

The Influence of Employee Integrity on Employee Satisfaction in the Community Health Center in Padang

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Abstract

The problem that occurs at the Padang City Public Health Center is that there are still employees who are not committed to their goals as employees. Because there are still employees who are not friendly in providing services to patients. And there are still employees who are not honest in their work. This identifies that the integrity of the employees provided is not as expected. The purpose of this study was to analyze the effect of employee integrity on employee job satisfaction in the Community Health Center in Padang City, West Sumatra. This study uses a quantitative approach. The study population consisted of 893 employees at the Community Health Center in Padang City. The sample in this study was determined through a cluster sampling technique with Slovin formula consisting of 245 respondents. Data were collected through a questionnaire with a Likert Scale measurement and analyzed with a simple Linear Regression Technique. The results of this study indicate that there is a significant influence between employee integrity on employee job satisfaction at the Community Health Center in the City of Padang.

Keywords: *integrity, job satisfaction, employees*

Introduction

Job satisfaction is one component of life satisfaction, so it becomes very important to consider in the development and maintenance of the workforce. If employees do not get satisfaction in their work, then their motivation will decrease, absenteeism and tardiness increase and it will be difficult to work with it. This shows that one's job satisfaction will be a determinant of the operational success of an institution. (Luthans, 2006) High job satisfaction must be owned by every employee in government and non-government organizations. Because job satisfaction is very important in organizational success. Complaints that are often heard from the people related to the government other than convoluted services due to rigid bureaucracy, the behavior of officials who are sometimes unfriendly, and also the lack of employee morale in the workplace so that employee job satisfaction is not achieved. This can be seen from the interesting or not the type of work done by workers, wages received by workers, opportunities for promotion, the ability of superiors to provide technical assistance, behavioral support to each employee and support from coworkers. Nilvia in (Dhania, 2010) mentions job satisfaction is one important aspect that needs to be considered in efforts to increase human resources or organization because, with perceived job satisfaction, employees can work optimally.

Meanwhile according to (Tangkilian, 2003) job satisfaction is the level of individual satisfaction that they get the compensation in proportion from various occupational fields of the organization where they work. According to (Robbins, 2013) job satisfaction is a general attitude towards work the difference between several rewards received by a worker and the amount they believe they receive, satisfaction occurs when individual needs are met and related to the degree of likes and dislikes associated with employees. Whereas (Mangkunegara, 2011) stated the fact of job satisfaction related to variables such as turnover, absenteeism, age, level of work, and the size of the organization of the company. According to (Luthans, 2006) said job satisfaction is also one component of life satisfaction. So that it becomes very important to consider in the development and maintenance of the workforce. Because if employees do not get satisfaction in their work, then their motivation will decrease,

absenteeism and tardiness increase and it will be difficult to work with them. This shows that one's job satisfaction will be a determinant of a company's operational success. According to (Sutrisno, 2011), employee job satisfaction is an important issue related to employee work productivity and dissatisfaction that often occurs with high levels of job satisfaction and complaints.

Workers with a higher level of dissatisfaction with sabotage. Based on several definitions according to the experts above it can be concluded that job satisfaction is something that becomes the standard for employee achievement. If there are employees who have good jobs, they will feel satisfied with their work. Job satisfaction is also important for the self-actualization of employees, employees who do not get job satisfaction will never reach psychological maturity, and will eventually become frustrated. Job satisfaction has an important meaning for employees or organizations, especially to create a positive work environment (hani Handoko, 2012). The optimal performance of the employee is inseparable from the job satisfaction generated by the employee. Because of the low performance given by employees will have an impact on job satisfaction that will be received by every employee. For this reason, human resources in an institution need to be considered well, so that job satisfaction in the organization can be increased by a good workforce.

According to (Mas'ud, 2004) formulate indicators of job satisfaction in five indicators namely; satisfaction with salary, satisfaction with promotions, satisfaction with coworkers, satisfaction with supervisors, and satisfaction with the work itself. Following satisfaction or job satisfaction according to (Ruvendi, 2018) can be shown by several aspects including; the amount of employee attendance or absenteeism, feeling happy or unhappy in carrying out work, feeling fair or unfair in receiving rewards, like or dislike the position he holds, attitude of refusing employment or accepting with full responsibility, the level of motivation of employees reflected in job behavior, positive or negative reactions to organizational policies, and demonstrations or other destructive behavior. Furthermore, (Mas'ud, 2004) formulates indicators of job satisfaction in the following five indicators; satisfaction with salary, satisfaction with promotions, satisfaction with coworkers, satisfaction with supervisors, satisfaction with the work itself.

Based on some of the indicators above, researchers take the indicators that will be taken as a reference in this study as follows; the amount of attendance or absenteeism, feeling happy or unhappy in doing work, satisfaction with salary, satisfaction with promotion, satisfaction with colleagues, satisfaction with supervisor, feeling fair or unfair in accepting gifts, likes or dislikes the position he holds, positive or don't like the position he holds, positive or not. negative reaction to organizational policies, appropriate placement by expertise, tools that support the implementation of work, leadership attitude in his leadership. Because seen following those in the Padang City Community Health Center. Another thing that is a problem in achieving job satisfaction is a lack of integrity in an employee. According to (Mulyadi, 2010) integrity is a moral principle that is impartial and honest, someone with high integrity views the facts as they are and presents them as they are. Integrity complies with moral principles, honesty, and quality (Barrett in (Suwardana, 2018).

According to Decy Wulan Singgi (in Schlenker, 2007) and (Eprilianto, Sari, & Saputra, 2019) integrity is a strong personal commitment to ethical ideological principles and is part of the self-concept displayed through its behavior. (Mulyadi, 2010) also states integrity as a moral principle that is impartial and honest, someone with high integrity sees the facts as they are and presents the facts as they are. According to the Big Indonesian Dictionary, the notion of integrity is quality, nature, and depth that reflects unity as a whole, so that it has the potential and ability to exude authority and honesty. Puka (in Permatasari, 2012) explains in integrity that there are two things, namely responsibility and moral identity. Responsibility contains the desires, commitments, and feelings of individual responsibility towards resolving norms and relationships with others. Moral identity is defined as moral values and individual commitments that are united in him. If that happens then there will be consistency between

the internal state (feelings and thoughts) with actions, as well as the consistency of speech and behavior in all situations.

According to Barrett (in Suwardana, 2018) integrity is following moral principles, honesty, and quality. (Robbins, 2013) describes integrity as honesty and truth, important characteristics in assessing trust, consistent with what is done and said. According to Audi and Murphy (in Suwardana, 2018) integrity is a moral quality in self-coordination, generally identified by the characteristics of awareness, accountability, and coherence. Furthermore (Storey, 2010) suggests that integrity includes several attributes such as building trust, inspire, show values and standards precisely, show consistency. According to (Syamsir, 2018) integrity can also be defined as the ability to always uphold moral principles and refuse to change them even though the conditions and situations faced are very difficult, as well as many challenges that seek to undermine the moral and ethical principles that it adheres to. People who are integrity, if they act, then their actions are following the values, beliefs, and principles held by them.

Integrity can also be interpreted as honesty, sincerity, purity, straightforwardness that cannot be falsified and do not pretend. Integrity does not only apply to others, but more important is honest with yourself because the voice of truth is in the deepest heart. According to (Eisenberg, 2006) integrity is a conscious state in acting to fulfill promises, honesty, openness, commitment, trust. In (Dumilah Ayuningtyas, 2018) integrity is a form of quality that includes honesty, creativity, and sincerity. In other words (Supriyatno, 2006) states that integrity is a value that reflects an agreement between heart, speech, and action. Furthermore (McShane, Steven L. & Von Glinow, 2008) states "integrity refers to honesty and the tendency of leaders to translate words into deeds". (Suwardana, 2018) argues that indicators of integrity are as follows; openness, personal risk-taking to increase value, build trust, show consistency, and show appropriate standards.

In this case (ED, 2003) mentions three aspects or indicators used in measuring integrity, namely; principled behavior, unwavering commitment to principles, unwillingness to rationalize principled behavior. Based on the indicators of employee integrity above, researchers use the following indicators as a guide in research; openness, build trust, show consistency, show appropriate standards, influence principled (high honesty), a firm commitment to principles, and high responsibility. the Minister of Health Regulation No.43 of 2016 concerning the Minimum Health Service Standards said that to create a just and prosperous society, civil servants (PNS) must provide the best service to the community. This is one of the reasons for the government through various policies to implement changes through bureaucratic reform policies. The existence of Community Health centers is very beneficial for poor families. With Community Health centers, it can answer the need for health services that are easily accessible and save time to go to Community Health centers, because every district has Community Health centers. Community health centers as one of the health facilities have a very strategic role in improving public health. (of Health, 2016).

Therefore the Public Health Center is demanded to provide maximum and quality services that meet the requirements for its patients by specified standards and can be accepted by all levels of society. To achieve optimal health outcomes, every employee must provide good service. Therefore, each employee is expected to be responsible for his work so that each employee can achieve satisfaction in working optimally. Job satisfaction received by employees of the Padang City Health Center is still not in line with expectations. Because there are still employees who don't have a sense of responsibility in doing their jobs. Community Health Centers can receive the job satisfaction received by their employees through feedback given to Community Health Centers, from this feedback can be input about the ideal job satisfaction needed by Community Health Center employees, employee satisfaction feedback can be seen in several Community Health centers in the city of Padang. From this feedback, it is clear that there are still employees stating that they lack job satisfaction in the work they do, employees are still complaining about not getting a promotion, there are still employees who are not satisfied with the

salary received, still not good enough to get changes in working hours, and there is still a poor relationship between employees of the community health center.

This proves the indicated low job satisfaction received by Community Health centers employees. (Results of initial observations by researchers at the end of 2018). Also, there are still employees who are not committed to their work. Because there are still employees who do not provide hospitality in service to patients. And there are still Community Health center employees who are not honest in their work. This identifies that the integrity of the employees provided is not as expected. (Researcher's observations at the end of 2018). Based on the background of the problem, the author has researched at the Center for Public Health in the city of Padang to answer the following questions; 1) What is the description of the integrity of Community Health centers employees in the city of Padang?, 2) What is the description of job satisfaction of Community Health centers employees in the city of Padang ?, 3) Is there a significant influence on employee integrity on employee job satisfaction in Community Health centers in Padang City? The formulation of the problem will be discussed through this article entitled Influence of Employee Integrity on Employee Satisfaction in Community Health centers in Padang.

Method

The method used by researchers is a quantitative method using structural equations, namely the causality dimension of the influence of employee integrity on employee job satisfaction. This research was conducted at a community health center in the city of Padang. The population in this study were all employees in the Padang City public health center. The sample in this study consisted of 245 respondents who were determined using the Slovin formula with a standard error of 5% and data collection was carried out through the Simple Random Sampling technique. (hani Handoko, 2012) Research data was collected through a questionnaire using a Likert scale measurement and using 4 answer choices (*strongly agree, agree, disagree and disagree*). Data analysis of this study was carried out with a simple linear regression test. Before the regression test is done, the classic assumption test is done first. In addition to getting a general description of variables, frequency, average, and TCR are also used (Level Achievement of Respondents).

Results and Discussion

The integrity of Padang City Health Center Employees

As described in the introduction, employee integrity is assumed to affect employee satisfaction in the Public Health Center in the city of Padang. Integrity is the nature and condition that reflects the unity that has the potential and ability to exude authority and honesty. Integrity includes several attributes such as building trust, inspiring, demonstrating values and standards precisely, showing consistency. With the nature of integrity in every employee in the Community Health Center in the city of Padang, consciously there will be a commitment to fulfill promises, honesty, openness, commitment and trust in work, can achieve satisfaction at work. Field data findings, employee integrity at the Community Health Center are included in the "Less / Weak" category or at the average level of achievement by 65.73%. For more details, the average and the Level of Achievement of Respondents of employee integrity variables in Padang City Health Center in this study can be seen in Table 1 below:

Table 1. Description of the Integrity variable of Community Health Center Employees Padang city

No	Statement Items	N	Mean/ TCR (%)	Characteristics of Respondents Average	
				High (%)	Low (%)
1	Commitment to every principle of work.	245	3,3 (66,20%)	76 (31,02%)	169 (68,97%)
2	High responsibility is very important in achieving work success.	245	3,3 (66,20%)	76 (31,02%)	169 (68,97%)
3	Always be open to superiors.	245	3,3 (66,04%)	74 (30,20%)	171 (69,79%)
4	Always consistent in doing work.	245	3,2 (64,65%)	59 (24,08%)	186 (75,91%)
5	Always try to build trust with colleagues in achieving work success.	245	3,3 (65,46%)	71 (28,97%)	174 (71,02%)
6	Always uphold the nature of honesty at work.	245	3,3 (65,36%)	84 (34,28%)	161 (65,71%)
7	As an employee who obeys the rules, I always work with the vision and mission in office.	245	3,3 (65,22%)	70 (28,57%)	175 (71,42%)
Average Employee Integrity Variable			3,29 (65,73%)	72 (29,38%)	172 (70,20%)

Source: Results of Data Processing in 2019

Based on Table 1 above, it can be explained that the average integrity of employees is in the "Poor / weak" category (65.73%). When seen in more detail, then on several indicators, that is: "Commitment to every principle of work", "High responsibility is very important in achieving work success", "Always be open to superiors", "Always consistent in doing work", "Always try to build trust with colleagues in achieving work success", "Always uphold the nature of honesty at work", "As an employee who obeys the rules, I always work with the vision and mission in office" Community Health Center employees included in the "Less" category. Furthermore, when viewed from the average category of respondents, then it can be explained that the average percentage is greater than those whose work integrity is above average with a ratio of 70.20% (low) compared to 29.38% (high).

Job Satisfaction of Padang City Health Center Employees

Employee satisfaction at the Community Health Center in the city of Padang in the category of "Poor" or at an average achievement level (TCR) of 57.79%. For more details the mean employee satisfaction variable at the Community Health Center in Padang City can be seen in Table 2 below:

Table 2. Descriptions of Employee Job Satisfaction Variables in Padang City Public Health Center

No	Statement Items	N	Mean/ TCR (%)	Characteristics of Respondents Average	
				High (%)	Low (%)
1	The number of absences in the office has decreased.	245	2,9 (57,63%)	186 75,91%	59 24,08%
2	Happy to do work without being burdened.	245	3,0 (59,10%)	40 16,32%	46 18,77%
3	feel burdened with the work done.	245	2,6 (51,18%)	141 57,55%	104 42,44%
4	The salary received following the work.	245	2,8 (55,10%)	166 67,75%	79 32,24%
5	The payroll system is following the wishes.	245	2,7 (54,04%)	143 58,36%	102 41,63%
6	The job promotion system has been running well.	245	2,9 (57,79%)	187 76,32%	58 23,67%
7	Social relations between employees always run harmoniously.	245	3,1 (61,87%)	41 16,73%	204 83,26%
8	Have a feeling of fairness or unfairness in receiving rewards.	245	2,8 (56,22%)	171 69,79%	74 30,20%
9	The work given to me is following my responsibilities.	245	3,1 (62,12%)	51 20,81%	194 79,18%
10	Leaders always take the time to discuss the work done	245	3,0 (60,32%)	35 14,28%	29 11,83%
11	The current field following the desire to develop a career or position	245	3,0 (60,32%)	45 18,36%	39 15,91%
12	The facilities provided in my work have supported work activities.	245	2,9 (57,95%)	189 77,14%	56 22,85%
Average Employee Job Satisfaction Variable			2,9 (57,79%)	117 (47,75%)	87 (35,51%)

Source: Results of Data Processing in 2019

Based on Table 2 above, it can be explained that the average employment rate of employees at the Community Health Center (Puskesmas) is in the category of "Poor" (57.79%). When viewed in full, then the indicator "The number of absences in the office has decreased", "Happy to do work without being burdened", "Salary received following the work", "Payroll system is following the wishes", "Job promotion system has been running well", "Social relations between employees always run harmoniously", "Have a feeling of fair or unfair in receiving rewards", "The work given to me is following my responsibilities", "Leaders always take the time to discuss the work done", "Current field following the desire to develop a career or position", "The facilities provided in my work have supported work activities" employees of the Community Health Center are in the "Less" category. While the indicator "feels burdened with the work done" in the "Poor" category.

Influence of Employee Integrity on Employee Job Satisfaction in Padang City Community Health Center

After testing the classical assumptions as a requirement of the research regression test, a simple regression was carried out on the research data. The results of the regression test can be seen in the following Table 3.

Table 3. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.340(a)	.116	.112	3.955

a. Predictors: (Constant), Employee Integrity

Table 4. ANOVA(b)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	497.870	1	497.870	31.829	.000(a)
	Residual	3801.012	243	15.642		
	Total	4298.882	244			

a Predictors: (Constant), Employee Integrity

b. Dependent Variable: Employee Job Satisfaction

Based on Table 3 above, the regression equation shows the effect of employee integrity on employee job satisfaction at the Community Health Center in Padang City with a significant (Sig.) 0,000 <0.05. This shows that the proposed hypothesis is accepted and indicates that employee integrity significantly influences the satisfaction of the Puskesmas staff in Padang City. Also, based on the table above it can be discussed about the truth of this conclusion can be trusted up to 100%.

Based on the description previously explained, it is proven that the significance level of the influence of employee integrity on employee job satisfaction at the Community Health Center in Padang City is 0,000. The significance value obtained from testing this hypothesis shows <0.05. This means that Ha was accepted and Ho was rejected. From these results, it can be stated that Employee Integrity affects Employee Job Satisfaction at the Community Health Center in the City of Padang. This is evidenced by the results of the influence of employee integrity on employee job satisfaction at the Community Health Center in Padang City having a significance of 0,000 and an Adjusted R Square value of 0.112. Thus it can be agreed that the contribution of integration to job satisfaction of employees at the Community Health Center in Padang City is 11.2%. While the remaining 88.8% is influenced by other variables not examined in this study. R-value is 0.340 or 34% which means that at the Community Health Center the integrity of employees has contributed or benefited 34%. These findings reinforce previous findings, including; The results of research conducted by (Han, 2012) entitled *Komitmen afektif dalam organisasi yang dipengaruhi Perceived organizational support dan kepuasan kerja*, said that employee commitment or integrity has a positive and significant influence on job satisfaction.

This research is a quantitative study of 100 respondents. In (Nurika, 2009) titled *Pengaruh Komitmen Profesional terhadap Kepuasan Kerja Akuntan Pendidik melalui Komitmen Organisasioanal* shows the results

of research that organizational commitment or integrity affect job satisfaction and there is a direct influence between organizational commitment or integrity on job satisfaction. In research conducted by (S. Pantja Djati., 2003) entitled *Kajian Terhadap Kepuasan Kompensasi, Komitmen Organisasi, dan Prestasi Kerja*. General results show that there is a strong relationship between job satisfaction with commitment or integrity.

Conclusions

Based on the results of research and discussions previously stated about the effect of employee integrity on employee job satisfaction at the Community Health Center in Padang, the following conclusions can be drawn:

1. The level of integrity of employees at the Community Health Center in the City of Padang is included in the category of "Poor" or at an average achievement level (TCR) of 65.73%.
2. Employee job satisfaction at the Padang City Public Health Center in the category of "Poor" or an average achievement level (TCR) of 57.79%.
3. The results of the integrity competency on job satisfaction at the Community Health Center in Padang City have a significance of 0,000 and an adjusted R Square value of 0.112. Thus it can be said that the contribution of the influence of employee integrity on employee job satisfaction at the Community Health Center (Puskesmas) in Padang City is 11.2%. While the remaining 88.8% was approved by other variables not examined in this study. Furthermore, the R-value is 0.340 or 34% which means that at the Community Health Center (Puskesmas) the integrity of employees has contributed or benefited 34%. The significance of the influence is 0,000 so the truth of this conclusion can be trusted to 100%.

Based on the research conclusions stated above, through this research some suggestions can be given including:

1. The results of the study indicate that the contribution of the influence of employee integrity on employee job satisfaction at the Community Health Center in Padang City is 11.2%. This means that the remaining 88.8% has not been maximized. Thereby advising every Community Health Center employee to improve integrity.
2. For academics, the results of this study are only part of the additional information, the development of theory. So that more comprehensive research is needed.
3. For further researchers, it is advisable to conduct further research relating to job satisfaction by adding new theories and examining other factors related to job satisfaction.

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