

# Analysis of The Effect of Correspondence Management With Manual Disposition On Employee Performance In Administrative Services at The Faculty of Social and Political Sciences, Universitas Negeri Semarang

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## Abstract

This study is intended to analyze the effect of correspondence management with manual disposition on the performance of administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang. The focus of the study is on correspondence management and instructions on manual disposition sheets implemented at Faculty of Social and Political Sciences, Universitas Negeri Semarang. The urgency of this study is to be able to identify and overcome problems related to correspondence management with instructions on manual disposition sheets in administrative services at Faculty of Social and Political Sciences, Universitas Negeri Semarang. This study uses a quantitative approach by testing the formulated hypothesis. The data used in this study are primary data obtained from a survey by distributing questionnaires to all administrative employees at Faculty of Social and Political Sciences, Universitas Negeri Semarang. Determination of the sample based on Hair's suggestion, namely, 5-10 times the number of research indicators (Hair, 2009). In this study there are 11 indicators, so in this study the sample used was 55 people. The results of the study indicate that correspondence management with manual disposition has an impact on the performance of administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang, namely the better the correspondence management with manual disposition applied, the performance of administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang will also increase. Conversely, if the worse the correspondence management with manual disposition applied, the performance of administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang will also decrease.

## Keywords

Correspondence Management, Performance of Administrative Service Employees

## INTRODUCTION

Effective and efficient administrative services that are in accordance with customer needs in an agency or institution, especially for public services, are important things that must be met to maintain and preserve

public trust in the institution. This administrative service is closely related to letter management, because letters are a source of data or an archive that has useful information for the progress of the organization. Letters are a means of communication used to convey written information by one party to another

party, both related to business and non-business activities. Letters are a very important part of an office, institution, or organization because letters are a means of written communication and a source of information for organizations or agencies, letters are a means of communication to convey written information by one party to another party (Saputra and Famukhit, 2014).

Given the importance of letters for the sustainability of the institution, good letter management is needed, which includes a series of management activities throughout the entire life cycle of letters, from making, storing, maintaining, using, to destroying letters or documents in an organization (Mulyono, 2019). The management of correspondence includes recording, securing, distributing, and controlling written information to ensure that the flow of communication runs smoothly and under control (Haryadi, 2023) so that with good correspondence management, organizations can control the flow of information and written communication effectively and efficiently.

In a small-scale institution or office, the letter disposition process is still carried out conventionally or manually by prioritizing the use of HR (Human Resources) or staff as a medium for delivering disposition documents (Diyasa, Mandeni and Sugiarto, 2020). However, in institutions or offices on a larger scale, letter dispositions are already widely or commonly used internet-based systems, because the use of manual letter dispositions can cause problems. This problem is related to tracking tasks that have been disposed of

where the disposition giver, namely the superior or leader, finds it difficult to know to what extent the disposition has been implemented which can be caused by staff busyness or human resource errors (human error) so that the service or implementation is constrained even though the contents of the disposition must be implemented immediately. In addition, the recipient of the disposition also has difficulty in providing official responses or reports on the position he received. Related to this, the advancement of information and communication technology should be applied in correspondence management by creating a correspondence information system to accelerate the communication process and reduce the risk of errors or loss of important documents (Muchtar and Effiyaldi, 2019). However, in reality, according to temporary information obtained by researchers, especially at the Faculty of Social and Political Sciences, Universitas Negeri Semarang, some letter management still uses manual or conventional dispositions in the form of written disposition sheets containing instructions from superiors to subordinates or employees to follow up on the contents of the disposition. This can actually cause errors, loss or failure to deliver incoming letters along with manual disposition sheets to those who are addressed or who must process them, so that the follow-up of subordinates or employees related to the contents of the disposition is late or cannot be served properly. Based on these problems, researchers are interested in analyzing the causes of errors, loss or failure to

deliver incoming letters along with manual disposition sheets to those who are addressed or who must process them, which has an impact on employee performance in administrative services. The title of this research is: Analysis of the Influence of Correspondence Management with Manual Disposition on Employee Performance in Administrative Services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang. Based on the research background above, the purpose of this research is to analyze the influence of correspondence management with manual letter disposition on employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang.

## **Literature Review**

### **Correspondence Management**

Correspondence management is the process of managing correspondence within an organization in a systematic and structured manner, including procedures for receiving, recording, storing, distributing, and maintaining important letters and documents (Darmansah, M. B. Lubis, et al., 2024). Correspondence management can also be defined as a series of activities for managing the entire life cycle of letters, from creating, storing, maintaining, using, to destroying letters or documents in an organization (Tiara et al., 2023). Correspondence management activities include recording, securing, distributing, and controlling written information to ensure that communication flows smoothly and under control (Sembiring et al., 2024). Correspondence

management is very important for an organization because letters are an official communication tool and authentic evidence of all activities of the organization (Batubara, 2021).

Meanwhile, the definition of disposition according to the Big Indonesian Dictionary (KBBI) is the opinion of an official regarding the matters contained in an official letter, which is written directly on the letter concerned or on a special sheet. A disposition sheet is a means used by officials to give authority and/or tasks to lower-level officials, both high-ranking officials, functional officials, and implementing officials in the form of orders, directions, instructions, or instructions briefly and clearly in order to process and/or complete an Official Manuscript (Indonesia, 2020). Disposition is a means of communication from superiors to subordinates in following up on incoming letters containing information or orders (UNNES, 2023).

Good correspondence management can be seen from several indicators as follows: important information can be delivered in a timely and accurate manner (Wibowo et al., 2024), can facilitate the flow of information and communication for everyone in the organization (Habibah et al., 2024), maintain the confidentiality and security of important information from unauthorized parties (Batubara, 2021b), can increase the efficiency of administrative and communication processes in the organization (Darmansah, N. M. Lubis, et al., 2024), facilitate the tracing and search of

documents or letters needed at any time (Wursanto, 2007) and increase work efficiency and productivity in managing letters and documents (Sedianingsih, D., Mustikadara, F., & Sholihah, 2020).

### **Administrative Staff Performance**

The definition of administration is an activity that includes note-taking, correspondence, light bookkeeping, typing, agendas and so on which are technical in nature (Handayani, 1996). Meanwhile, educational administration is administration in managing, organizing and allocating resources in the world of education whose scope includes the fields of human resources, curriculum, teaching and learning processes, facilities/infrastructure, and funds needed in an effort to achieve educational goals, both for individuals and institutions (Hadijaya, 2012). The administrative staff in this study are Education Personnel who carry out educational administration tasks. Education Personnel in higher education have a role in implementing academic mechanisms, providing services to the academic community, supporting performance in higher education and even supporting success in accreditation at the higher education institution. Employee performance is an achievement obtained by someone in carrying out tasks which include quantity, quality, and time spent in carrying out tasks, quantity is a result that can be calculated to what extent someone can succeed in achieving the goals that have been set, while quality is how someone carries out their duties, namely regarding the number of

mistakes made, discipline and accuracy, then working hours are regarding the number of absences made, lateness, and length of service in the year undertaken (Sutrisno, 2016).

Performance is the result of work or work achievement in organizational work carried out by employees as well as possible in accordance with instructions (manuals), directions given by leaders (managers), competence and employee ability to develop their reasoning in working (Abdullah, 2014). Employee performance is also the ability of employees to do something with certain skills (Sinambela, 2012), (Meria and Tamzil, 2021).

While the performance indicators to measure employee performance are:

- a. Work quality is measured from the perception of employees / employees regarding the quality of work produced and the perfection of tasks against the skills of employees / employees.
- b. Quantity is the amount produced expressed in terms such as the number of units, the number of activity cycles completed
- c. Timeliness is the level of activity completed at the beginning of the stated time, seen from the perspective of coordination with output results and maximizing the time available for other activities.
- d. Effectiveness is the level of use of organizational resources (labor, money, technology, raw materials) is maximized with the intention of increasing the results of each unit in the use of resources.

- e. Independence is the level of an employee who will later be able to carry out his work function work commitment. It is a level where employees have a work commitment to the agency and employee responsibilities to the office (Robbins, 2016), (Aziz and Dewanto, 2022).

## HYPOTHESIS

Hypothesis is a temporary answer to a problem that is still presumptive because its truth must still be proven. The hypothesis proposed in this study is:

H0: there is no influence of correspondence management with manual disposition on employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang.

H1: there is an influence of correspondence management with manual disposition on employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang..

This section will explain in general the framework for thinking and developing hypotheses. The following is a picture of the framework for this research (Figure 1).

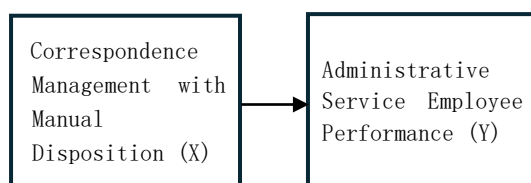


Figure 1: Conceptual Framework

## RESEARCH METHOD

The method used in the study entitled Analysis of the Influence of Correspondence Management with Manual Disposition on Employee Performance in Administrative Services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang, namely by Simple Linear Regression Analysis to obtain a comprehensive picture of the relationship and significance of the influence between the independent variable (X) on the dependent variable (Y) using Smart PLS 4. The independent variable (X) is Correspondence Management with Manual Letter Disposition and the dependent variable (Y) is the Performance of Administrative Service Employees.

This study uses a quantitative approach by testing the hypothesis formulated in the previous section. The data used in this study are primary data obtained from a survey by distributing questionnaires to administrative service education personnel in the Faculty of Social and Political Sciences, Universitas Negeri Semarang. The determination of the sample is based on what Hair suggested, namely, 5 - 10 times the number of research indicators (Hair, 2009). In this study there are 11 indicators, so in this study the sample used was 55 lecturers and education personnel by providing questionnaires carried out in 2024. To support research objectivity, the identity of the sample will not be included. The questionnaire will be prepared using a Likert scale with 5 levels, namely: Score/Value 5: Strongly Agree; Score/Grade 4: Agree;

Score/Value 3: Disagree; Score/Value 2: Don't agree; and Score/Value 1: Strongly Disagree.

## RESULTS AND DISCUSSION

### Simple Linear Regression

SMARTPLS 4 is a statistical software or data processing software for structural equation modeling (SEM) with the partial least squares (PLS) method. This software makes it easier for us to create models such as regression. Based on the results of the simple regression analysis model using SMARTPLS 4, the P values of the independent variable (X) <0.05, which is 0.016, which means that the independent variable (X) has an effect on the dependent variable (Y) as in Figure 2.

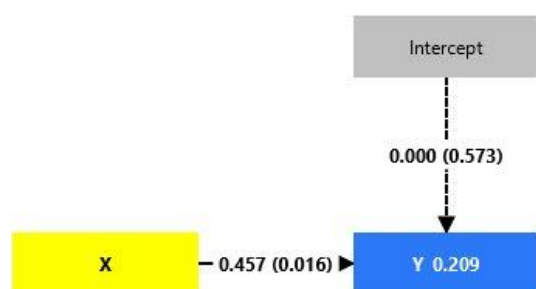


Figure 2. Simple regression analysis model using SMARTPLS 4 (source: processed primary data, 2024)

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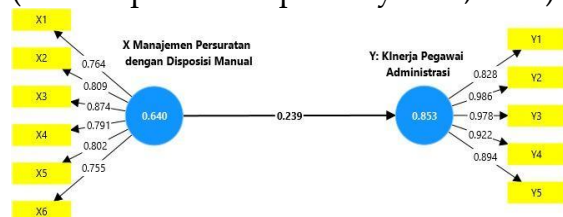


Figure 3: Smart PLS Full Model

Source: Own Study from PLS Output, 2024

### Validity and Reliability Test

Meanwhile, in the Validity and Reliability Test of the instrument in this study, it was found that the Cronbach's Alpha, Rho\_A, and Composite Reliability values were > 0.7 (Table 1) so that it can be stated that the instrument in this study has met the validity and reliability requirements (Juliandi, 2018).

Table 1: Validity and Reliability Test

Variable	Cronbach's Alpha	Rho_A	Composite Reliability	Average Variance Extracted (AVE)
Correspondence Management with Manual Disposition (X)	0,891	0,930	0,914	0,640
Administrative Service Employee Performance (Y)	0,958	1,085	0,967	0,853

Source: Own Study from PLS Output, 2024

Based on the table, it shows that each statement has a value > 0.7, so it can be concluded that the independent variables and dependent variables are all valid so it can be concluded that the items measuring the questionnaire variables are reliable, which means that the questionnaire used in this study is reliable.

## Hypothesis Test

Hypothesis testing conducted in this study aims to see how the independent variable influences the dependent variable on the independent variable. The results of the hypothesis test can be seen in the following table 2.

**Table 2: Hypothesis Test**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STD EV)	T Statistics (IO/STD EVI)	P Values
X -> Y: Employee Performance _Administration	0,239	0,287	0,331	2,721	0,471

Source: Own Study from PLS Output, 2024

The t-test is used to determine the effect of the independent variable on the dependent variable, if  $t_{count} > t_{table}$  or the significance value of the t test  $< 0.05$  then it is concluded that the independent variable has a significant effect on the dependent variable. If the  $p\text{-value} > 0.05$ , then  $H_0$  is accepted and  $H_1$  is rejected and if the  $p\text{-value} < 0.05$ , then  $H_1$  is accepted and  $H_0$  is rejected (Ghozali, 2016).

Based on this t-test, it can be said that Correspondence Management with Manual Disposition (X) has a significant impact on the Performance of Administrative Employees (Y). This can also be seen from the T-statistic of 2.721 or below 1.96. So the accepted hypothesis is  $H_1$ , namely there is an effect of correspondence management with manual disposition on employee performance in administrative services at the Faculty of Social and Political

Sciences, Universitas Negeri Semarang. This means that the better the correspondence management with manual disposition that is applied or implemented, the better or increasing the performance of employees in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang.

However, correspondence management with manual disposition has weaknesses or shortcomings because sometimes there are delays, errors or failure to deliver the disposition of letters to employees who must process them. This is like the results of research by Alexander Dharmawan that manual correspondence often causes other problems for office management, ranging from the untraceable disposition process to the difficulty and length of searching for letter archives (Dharmawan, 2022).

Based on the results of the statistical test, the first hypothesis ( $H_1$ ) is accepted, which states that there is an influence of correspondence management with manual disposition on employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang. This is because based on the T-test in table 5, the p value is less than 0.05, meaning that correspondence management with manual disposition has a significant effect on employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang.

According to the results of the study, correspondence management at the Faculty of Social and Political

Sciences, Universitas Negeri Semarang has generally been implemented using an internet-based correspondence information system called the Official Letter Information System or MyUNNES-Siradi to manage website-based official letters that can help manage official manuscripts. MyUNNES-Siradi makes it easier to manage official letters by managing incoming letters, disposition of incoming letters, and outgoing letters electronically. SIRADI reduces paper use, is easy to access, fast in searching letter data, efficient distribution time, prevents letter forgery, and improves the performance of official letter managers. In addition, existing official letter data is converted into electronic data. In MyUNNES-Siradi, there is actually a facility or menu for online letter disposition as in Figure 4, but it turns out that it has not been utilized or used by all employees as it should be.

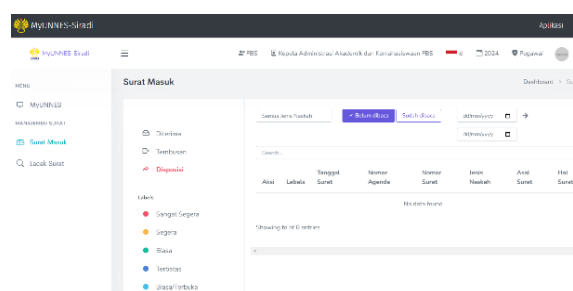


Figure 4: Disposition Menu on MyUNNES-Siradi

Currently, the Faculty of Social and Political Sciences, Universitas Negeri Semarang, still uses manual disposition sheets from superiors to subordinates to process several letters, especially letters that are not inputted into MyUNNES-Siradi by the sender of the letter. Letters

that are still processed with manual disposition sheets include: (1) letters requesting research permits, observation permits or data collection from parties outside UNNES; (2) Requests for activity funds or delegations from UNNES students; (3) Letters requesting borrowing of places (rooms, fields) or equipment; (4) Other letters from various partners outside UNNES whose manual dispositions from the Dean or Vice Dean are addressed to officials below them consisting of the Head of Administration, Study Program Coordinator, Laboratory Coordinator sent by the Secretary of the Leadership or Letter Officer (Caraka) to be further processed according to the contents of the disposition.

The use of letters with manual dispositions often slows down the flow of communication at the Faculty of Social and Political Sciences, Universitas Negeri Semarang. The process of sending physical letters from one party to another takes longer than a digital system that allows faster delivery and disposition, in addition, manual disposition is also very dependent on the presence of the leader so that disposition is often processed late because the letter stops too long on the desk of the relevant official. Therefore, all leaders and employees should take advantage of the online disposition facilities that are already available at MyUNNES-Siradi to be able to prevent various problems that may occur if using conventional or manual methods. The use of information and communication technology (ICT) plays an important role in increasing the efficiency of electronic communication in the office because it can save resources, streamline



administrative processes, and speed up the search and management of files or documents digitally. In addition, electronic correspondence supports the reduction of paper use, facilitates the delivery of information, and improves internal communication flows. Effective use of ICT has a positive impact, such as facilitating digital archiving, supporting electronic correspondence, and ensuring smooth administration, so that public trust in the organization or company also increases (Tiara et al., 2023).

Furthermore, based on the results of the ANOVA test in table 4, it shows that the independent variable (X), namely the implementation of Standard Operational Procedures and the socialization of Standard Operational Procedures, has a significant and simultaneous or joint impact on the dependent variable (Y), namely financial performance. This result is shown by the p value in the F Test in table 3 which is smaller than 0.05.

Table 3:. ANOVA Test Results

	Sum square	df	Mean square	F	P value
Total	0,337	26	0,000	0,000	0,00 0,337
Error	0,267	25	0,011	0,000	0,00 0,267
Regression	0,070	1	0,070	6,610	0,00 0,070

Source: Own Study from PLS Output, 2024

## CONCLUSION

Based on the results of the data and discussion, it can be concluded that empirically, correspondence management with manual disposition has a significant impact on employee

performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang. This means that if correspondence management with manual disposition is carried out orderly and well by related parties, especially officials or leaders and all employees, then employee performance in administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang will also be good, so that in the research that is accepted is hypothesis 1 (H1).

## Suggestions

1. Correspondence management with manual disposition if it is still needed at the Faculty of Social and Political Sciences, Universitas Negeri Semarang, must be carried out orderly and well by related parties, especially officials or leaders and all employees or human resources so that it can guarantee administrative services at the Faculty of Social and Political Sciences, Universitas Negeri Semarang that are quality, fast, timely, effective and efficient.

2. It is better to start socializing and implementing the use of online letter disposition that has been provided or facilitated by the Universitas Negeri Semarang (UNNES) Official Letter Information System because the digitization of letter disposition supports efficiency, security, sustainability, and better management compared to manual methods, while reducing risks and human errors. so that it can reduce various administrative problems that often arise from the use of manual disposition.

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