models as efficiently as possible.

A desirable emotional or general outlook about the disparity between graduation and what one needs to do is work fulfillment. They are interested in equal and rational payments, experience-based housing, ease of operation and the environment, resources to facilitate the execution of work, quality leadership and direction, and facets of fulfillment that are monotonous or not. Since nurses are the most incredible group of staff and pioneers of clinical practice and workers who interact closely with patients and their families, the nursing career's success must be taken seriously. Do the medical administration. RSKD Ibu and Anak Pertiwi have earned KARS certification as a Regional Public Service Agency (BLUD) in their development. It is required to provide quality health care and related laws and regulations, provide medication, rehabilitation, safety, advocacy facilities, and referral centers and study in health science and technology development.

As happened in RSKD, Ibu ma Anak Pertiwi, that there is no series of findings from the nursing sector to anyone in the hospital because the room is required. There is no appraisal of the best treatment results has been accomplished, and SOPs have been made. There is no specific concept of perspective. From an environmental point of view, too, the absence of useful health treatment services can be seen from a building frame that is not too big. Besides, there is no variety of means of further schooling or recruiting nurses among people who have finished their studies. There is no specific and uniform job based on age alone. There is no simple way of appointing workers for employment. There are no preparation activities directly linked to nurses training for another nursery, so it was impossible to transfer to another nursery. They qualify for more training.

## **2. Literature Review**

### **2.1 Oversight**

Their treatment must be controlled to meet hospital systems' goals in specific nursing services. Nursing oversight supplies the necessary support for nurses to carry out activities to accomplish their objectives. Nursing oversight aims to fulfil and improve satisfaction with the care given to individuals and their families. Therefore, the emphasis is on the wishes, expertise, and talents of nurses in the execution of their duties.

Supervisory functions are essential roles that managers (managers) of the medium, the middle, and high level must undertake. The facility has nurses in charge of the department manager, the administrator, the head of the department, the section's moderator, and the vice director of treatment. And all caregivers ought to know, recognize and implement their strategies and procedures.

### **2.2 Climate of job**

The workplace climate is all that will impact workers in the job environment. In general, workers would feel happy if they are helped by a festive working atmosphere to enhance the organization's efficiency. On the other hand, if the climate is weak, employee happiness will decline, such that facets of the work environment will impact the output of employees and their exit from the business. Komarudin (in Hendra, 2012; Kanto et al., 2020; Umanailo, 2020; Umanailo et al., 2021) physical job environment all or all parts of the body and socio-cultural forces that occur or impact humans. However, Chiari (in Ferd Alliance, 2009) also said that the workplace climate is where employees

operate and have a significant effect on workers. Based on any of the meanings mentioned above, it can be inferred that the work environment's physical condition in the work field can influence entities or indirectly.

### 2.3 Promotion of Job

Employment promotion is an operation that enhances the powers and duties of workers at a high level within the company concerning the privileges, position, and obligations of revenue (Hasibuan, 2010). The promotion of his job would mark the enhanced responsibility and the value of pride. Knowledge may affect people's behaviours in organizations and motivate them to learn new abilities to accomplish objectives. Promotions are seen as incentives for successful conduct and the building of accepted actions from other organizations. People who want to work well because they know like this can contribute to the progress and direct their ambitions to inspire and build skills.

### 2.4 Nurse Job's Happiness

Job satisfaction is an attribute that involves optimizing workers' well-being in terms of work and position, including compensation, social status, physical and emotional well-being, and job satisfaction. Good mental states or diverse behaviours about discrepancies are inappropriate assessment, facets of employment, adaptation, and social people outside of work. The statistics demonstrate that people who wish to work are searching for and receiving wages but are still expecting to get career fulfilment from work.

## 3. Method

Essentially, this study is research that needs to know the interaction between variables. Accordingly, like Sugion's opinion (2010), the research design used was the sample's research design. According to him, the research design that is useful for defining relationships between variables and that is useful for interpreting and forecasting these relationships is the research design of the survey (Rinantanti et al., 2018). The survey study aims to establish a research model and to test the proposed research hypotheses. The study's place will be carried out in the hospital rooms of RSKD Ibu and Anak Pertiwi. This study will take place in approximately 2 (two) months, i.e., from March to April 2019.

## 4. Results

The path analysis can be overcome by splitting the evaluation by having two-path coefficients for Model I and Model II.

### 4.1. Path Model I Effect of supervision (X1) and work environment (X2) on promotion (Y).

**Table 1.** Impact of monitoring (X1) and the job atmosphere (X2) on partial promotion (Y).

Model		Coefficients <sup>a</sup>			t	Sig
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std Error	Beta		
1	(Constant)	3.550	1.100		3.553	0.876
	Supervision (X1)	0.870	0.965	0.010	3.020	0.097
	Work Environment (X2)	1.000	0.960	0.025	6.300	0.098

a Dependent Variable: Promotion (Y)

From the table above can be seen signify the great value of right Supervision (X1) of 0.097 > 0.05 means that Ha is not successfully received no effect is significant (constant value 0.870) Supervision (X1) to a promotion (Y). The substantial value in the work environment (X2) is 0.098 > 0.05, which means that Ha is not successfully accepted. There is no significant effect (constant value of 1,000) work environment (X2) on promotion (Y).

From the table above can be seen the influence of figures standardized coefficients, the influence of supervision (X1) to promote positions (Y) amounted to 0,010, or 1%, for the working environment (X2) on promotion (Y) of 0.025 or 2, 5%. for  $e1 = \sqrt{1-0.027} 0.98$ .

**Table 2.** The combined effect of supervision (X1), work environment (X2) on promotion (Y).

Model Summary				
Model	R	R Square	Adjusted R Square	Std Error of the Estimate
1	1.000 <sup>a</sup>	0.027	0.047	2,300

a Predictors: (Constant), work environment (X2), supervision (X1)

From the table above, the R Square value is 0.027 or 2.7%. This figure shows the magnitude of supervision and works environment on joint promotions, while other factors or the error value influences the remaining 97.3 %.

#### 4.2. Path Model II is the effect of supervision (X1), work environment (X2), and promotion (Y) on job satisfaction (Z).

**Table 3.** Partial effect of supervision (X1), work environment (X2) and promotion (Y) on job satisfaction (Z)

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig
		B	Std Error	Beta		
1	(Constant)	0.998	1,118		0.893	0.374
	Supervision (X1)	0.415	0.074	0.342	5,610	0.000
	Work Environment (X2)	0.089	0.039	0.153	2,297	0.024
	Job Promotion (Y)	0.855	0.105	0.552	8,129	0.000

a Dependent Variable: Job Satisfaction (Z)

From the table above can be seen signify great value right Supervision (X1) of 0.000 < 0.05 means Ha accepted successfully contained the effect was significant (constant value 0.415) Supervision (X1) on job satisfaction (Z). The work environment (X2) is 0.024 < 0.05, which means that Ha has been successfully accepted. There is a significant (constant value 0.089) work environment (X2) on job satisfaction (Z). The substantial value in job promotion (Y) is 0.000 < 0.05 means that Ha has been successfully accepted. There is a significant effect (constant value of 0.855) promotion (Y) on job satisfaction (Z).

**Table 4.** the effect of supervision (X1), motivation (X2) and promotion (Y) on job satisfaction (Z) combined

Model Summary				
Model	R	R Square	Adjusted R Square	Std Error of the Estimate
1	0.887 <sup>a</sup>	0.787	0.779	1,830

a Predictors: (Constant), work environment (X2), supervision (X1), promotion (Y)

From the table above, the R square value is 0.787 or 78.7%. This figure shows the significant influence of supervision (X1), work environment (X2), and promotion (Y) on job satisfaction (Z) in a combined amount of 78.7%, while 21, 3% is influenced by other factors or errors. As for the value of  $e2 = \sqrt{1-0.787} = 0.4615$ , the path diagram for Model II is obtained as follows:

#### 4.3. Hypothesis analysis:

##### a. Direct influence

- 1) The effect of supervision (X1) on promotion (Y) is 1 %
- 2) The influence of the working environment (X2) on promotion (Y) of 2,5 %

- 3) The effect of supervision (X1) on job satisfaction (Z) is 34.2 %
  - 4) The influence of work environment (X2) on job satisfaction (Z) is 15.3 %
  - 5) The effect of promotion (Y) on job satisfaction (Z) is 55.2 %
- b. Indirect influence
- 1) The effect of supervision (X1) on job satisfaction (Z) of nurses through promotion (Y) is 5.3 %
  - 2) The influence of the work environment (X2) on job satisfaction (Z) of nurses through promotion (Y) of 5.4 %

## 5. Discussion

### 5.1 The Impact of Work Advancement Oversight

Supervision is one of the essential tasks that administrators (managers) must carry out at the lowest, middle, and upper levels. The hospital has nurses in charge, administrator, head of the pharmacy, director of the department, and vice-director of treatment. Both nurses need to know, recognize and enforce their strategies and procedures. They are judging from the concerns and questions posed in this report, whether supervision has a positive and essential effect on advancement, even though branding is a move that raises workers' energy and obligation at a high level in the company: increased rights, position, and income debt (Hasibuan, 2010). Now, according to Parri & Kelliher (2009), incorporating organizational growth in a state of accountability and growing pride, the title would be viewed as an introduction to function. Knowledge may affect the company's actions and motivate it to build a greater capacity for progression. Promotions are seen as prizes and benefits for successful results and actions accepted by other organizations. People who wish to work hard because they believe that this can bring improvement with guidance and part of their ambitions inspire and improve expertise. In this research, the SPSS study's findings have a substantial value of Supervision (X1) of  $0.097 > 0.05$ , indicating that  $H_0$  is not embraced effectively. There is no significant impact (constant value 0.870) of supervision (X1) on advancement (Y). This indicates that oversight of RSKD Mother and Son Pertiwi has little effect on promotion.

### 5.2 Impact of the Work Climate on Promotion of Employment

The management style helps people want to function in a healthy and attractive working atmosphere with an honest and professional boss. Happy staff can work more, and workplace satisfaction rises in such a manner that, according to this report's views and questions. The work climate has a positive and substantial influence on career improvement, as the progression moves into increasing the power and accountability of jobs at higher levels in associated organizations. The duties on privileges, rank, and profits are growing (Hasibuan, 2010). According to Parri & Kelliher (2009), the promotion of organizational growth to improve accountability and self-esteem would be named the promotion of its function. Knowledge may affect individuals' actions within the company and enable them to build a greater capacity for advancement (Nuraini et al., 2019; Umanailo, 2019). Advertisements are prizes and benefits for successful results and actions accepted by other organizations. People who wish to work well if they believe like this can contribute to progress and guidance for a community with personal objectives to be inspired and build expertise. In this situation, the findings of the SPSS test method analysis find a significant value on the work atmosphere (X2) of  $0.098 > 0.05$  implies that  $H_0$  is not recognized, there is no significant impact (constant value of 1,000) on the work environment (Y). This indicates that RSKD Mother and Son Pertiwi's job climate should not influence the promotion of work.

### 5.3 Impact of work advancement on the happiness of nurses

Human resources progress is a trend that raises workers' power and responsibilities to a greater degree in the company such that the rights, prestige, and income obligations are high (Hasibuan, 2010). If accountability and confidence are improved, he would have a reputation as a promoter of his work. Knowledge may affect individuals' actions within the company and enable them to build a greater capacity for advancement. Promotions are prizes and benefits for successful results and actions accepted by other organizations. People who want to work well because they know like this can contribute to community promotion and mentoring for individual ambitions will be inspired and improve skills growth. Promoting offers resources for professional development, enhanced transparency, and improved social standing. Individuals who agree that promotional choices are taken in the best manner will also find workplace fulfilment. Opportunities for nurses' progression in the hospital provide opportunities to become head of units, director of treatment and specialized nursing preparation, and access to resources to do this, which should be strengthened in the hospital setting. This can inspire nurses to increase work loyalty in the hospital and increase job satisfaction. In this study, they discuss and challenge the job change that influences job satisfaction. The findings

obtained in this study are the results of the SPSS Method Research, the mean value of promotion (Y) of 0.000 <0.05 indicates that  $H_a$  has been virtually adopted.

#### **5.4 Impact of supervision of the work satisfaction of nurses**

Nursing is an operation control framework operated by nurses to ensure care services' success through supervisory practices, organizational assessments, performance management, and discipline. Capacity to offer supervision care to evaluate efficiency, listen to the outcomes of good acts, address deficiencies/deficits in performance actions, and improve employee knowledge/ability to behave. The imaginative viewpoint reflects on the desires, expertise, and talents to fulfil their duties. With this in view, it is anticipated that nurses' roles will be completed, and that service satisfaction will be improved. Supervision is intended to track when all workers conduct their tasks correctly, in compliance with the orders or requirements laid down, and to enhance the maintenance phase. Well-supervised practices render all nursing, medical staff items, and artifacts. Organized nurses are collaborators whose views, ideas, and perspectives need to be considered, respected, and participated in treatment. Poorly executed initiatives would affect clinicians' efficiency and diminished or insufficient availability of health care, causing discomfort for unplanned emergencies. Or close the accident that clashes with the welfare of the patient. These suggestions and research question whether the regulatory viewpoint have a positive and substantial effect on work satisfaction, which needs nurse satisfaction to enhance health care. In this analysis, the SPSS study's findings have a significant value of Supervision (X1) of 0.000 <0.05, which implies that  $H_a$  has been successfully acknowledged. There is a considerable impact (constant value of 0.415) of Supervision (X1) on work satisfaction (Z). This reveals in RSKD Mother and Son Pertiwi that effective management will boost work satisfaction.

#### **5.5 Impact of the job climate on the job's satisfaction of nurses**

The workplace climate is all that will impact workers in the job environment. In general, workers would feel happy if they are helped by a festive working atmosphere to enhance the organization's efficiency. On the other hand, if the climate is weak, employee happiness will decline, such that facets of the work environment will impact the output of employees and their exit from the business. Komarudin (in Hendra, 2012) physical job environment all or all parts of the body and socio-cultural forces that occur or impact humans. However, Ahiari (in Ferd Alliance, 2009) also said that the workplace climate is where employees operate and significantly affect workers. In this analysis, the work environment's significant value (X2) of 0.024 <0.05 implies that  $H_a$  has been effectively acknowledged. There is a considerable impact (constant value of 0.089) of the work environment (X2) on job satisfaction (Z). This indicates that environmental influences in RSKD Ibu and Anak Pertiwi affect work satisfaction.

#### **5.6 Impact of supervision of the work satisfaction of nurses by a job promotion**

Nursing is an operation control framework operated by nurses to ensure care services' success through supervisory practices, organizational assessments, performance management, and discipline. Ability to offer supervision care to evaluate efficiency, listen to good behaviour outcomes, address deficiencies/deficits in performance actions, and improve employee knowledge/action skills. The imaginative viewpoint reflects on the desires, expertise, and talents to fulfil their duties. With this in view, it is anticipated that nurses' roles will be completed, and that service satisfaction will be improved. When it comes to asking and research if vision has a positive and significant influence on work fulfilment and job development, which needs nurse satisfaction to enhance clinical care relevant to job advancement. In this analysis, the impact of supervision (X1) on the work satisfaction (Z) of nurses by job advancement (Y) was 0.053 > 0.05. This indicates that the indirect impact of promotion at Mother and Child Health Hospital is not entirely meaningful.

#### **5.7 The Impact of Work Climate on Job Satisfaction of Nurses through Promotion**

Employee happiness at work is another aspect that may influence satisfaction. It is a thriving working atmosphere in the limited context of a secure, pleasant, clean, and quiet workplace/location, good facilities, near colleagues, understanding leadership would ensure satisfaction. The philosophy of human relations uses the conditions of the workplace world as one of the driving factors. The management assumption used is that employees choose to operate in a secure and friendly working atmosphere with a reasonable and understanding manager. In the test hypothesis and query if there is a positive and vital impact of the work atmosphere on job satisfaction via job promotion, the analysis's findings. The influence of the work environment (X2) on the job satisfaction (Z) of nurses through advertising (Y) is 0.054 > 0.05. This indicates that the indirect impact through a promotion at RSKD Ibu and Anak Pertiwi is not robust.

## 6. Conclusion

The conclusion of this study is as follows:

- a. Based on the attributes of nurses in the inpatient room of RSKD Mother and Motherland, the ratio <35 years of age (75 percent), female gender (88 percent), D3 Nursing education (50 percent), working time  $\geq$  seven years of age (68 percent).
- b. Road Model II is the impact of management (X1), working climate (X2), and advancement (Y) on job satisfaction (Z):
  - 1) The significant value of Supervision (X1) of  $0.097 > 0.05$  implies that  $H_a$  is not approved effectively. There is no significant impact (constant value of 0.870) of Supervision (X1) on promotion (Y).
  - 2) The significant value of the work environment (X2) of  $0.098 > 0.05$  implies that  $H_a$  is not effectively approved. There is no significant impact (constant value of 1,000) of the work environment (X2) on promotion (Y).
  - 3) From the table above, it can be shown that the effect of uniform coefficients, the influence of control (X1) on promotion (Y) is 0.010 or 1% for the job atmosphere (X2) on advertising (Y) is 0.025 or 2.5%. The value of  $e_1 = 0.98 (-0.027)$  is 0.98.
  - 4) From the table above, it can be shown that R Square's value is 0.027 or 2.7 percent. This statistic indicates the extent of the effects of supervision and the job climate on mutual promotions. Simultaneously, the remaining 97.3 percent were influenced by other variables or the importance of the mistake.
- c. Road Model II is the impact of management (X1), working climate (X2), and advancement (Y) on job satisfaction (Z):
  - 1) The significant value of Supervision (X1) of  $0.000 < 0.05$  implies that  $H_a$  has been effectively recognized. There is a considerable impact (constant value of 0.415) of Supervision (X1) on work satisfaction (Z).
  - 2) The significant value of the work environment (X2) of  $0.024 < 0.05$  implies that  $H_a$  has been effectively recognized. There is a considerable impact (constant value of 0.089) on the work environment (X2) on job satisfaction (Z).
  - 3) The significant impact of the promotion (Y) of  $0.000 < 0.05$  implies that  $H_a$  has been effectively approved. There is a considerable influence (constant value of 0.855) of the advertisement (Y) on work satisfaction (Z).
  - 4) From the table above, it can be shown that the square R-value is 0.787 or 78.7 percent. This figure indicates that supervision (X1), work climate (X2), and advancement (Y) have a significant effect on workplace satisfaction (Z) in a cumulative manner of 78.7%. However, 21.3 percent were affected by other causes or mistakes. In the meanwhile, the value of  $e_2 = 1 - 0.787 = 0.4615$ .
- d. Influence Direct
  - 1) The impact of supervision (X1) on promotion (Y) is 1%.
  - 2) The influence of the job atmosphere (X2) on advancement (Y) is 2.5 percent.
  - 3) The impact of supervision (X1) on work satisfaction (Z) is 34.2%.
  - 4) The influence of the work climate (X2) on employee satisfaction (Z) is 15.3 percent.
  - 5) The impact of promotion (Y) on work satisfaction (Z) is 55.2%.
- e. Indirect Impact
  - 1) The impact of supervision (X1) on work satisfaction (Z) of nurses by job promotion (Y) is 5.3 percent.
  - 2) The influence of the work climate (X2) on the job satisfaction (Z) of nurses by promotion (Y) is 5.4%.

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## Biographies

**Nasaruddin** is a student at Magister Program of Economic Science of *STIE AMKOP*, Indonesia. His areas of interest and research include social science and economic.

**Mattalatta** is a lecturer at Economics Department of *STIE AMKOP*, Indonesia. His areas of interest and research include economic, management, management human resource.

**Ikhsan Kadir** is a lecturer at Economics Department of *STIE AMKOP*, Indonesia. His areas of interest and research include economic, management, management human resource.

**Kamaruddin Tone** is a lecturer at Politic and Social Science Department of Universitas Al Asyariah Mandar, Indonesia. His areas of interest and research include economic, management, human resource, politics, and social science.

**Saidna Zulfiqar Bin-Tahir** is a lecturer in the English Education Department at *Universitas Iqra Buru*, Maluku, Indonesia. He has published a book about his profession as a lecture and other subject. Besides that, He has also published many international and national journals through collaboration with several other lecturers who focus on multidisciplinary science. He is also a reviewer and editor in some local and international journals.

**M Chairul Basrun Umanailo** has worked as a Lecturer at Iqra Buru University since 2011 until now he is still active in the University's academic activities. has served as head of the Centre for Planning and Community Development Studies (PSP2M) since 2018. Completed his master's program at Sebelas Maret University in 2016, is currently still completing research on the conversion of agricultural land functions.

**Hamiru** is a lecturer in economics faculty at Iqra Buru University with economic specifications of development. To date has had 2 publications describing social change in society. M.Si was successfully found in the postgraduate study of Hasanuddin University. Today while completing research on community behaviour.