

The Influence Of Motivation, Competence And Individual Characteristics On Performance Clerk (The Study) In The City Of Makassar

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Abstract: Purpose: (1) Analyze the motivation of working effect on the performance of employees on the Government of the city of Makassar, (2) Analyze the competency of the effect on the performance of employees in the city of Makassar, (3) Analyze the individual characteristics of the influential effect on the performance of employees in the city of Makassar. The population in the study are all employees of the entire SEGWAY on Makassar City Government consisting of the Secretariat, the data in this study is a questionnaire, interviews and documentation. Methods of data analysis using the method of descriptive and quantitative methods with multiple linear regression analysis used to measure the influence of motivation, competence and Individual Characteristics. Based on a test of the free variable F (work Motivation, competence and Individual Characteristic) simultaneously have a positive and significant influence against variables bound (employee's performance). Through testing (R) correlation coefficient obtained that level of correlation or relationship between work Motivation, competence and Individual Characteristics on performance Clerk is a high relationship i.e. 91.2%. And competence is the most dominant factor influencing the performance of Employees on the Government town of Makassar.

Keywords: Motivation, competency work, Individual Characteristics and performance.

1 INTRODUCTION

The Government City of Makassar at this time facing competition that is increasingly competitive, thus organisasi the Government is required to empower as well as optimize existing resources in their organization. Human resources is one of the factors in the capital within the organization. Therefore human resources (HR) must be managed properly to improve effectiveness and efficiency. (Hariandja, 2002). In realizing the talented, qualified employees, has a high motivation as well as cooperate in team work is the key to the success of any organisation thus takes appropriate steps to leadership in the discharge of his duties each. Governments City of Makassar is the Organization of Government that provide public services and provide information relating to the public interest, the Government published the law number 14 of the year 2008 about information disclosure The public. In fact the Government of Makassar City shows the condition of the performance is still far from expectations, where the quality of civil servants (CIVIL SERVANTS) as long as it is still not satisfactory because of the low productivity employment officers. A phenomenon that occurs in the city of Makassar annually has decreased this can be attested at the time of the assessment of the performance of employees in the Government of Makassar city which is described as a performance assessment at regular intervals. Internal and external factors strongly influence the turn over in the performance improvement clerk at the city of Makassar. one example of that is the basis of internal factors that influence is the existence of a reshuffle on each SEGWAY or the head of a turnaround because of management in the Organization, the Office of promotion even more mutations that result in the officers concerned took in adapting so that it causes a lack of communication that is created is good.

Further external factors in this study one example is still lacking awareness of the employees to be able to work well so as to have an impact on the accuracy of their time in finishing the job and is still often seen some employees who go sit around the Office that there are coffee stalls after their check lock in the Office. Things that can indicate that there is a decrease in motivation that works so that the impact on the employee performance degradation. Performance assessment can be viewed through their respective servants, SKP, overall performance assessment officers already there is an increase in the maximum yet though. The commitment of Mr. Mayor of Makassar, when assessing the employee not only reviewed aspect of these employees is senioritasnya when still a junior but because the accomplishment of work is good then given the responsibility of the Office, it is becoming the driving power to improve their performance. Other things that cause the low performance of employees who look at Government offices City Makassar is competence. Here it can be seen that the utamannya factor is the experience that each employee owned tentanya vary, as well as skills they milikipun vary so that it causes the presence of decreased competence that have an impact on their performance. To achieve maximum employee performance in an organization required employees who have behavior that is loyal to the environment it works as an example of helping co-workers get the job done, follow the activities held, obey the rules set, not much to complain but the focus on work so it can be quickly completed and many other examples that shows the behaviour of an employee. Other causes of decreased performance is characteristic of the individual. The characteristics of the individuals is working environment factors which encourage the accomplishment of work (Gibson 1996:8 in Sugito and Nurjannah,2004:695). The characteristics of an individual is something unique in man, because, from the start was born everyone has something unique and different life experiences between one person with another person. The difference in the characteristics of the individuals shown with wisdom and culture are different in each organisation, so in order to encourage the achievement of optimal performance, the leadership must consider the relationship between these factors with its influence on the behavior of individual employees. Based on the above phenomena, we can see that the performance of employees in

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government offices Makassar city showed a decrease. Therefore, in solving the phenomenon about the declining performance of employees in government offices Makassar city that allegedly because of his declining work motivation, competence is lacking as well as looking at individual characteristics of each of the employees. Based on explanation above, the authors are interested in discussing about "Influences motivation, competence and Individual Characteristics on performance clerk in a Government Office Makassar city"

2 LITERATURE REVIEW

In this study there were four variables are observed i.e. consists of three variables are exogenous and endogenous variables one. Exogenous variables in this study consists of motivation, competence and Individual Characteristics while bound variables, namely the performance of employees. The concept of performance of work energy kinetics, which in the language of the United Kingdom referred to with the performance. According to Wirawan (2009:5) performance is: "the performance is the output generated by the functions or indicators of an occupation or a profession in a certain time." Performance according to the Mangkunegara (2005:67), is the result of work in the quality and quantity is achieved by an officer and carry out its duties in accordance with the responsibilities given to him. Performance in this case shows the results of the work accomplished after someone carry out work that is charged by the organization. The results of the theory propounded by Furtwengler (2004) stated that the performance is the actualization of the achievement of maximum results. This theory gives the understanding that any results of work accomplished is an embodiment of the actualization of an individual or a group of people doing the activity performance. The motivation of a person's attitude to employees in the face of a work situation. Motivation is the conditions that drive the employees guided to achieve the goals of the organization. According to the Mangkunegara, (2005:68) argues that there is a positive relationship between the motifs of overachievers with achievement. The motif of achievers is a boost in employees to perform an activity or task with the best to achieve maximum performance. Robbins (2007) stated that hierarchically and chronologically according to Maslow, the main human needs are at the first level, i.e., physiological needs. After this requirement is met or satisfied, then stumping on the needs of the second (higher), namely the need for security. The third new needs be carried out after the second requirement is met. This kind of process goes on until the end of the fifth requirement is met (self-actualization). The process demonstrated that it needs mutually dependent and mutually prop up. According to Kenezovich (1984) explains the notion of competence i.e. the ability-the ability to achieve the goals of the organization. This ability is the result of working from a combination of skills that have different types of form (knowledge), (skill), (expecially), (attitude) and others who owned a person to achieve the goals of the organization. Next Spencer and Spencer (1993) explains that the ability as a characteristic of a person related to the effective performance and supervisors in a job and situation. Spencer & Spencer (1993) says "Competency is the underlying last of an individual that is causally related to criterion-reference effective and/or superior performance in a job or situation". According to Mathis & Jackson (2001) competency is abase last that correlation of individual and

team performance achievement. The characteristics of the individual characters is a invididu which has the typical properties in accordance with the disposition of certain (Panggabean,2004:18). According to Robbins (2006:171), the characteristics of the individuals is a way of looking at certain objects and try to interpret what he saw. Based on the description, then the characteristics of the individual is an individual character and perspective in interpreting what he saw in accordance with is his character. Characteristics of individuals consists of gender, level of education, age, employment, marital status, number of dependents and position (Panggabean, 2004:18). Individuals in entering a new environment means the Organization will bring some elements that have shaped its characteristics, among other abilities, needs, beliefs, experiences, hope (Handoko, dkk,2004:137). When the individual looked at an object and try to interpret what he saw as the interpretation, then it is strongly influenced by the characteristics of the individual itself. A wide range of individual characteristics that affect the perception is the attitude, motive, interest, or interests, past experience and hope..

3 HYPOTHESIS

To find out whether the dominant factor that will affect the performance of employees in government offices city of makassar which views of motivation, competence and individual characteristics.

4 RESEACRH METHODS

In accordance with the research objectives that have been formulated, then this study use pattern of empirical research i.e. research which are intended to clarify the position variables – variables that were examined as well as the relationship between one variable with other variables and test hypotheses that have been formulated. Thus this study explains the magnitude of the influence of the variable competence, motivation, and organizational culture towards the performance of employees. Therefore this research hypothesis testing research also named or testing research, although in his contains a description, but as rational-empirical research focus lies in the explanation of the relationship between variables. This research plan will be implemented in the city of Makassar Government offices with the consideration that the data and information needed in the study can be identified and retrieved accurately as well as highly relevant to the subject matter of the problem encountered in this study. Method of data collection in this study consists of observation, questionnaires and documentation. According to the source, then the type of the data used in this study there are two types: primary Data is data that is obtained from the results of the interview directly with employees on Government offices and Secondary Data, namely data obtained from a variety of sources both from the writing, documentation or information-information from related parties relating to issues such as data researched description of basic tasks and functions, organizational structure, the work and the number of employees, gender, educational level and rank and tenure/Echelon which belonged to each of the respondents i.e. employees. In his book Sugiyono (2009) it is said that: the population is a generalization which consisted of the object or the subject of which has the number and specific characteristics, as determined by the researchers to learn and then drawn conclusion. With reference to the opinion above,

the population of this research is all the employees at the Secretariat Office of the Government of the city of Makassar. To test the truth of the Hypothesis has been formulated previously, then the methods of analysis used in this study is to test the research instrument that is by using two test methods i.e. test validity and reliability tests. This test is done to ensure that the research instrument (question form) are eligible to be used as a means of data collection. After a test validity and reliability test and then test the classical assumptions made to ascertain whether the data has been collected can be analyzed using the multiple linear regression method. The analysis includes: test of Outliers, Normality Tests, test Linearity, Multicollinearity Test, Heterokedastisitas Test, Autocorrelation Test with the distribution of the Durbin-Watson. In this study used two different kinds of methods of analysis, namely: analysis of descriptive, Analysis Inferensial consisting of F-test (test the influence of Simultaneous), test In Parsiai (t-test).

5 RESULTS AND ANALYSIS

Based on the results of a test that includes a classic assumption test of normality, test multicollinearity, heterokedastisitas and test pointed out that multiple regression that is being estimated are qualified classical assumptions so that It is expected the results will be both in analyzing the influence of the independent variables the dependent variables against. Testing against regression results obtained do simultaneous testing using the test-F test and partially by using the test-t. Then it can be elaborated for more details: Simultaneous testing of Hypothesis. Testing aims to see the influence of work motivation, competence and individual characteristics on performance clerk At Makassar City Government by looking at the value of F-hitungnya. As for the results of testing simultaneously, can be seen in the following table:

Simultaneous Testing (Test-F)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	19.658	3	6.553	337.571	.000 ^b
	Residual	1.902	98	.019		
	Total	21.561	101			

Source: SPSS Output the Processed, 2017

The data in the table above shows that the value of F-female obtained i.e. 5,989, while F-table on a 95% confidence interval or error rate ($\alpha = 0.05$) will be retrieved number 6,553. Thus, the value of F-female F-table or $> 337,571 > 6,553$ which means, free variable will effect synchronously with variable dependent. High significance because 0.000 is smaller than the alpha level of 0.05. This is the conclusion that can be drawn simultaneously variable work motivation, competence and individual characteristics of a significant and positive effect on performance clerk at the Office of the Government of the city of Makassar.

Testing The Hypothesis Partially

Hypothesis testing in this partial use to see the influence of variable work motivation, competence and individual characteristics on performance clerk at the Office of the Government of the city of Makassar. The results done can be seen from the value of the t-hitungnya. As for the test results

partially (t-female) then it can be seen from the table below:

Partial Test (test-t)

Independent variabel	Coefisien Regression (B)	Partial test	Sig
Motivation (X_1)	0.520	18.915	0,000
Competition (X_2)	0.243	4.852	0,000
Individual Characteristics (X_3)	0.214	3.893	0,000
Konsatanta (b_0)		0.077	

Source: SPSS Output the Processed, 2017

Based on testing partially as in the table above shows that the working motivation, competence and individual characteristics individually significant and positive effect on performance clerk at the Office of the Government of the city of Makassar. It is known from the t-value calculate obtained is greater than t-table or t-count is smaller than the t-table. The results of the analysis also shows from both influential variables, variable turned out to be the dominant influence in improving the performance of employees in government offices Makassar city, it can be seen from the thitung value of the motivation of working more great value thitung of competence and value t-count of competencies is greater than the value of thitung from the characteristics of the individual. Multiple linear regression equations based on the above, it can be diinterpresentasikan as follows:

- Constant (b_0) retrieved from the value 0077 stating that the magnitude of the performance of employees in government offices Makassar city which consists of work motivation, competence and individual characteristics.
- $b_1 = 0520$, have positive meaning to suggest that the positive effect of work motivation on performance clerk at the Office of the Government of the city of Makassar, the b_1 coefficient is positive and significant because of the value of $p = 0.000$ smaller than 0.05. It can be explained that in the presence of increased work motivation and other variables constant, it will improve the performance of employees amounted to 52.0 percent in government offices city of Makassar.
- $b_2 = 0.243$, have a positive sign which shows that a positive effect on performance competence of employees in government offices city of Makassar. Koefisian b_2 and significant positive because the value of $p = 0000$, smaller than 0.05. This could be explained if an increase in competence of 24.3 percent and other free variables constant, it will improve the performance of employees in government offices city of Makassar.
- $b_3 = 0214$, have a positive sign which shows that the individual characteristics of a positive effect on performance clerk at the Office of the Government of the city of Makassar. Koefisian b_2 and significant positive because the value of $p = 0000$, smaller than 0.05. This could be explained if an increase in individual characteristics of 24.1 percent and other free variables constant, it will improve the performance of employees in government offices city of Makassar.

The magnitude of the contribution of a given variable work motivation, competence and individual characteristics on performance clerk at the Office of the Government of Makassar city and can be seen from the coefficient of

determinasinya. Acquisition value of determination (R²) can be seen in the table below:

Results of testing the coefficient of Determination (R²)

Model	R	R Square	Adjusted R Square
1	0.955 ^a	0.912	0.909

Source: SPSS Output the Processed, 2017

Based on the results of a test of the determination of the table above, it can be explained that the magnitude of the coefficient of determination (R²) is 0.912. The number of coefficients of determination stating that the variables work motivation, competence and individual characteristics explain or only able to contribute over the variations change the performance of employees amounted to 91.2 percent. While the rest of 0.8% is affected by other variables that are not involved in this research.

Discussion of the results

This research studies focused on the decision resulting from the hypothesis testing, in an effort to address the formulation of research issues. The results of the analysis of hypothesis testing is depicted as follows: Influence of work Motivation on performance clerk at the Office of the Government of the city of Makassar. Motivation is the desire to do something. Motivation is the desire of the individual to the merangsangnya to perform the action or something that is the basis or the reason a person behaves. From the results above show that the real motivation of work contributes directly to increased employee performance. It means that the motivation of working changes were able to improve the performance of government officials so that optimized Makassar city. This test proved statistically that the motivation of working against the performance of employees in government offices city of Makassar. This means that the existence of a positive and significant contribution between the variables work motivation on performance clerk at the Office of the Government of the city of Makassar employees adjust between the fulfillment of needs fisiologinya with the results of work can increase better performance in government offices city of Makassar. In fact the results of interviews already done Head BKD also gives assertion that improvements to employees each year to evaluate all employees, both employees of the contract as well as CIVIL SERVANTS. Contract employees or CIVIL SERVANTS including pensioners are also given reward or other awards that was downright had achievements in terms of performance as well as kedisiplinannya. Hence the motivation in essence questioning how to encourage working passion, so they want to work hard by giving all the abilities and skills to realize the objectives of the organization. In addition to that every employee has a responsibility that it has become a basic task in completing each given so there is no element of coercion or attitudes indicating discomfort in completing jobs awarded. It is in line with the opinion of the Mondy et al., (2004) describes the general theory of motivation which separated into four approaches. In this case, the theory of Maslow's motivations based needs further developed by Alderfer, McClelland and McGregor as the theory of needs.

The sense of the above refer to theories that have been put forward by experts in the field of human resources management, in particular with regard to the theory of motivation to work. The results of this research were reinforced by the statement of Schein, (2004) Performance is a function of motivation and the ability to complete tasks or the work of someone who should have a degree of readiness and the level of a certain willingness. The influence on performance competence of employees in government offices city of Makassar Competence is the ability to execute or do a job or task that is based upon skills and knowledge as well as supported by the attitude demanded by work experience in field work. Based on the results of the analysis it can be seen that the officers of the competence directly testing effect directly against the performance of employees. From the results of the analysis of producing findings influence employee performance against competencies which show that opinions of the hypothesis to be tested theory turns out to be proven the truth in the context of the Government of the city of Makassar. Does it mean that the Government of the City of Makassar gives attention to the indicators used in this study which includes motive employees, work in responding to the behaviour, attitude of employees in work done, skill in performing the duty as well as natural ability running the task (Spencer & spencer, 1993) then increases employee performance or in other words of the fifth dimensional aspect above which is capable of forming a working employee competency better to be spelled out in the internal operations of government officials Makassar city which selanjutnya its effects can be felt by all members in the organization. The facts also show a descriptive analysis results mainly from the answers of the respondents that the high rates of kompetensi employees, mainly because of the aspect of communication between superiors and subordinates are always harmonious with the highest average value. as well as other support answers are given the opportunity to employees melanjutkan school with the permission of the Chairman for the purpose of enabling the officer was able to improve its performance. The relative discipline in current conditions, depending on the person of the besangkutan officials. But strive work placements in accordance with their respective disciplines. Now it leads to each of the respective field of study. And reduce employee who is not on the field. Further assess the performance appraisal through his SKP, overall there's been an increase in employee penilaian although not yet significant. From the above facts are supported by the theory of Spenser and Spenser in Wibowo (2007:87) stated that the competency was the Foundation of the basic characteristics of the person and indicates how to behave or think, equates the situation, and support for quite a long period of time. The influence of Individual Characteristics on performance Clerk at the Office of the Government of the city of Makassar The characteristics of the individual is a person's character and perspective in interpreting what he saw in accordance with is his character. One of the very important views maintained in human resource management is that every worker can achieve a level of mental maturity, intellectual and psychological. The empirical facts show that the informal trade in Jayapura in still more focused attention to profit (economic wellbeing) and its customers. In this case the most informal businessmen are not yet to think more in related strategies how to deal with competitors, the coordination function in his efforts and long-term orientation is still not terjabarkan specifically. Informal

trade only focus on how to detect who is tremendous potential customers, both at present and in the future, what their desired at this time can at the moment, as well as what is perceived at the moment or what they may feel when to come. This research is not in line with the research conducted by the research Baker & Sinkula (1999) shows that market orientation is significantly related to the company's performance. This test proved statistically that the characteristics of the individual against the performance of employees in government offices city of Makassar. This means that the existence of a positive and significant contribution between the variable characteristics of the individual against the performance of employees in government offices city of Makassar. It was concluded that to improve the work of the officers and they had to learn from experience to work better and in a respective employee organisations have objectives and their respective interests in carrying out its activities can result in better performance on Government offices city of Makassar. The fact that occurred in the city of Makassar Office indicates that in the event of problems in the working environment always gives the direction and leadership of the solutions so as not to be prolonged, the leader always provide input in the form of an idea or the idea to the attainment of performance targets each of the employees, so that employees feel motivated and eager to complete the task of its work, thus the new employee is not disinclined to always learn from the experience of employees to in realizing the common goal i.e. the increase in service and performance in the Organization to its full potential especially in government offices of Makassar. And supported by (Handoko, dkk,2004:137) stating that individuals in entering a new environment means the Organization will bring some elements that have shaped its characteristics, among other abilities, needs, beliefs, experiences, hope.

6 CONCLUSION AND SUGGESTIONS

Conclusion

Because IJSTR staff will do the final formatting of your paper, Based on the results of research and discussion as already expressed in the previous section, then at the end of the results of this research can be drawn some conclusions as follows: Hypothesis testing Results prove that the motivation employee's work has a positive influence and significantly to performance improvement clerk at the Office of the Government of the city of Makassar. It can be explained that in the presence of increased work motivation of employees and other variables constant, it will improve the performance of employees amounted to 52.0 percent in government offices city of Makassar. The results of hypothesis testing proves that competence has a positive influence and significantly to performance improvement clerk at the Office of the Government of the city of Makassar. This could be explained if an increase in competence of 24.3 percent and other free variables constant, it will improve the performance of employees in government offices city of Makassar. The results of hypothesis testing proved that individual characteristics have positive and significant influence towards performance improvement clerk at the Office of the Government of the city of Makassar. This could be explained if an increase in individual characteristics of 21.4 percent and other free variables constant, it will improve the performance of employees in government offices city of Makassar.

Suggestions

Based on research results and summary description as diemukakan in previous section, then the author gives some suggestions that can be used as a consideration in determining policy for the Organization both in the present or future, as follows: For the Office of the Government of the city of Makassar should pay attention to the level of competence of its officers to be able to run errands and improvements. The competence that is owned by the employees will support the work and whether the implementation of a task that has been given so far. And here Party Government offices can provide anything from Makassar city spirit of kepeda employees to further Excel in work with an attitude of full responsibility in order to produce a better performance at the City Government Office Makassar, it can affect other employees motivated/in order to increase their motivation in working, so that errors or violations that may be done by employees could be reduced as well as the attainment of maximum employee Performance. It is recommended that employees participated in meet the social needs of the community and the employees adjust between the fulfillment of needs fisiologinya with the results of the work can enhance better performance in government offices city of Makassar. It is recommended that leaders in government offices Makassar city in order to continuously provide feedback as well as bridging in case of problems in the working environment, motivate employees to do work the best and provide additional salary in the form of incentives for employees who can complete its work in accordance with a predetermined time.

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