Exploring Performance and Traceability Environment on Dept. of Housing Settlement and Lands

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Abstract: The aims of this present study try to explore and reveal the performance and traceability environment i.e., motivation, leadership and job satisfaction on Department of Housing Settlement and Lands in Riau Province. This study conducted in October 2017 until December 2017 involving all the 91 civil servants in the department as it employs the total sampling technique excluding the head of the department. This descriptive analysis study employ, validity and reliability testing, linear regression test, classical assumption test, normality test, autocorrelation test, multicollinearity test, heteroscedasticity test, linearity test, and autocorrelation test, multicollinearity test, heteroscedasticity test, and hypothesis testing, namely t, Test F and test coefficient of determination. The series of the test were considered needed to ensure this study can answer the research questions. The analysis showing an interesting result was Sub Structure 1 shows directly motivation (X1) and leadership (X2) job satisfaction (X3) has a significant positive effect on employee performance (Y1).

Keyword: Motivation, Leadership, Job Satisfaction, Employee Performance

1. Introduction

Human Resources (HR) are potential assets to develop the organization, which requires optimal management and development, to expedite efforts to achieve organizational goals. The success of an organization in managing its human resources determines the success of achieving organizational goals, with the hope of improving the quality of work. This also applies to government organizations such as special public servants of the Housing, Settlements and Land Area (PKPP) of Riau Province.

One of the efforts to support the success of national development is inseparable from the development of people state which is one of the implementing elements of development. The position and role of public servants are very important and determines because the civil servant is the government executor to organize government and development to achieve national goals. Civil Servants (PNS) have the task to carrying out activities carried out by the regional government, so the success of the government, in this case, is determined by the success of civil servants in carrying out their duties. The stated goals of local government will not be achieved if the existing civil servants cannot carry out their duties properly. Therefore civil servants need to be fostered as well as possible.
According to Toha (2007) there are several leadership styles, including the situational leadership style, which is a style based on the interconnections of the following: 1) the number of instructions and directions given by the leadership, 2) the amount of emotional support provided by leadership, 3) the level of readiness or maturity of the followers in carrying out specific tasks, functions or specific goals.

The results of the study are Mochamad Fahad, et al. (2013), Agustina Evilistriani (2013), Saparyati (2013), Susi Hendriani and Fitri Hariyandi (2014), Resa R. Jacob, et al. (2015), stating that motivation has a significant influence on the performance of civil servants, but different from the results of research conducted by Anak Agung Ngurah Bagus, et al (2012) which states that motivation does not affect the performance of civil servants, that although employees have good work motivation, it does not have a significant effect or has little effect towards improving the civil servants performance (PNS).

1.1 Employee Performance

Performance is the level of contribution of employees to achieve job requirements efficiently and effectively (Simamora, 2006). Employee performance is work performance, which is the comparison between work results that can be seen in real terms with the work standards set by the organization. Then Robbins (2008) defines performance is an outcome achieved by employees in their work according to certain criteria that apply to a job.

1.2 Motivation

According to Sardiman (2006) said "Motivation is a series of attempts to provide certain conditions so that someone wants to do something, and if he does not like it, then he will try to neglect or avoid that feeling of dislike. So motivation can be stimulated by external factors, but motivation also can grow in a person". Whereas Terry and Leslie (2009) describe motivation regarding human behavior is a person's effort to be able to complete work with enthusiasm. It was also explained that motivation arises from a deep desire to achieve a predetermined goal, the result is supported by Panji (2006) which states motivation is a driving force that causes a member of the organization to be willing to move in the form of skills and time and skills for hold various activities which are the responsibility in fulfilling its obligations in order to achieve the goals and objectives of the organization that have been determined previously.

1.3 Leadership

According to Wahyudi (2011: 120) Leadership is the ability of a person to move, direct, and influence the mindset, the way each member works to be independent in working, especially in making decisions for the sake of accelerating the achievement of the stated goals. Whereas according to Maxwell (2006: 3) that leadership is the influence of someone to be able to increase its influence in others more effectively. Based on several expert opinions, the leadership, in this case, is the ability of a person to influence, move and direct others to do their work independently to achieve the stated goals.

1.4 Job Satisfaction

According to Tahir (2014) employee job satisfaction is a positive attitude which involves a healthy adjustment of employees to work conditions and situations including wages, social conditions, physical conditions, and psychological conditions. In other words, job satisfaction is an expression of feeling pleasure and satisfaction experienced by someone in doing their work. According to Koesemono (2005) job satisfaction is a joy or positive emotional statement that results from an assessment of one job or work experiences. Thus job satisfaction is an assessment, feeling or attitude of a person or employee towards his work and relates to the work environment, type of work, compensation, relationships between colleagues, and social relations at work and so on. So that it can be said that job satisfaction is the fulfillment of several desires and needs through work or work activities.
2. Method

![Research Thinking Framework](image)

Figure 1 Picture of Research Thinking Framework

The method used in this study is quantitative, using path analysis techniques. Research according to the explanation is research that intends to explain the position of the variables studied, as well as the relationship between variables with other variables. Also, this study is intended to test hypotheses that have been formulated previously. Finally, the results of this study explain the causal relationship between variables through hypothesis testing. Primary data sources obtained directly from the Department of Housing, Settlement Areas and Land of Riau Province. This location is determined, because of the ease of the researcher in data collection. Secondary data is data obtained by researchers indirectly through intermediary media, like through research results, books, articles, and various publications and relevant agencies that are relevant to the issues raised. This research place is in the Department of Housing, Settlement Areas and Land of Riau Province. Research time is from October to November 2017.

The population in this study was all civil servant employees in the Department of Housing, Settlement and Land Affairs (PKPP) of Riau Province, totaling 93 people consisting of civil servants. According to Hidayat (2007), the sample is part of the population that will be examined or the number of characteristics possessed by the population. Given that the population is relatively small, all of them will be used as research samples after being reduced by two people, which is the Head of Service and the author. Thus this study uses total sampling or with census techniques as many as 91 people.

3. Analysis

Ferdinand (2006) a descriptive analysis is used to provide a description (description) of a data, such as average (mean), sum (sum), standard deviation, minimum and maximum values. In making a descriptive interpretation of the mean of each variable studied, the author uses guidelines from Ghozali (2006). Validity test is based on Corrected Item-Total Correlated and KMO values or Matrix Components. According to Masrun in Solimun (2009) when the positive correlation coefficient and more than 0.30 or the probability of error rejects H0 with significant level 0.05, the indicator is considered valid. Reliability testing is intended to show the extent to which a measurement can be trusted or relied on. Reliability test based on internal consistency is Alpha Cronbach if Alpha Cronbach is greater than 0.6 (Ghozali, 2011) shows that the instrument is reliable, Malhotra in Solimun (2009).

4. Results and Discussion

4.1 Validity Test and Reliability Test

In this motivation, variable uses 4 statement items to measure respondents' perceptions of employee motivation. The test results from 4 statements as a whole r count are greater than r table, namely the lowest r count of 0.671 and the highest is 0.844 and r is 0.206, valid. Indicator work motivation variable that is used to show the results of the value calculated Cronbach Alpha> Alpha table at 0.7 which is the lowest calculated Alpha Cronbach value of 0.822 and the highest Alpha Cronbach count of 0.870 so that all indicators of work motivation are reliably stated.
This leadership variable uses 5 statement items to measure respondents' perceptions of leadership. Validity test results are seen that overall leadership $r_{count}$ larger than $r_{table}$, the lowest count is 0.668 and the highest is 0.821, valid. Indicators leadership variables show Cronbach Alpha at 0.7 which is the lowest calculated Alpha Cronbach value of 0.840 and the highest Alpha Cronbach's count of 0.862 so that all leadership indicators are declared reliable. In job satisfaction, variable uses 7 item statements to measure respondents' perceptions of employee job satisfaction. The results of the validity test of employee job satisfaction variables shows that overall $r_{count}$ is greater than $r_{table}$, which is the lowest $r_{count}$ are 0.414 and the highest is 0.750 and $r_{table}$ is 0.206, valid. Indicator job satisfaction variables show the results of Cronbach Alpha> Alpha table amounting to 0.7 with the lowest calculated Alpha Cronbach value of 0.755 and the highest Alpha Cronbach count of 0.815 so that all indicators of job satisfaction were declared reliable.

This employee performance variable uses 5 statement items to measure respondents' perceptions about employee performance. The results of the validity test of the employee work performance variable indicator show that overall $r_{count}$ is greater than $r_{table}$, the lowest $r_{count}$ is 0.545 and the highest is 0.744 and $r_{table}$ is 0.206, valid. Indicator employee performance variables show the results of Cronbach Alpha> Alpha table at 0.7 which is the lowest calculated Alpha Cronbach value of 0.728 and the highest Alpha Cronbach count of 0.790, so that all employee performance indicators are declared reliable.

4.2 Normality test

The normality test is to find out whether in a regression model, the independent and dependent variables or both have a normal distribution or not. Data can be said to be normally distributed if the residual standard is at -2 to +2 or the scenario-kurtosis ratio is between -2 to +2 (Ghozali, 2006). The results of normality testing at stage 1, stage 2 and stage 3 did not meet the requirements for normality supported by a picture of the normality histogram. The results of the normality test stage 4, the residual data has fulfilled the normality requirements, the minimum residual value is -1.916 and the maximum residual value is 1.954.

4.3 Autocorrelation Test

Autocorrelation arises because consecutive observations over time are related to one another. This problem arises because residuals are not free from one observation with other observations. Autocorrelation symptom test used in this study was Durbin Watson in the test output compared with the table value with a significance of 0.05, the amount of research data and independent variables, with the provisions of $D < Dw_{count} < 4 - D_u$ (Ghozali, 2006). From the statistical test, it is obtained that $D_{count}$ is 2.210 and $D_u$ table is 1.716 with N equal to 81 and 3 independent variables, then entered into the equation $D < Dw_{count} < 4 - D_u$ which is $1.716 < 2.210 < 4 - 1.716 = 1.716 < 2.210 < 2.295$, thus it can be concluded that there is no autocorrelation between the independent variables studied.

4.4 Multicollinearity Test

That tolerance value is variable work motivation (X1), leadership variable (X2) and job satisfaction variable (X3) above 0.1 and VIF value is below 10, so that the multicollinearity problem cannot be concluded.

| Variabel     | Tolerance | VIF  | Kesimpulan         |
|--------------|-----------|------|--------------------|
| Motivasi     | (X1)      | 0.856| 1.169              |
| Kepemimpinan | (X2)      | 0.666| 1.501              |
| Kepuasan Kerja | (X3)   | 0.659| 1.518              |

Table 1: Multicollinearity Test Results
4.5 Heteroscedasticity Test

Heteroscedasticity test aims to test whether the regression model occurred inequality of residual variance between observations with the observations one another. Testing guidelines use the Glejser test if P-value > 0.05 by regressing the residual value to the independent variable (Ghozali, 2006). If the independent variable influences the residual, the regression model has a problem of heteroskedastisitas. That motivation variable (X1), leadership variable (X2), and job satisfaction variables (X3) no significant variable employee performance (Y), this means that there is no problem of heteroscedasticity.

| Variabel     | t     | Sig  | Alpha | Kesimpulan                      |
|--------------|-------|------|-------|---------------------------------|
| Motivasi (X1)| 1.456 | 0.150| 0.050 | Tidak terjadi heteroskedastisitas|
| Kepemimpinan (X2)| -1.412| 0.162| 0.050 | Tidak terjadi heteroskedastisitas|
| Kepuasan Kerja (X3)| -1.405| 0.164| 0.050 | Tidak terjadi heteroskedastisitas|

4.6 Linearity Test

From table 3 it appears that the motivation on employee performance variables obtained significant value of the 0.807, variable leadership to employee performance obtained significance value of 0.103 and variable job satisfaction to employee performance obtained significance value of 0.564 which is greater than 0.05, meaning that there is a linear relationship between the variables of motivation to variable of employee performance, including leadership variable to variable between variable employee performance and job satisfaction on employee performance variable has qualify linearity.

4.7 Double Linear Regression

The regression equation used $Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$. From the results of statistical tests, it is known that the constant value of -3.595 and the significance value of the results of the regression test variable work motivation (X1) on employee performance variables (Y) is 0.000 or less than alpha of 0.05 with a regression coefficient is 0.218, leadership variables (X2) on employee performance variable (Y) is 0.000 or less than alpha is 0.05 with regression coefficient is 0.471, work environment variable (X3) of employee performance variable (Y) is 0.000 or less than alpha is 0.05 with a regression coefficient is 0.427. So that it can be written in the regression equation as follows:

$Y = -3.595 + 0.218 X_1 + 0.471 X_2 + 0.427 X_3 + 0.439$

| Model       | Unstandardized Coefficients | Standardized Coefficients | t(satu) | t(dua) | Sig. | Ket | Correlations |
|-------------|-----------------------------|---------------------------|--------|--------|-----|-----|-------------|
| (Constant)  | -3.595                      |                           |        |        | 2.467 | 0.016 |             |
| Motivasi    | 0.218                       | 0.281                     | 1.989  | 5.194  | 0.000 | Signifikan |             |
| Kepemimpinan| 0.471                       | 0.745                     | 1.989  | 12.156 | 0.000 | Signifikan |             |
| Kepuasan Kerja | 0.427                      | 0.766                     | 1.989  | 12.423 | 0.000 | Signifikan |             |

Dependent variable : Kinerja Pegawai

$R = 0.898$  $R^2 = 0.799$  $R^2$ Adjusted $= 0.800$

|                          | $R^2$ | $R^2$ | Sig. | $D_w$ | $D_w$ |
|--------------------------|-------|-------|------|-------|-------|
| $R$                      | 0.898 | 107.437 | 0.000 | 2.210 | 1.716 |
| $R^2$                    | 0.807 | 2.72  | 0.000 | 2.210 | 1.716 |
4.8 Partial Test (t-test)

The t-test (partially) is used to test the significance of variations in the relationship between variables of work motivation (X1), variable leadership (X2), and job satisfaction (X3) if there is an employee performance (Y), does the independent variable really affect Partial on employee performance. The t-test is used to test the proposed hypothesis. To prove the truth of hypothesis one (H1) is used t-test, which is to examine the significance of the coefficient regression by comparing t count with t table at α = 0.05 if;

a) \( H_0 = t_{count} < t_{table} \) or \( P-value > \alpha \) means there is no influence of independent variables on the dependent.

b) \( H_a, \neq t_{count} > t_{table} \) or \( P-value < \alpha \), means there is an influence of independent variables on the dependent.

It can be seen that the motivation variable (X1) is obtained by t count of 5.194 greater than t table, which is 1.989 and the probability value is smaller than 0.05, which is 0.000, with a regression coefficient of 0.218. This means that the motivation variable can affect employee performance variables by 0.218 or by 21.8% and there is a significant positive influence on employee performance the office of the Riau Province Housing, Settlement and Land Agency, thus the hypothesis 1 which states that motivation influences the performance of employees of the Office of Housing, Riau Settlement and Land Area offices, can be accepted and proven to be significant. It can be seen that the leadership variable (X2) obtained by count 12, 156 is greater than t table of 1.989, and the probability value is smaller than 0.05, that is 0.000, with a regression coefficient of 0.417. This means that leadership can explain employee performance and there is a significant positive influence on the leadership in the Office of Housing and Settlement Areas and Riau Province office employees at 0.417 or 41.7%. Thus the hypothesis 2 which states that leadership influences the performance of employees of the Office of Housing in the Province of Riau Settlement and Land Area can be accepted and proven.

Moreover, it can be seen that the variable job satisfaction (X3) obtained by t count 12,423 is greater than t table 1.989, and the probability value is less than 0, 05 that is 0,000, with a regression coefficient of 0,427. This means that job satisfaction can explain employee performance and there is a significant positive effect of job satisfaction on employees of the Office of Housing and Settlement Area Land of Riau Province in the amount of 0.417 or 41.7%. Thus the third hypothesis which states that job satisfaction influences the performance of employees of the Office of Housing, Housing and Land Affairs in Riau Province can be accepted and proven.

4.9 Determination Test

The coefficient of determination is used to determine how much influence variable motivation, leadership and job satisfaction can affect the performance of an employee in the office of the Department of Housing, Settlement, and Land Region Riau Province. The coefficient of determination is determined by the value of Adjusted R Square as shown in table 3 that the coefficient of determination (Adjusted R Square) obtained is 0.800 or 80%.
This means that together the performance of employees in the Office of Housing, Settlement and Land Affairs of Riau Province can be influenced by motivation, leadership and job satisfaction by 80%, while the remaining 20% is influenced by other variables not included in the research this.

5. Discussion

5.1 Effect of Motivation on Employee Performance

The results showed that there was a positive and significant influence on work motivation on the performance of the office staff of the Housing, Settlement, and Land Affairs Office of Riau Province. The results of this study are in line with research findings by Mochamad Fahad, et al (2013), Agustina Evilistriani (2013), Susi Hendriani and Fitri Hariyandi (2014), Resa R. Jacob, et al (2015), stating that motivation has a significant influence on the performance of civil servants, but different from the results of research conducted by Anak Agung Ngurah Bagus, et al (2012) which states that motivation does not affect the performance of civil servants, that although employees have good work motivation, it has no effect significant or have little impact on improving the performance of civil servants (PNS).

5.2 The Effect of Leadership on Employee Performance

The results showed that there was a positive and significant influence of leadership on the performance of employees in the office of the Housing, Settlement, and Land Affairs Office of Riau Province. This finding is by hypothetical predictions that leadership influences the performance of employees in the office of the Housing, Settlement, and Land Affairs Office of Riau Province. The results of this study are in line with the results of research conducted by Sugimin and Suharno (2013), Nanang (2015), Tiya and Agus (2014) and Darmawan (2015) that leadership influences the performance of civil servants. But the results of this study are contrary to the results of research conducted by Yevvi (2014) that leadership does not affect the performance of civil servants (PNS).

5.3 Effect of Job Satisfaction on Employee Performance

The results showed that there was a positive and significant effect of job satisfaction on employee performance in the office of the Housing Agency for Settlement and Land Affairs in Riau Province. This finding is by hypothetical predictions which predict that job satisfaction affects the performance of employees in the office of the Housing Agency for Settlements and Land Affairs of Riau Province. The results of research conducted by Dhermawan et al. (2012), Tri and Sutomo (2013), Sutapa and Mulyanto (2012) which states that job satisfaction has a significant effect on the performance of civil servants. This shows that high job satisfaction in each employee will encourage employees to carry out their work well, by carrying out good work will encourage the performance of the employee itself.

6. Conclusion

Based on the results of the research and discussion, it can conclude as the empirical work motivation has proven to have a positive and significant effect on employee performance in the Riau Province Housing, Settlement, and Land Area Office. Wise on leadership, having the ability and the power to lead and be dignified and have managerial skills are empirically proven to have a positive and significant influence on the performance of employees in the offices of the Riau Province Housing, Settlement and Land Affairs Office. Nevertheless, Empirical job satisfaction has proven to have a positive and significant effect on employee performance in the office of the Housing, Settlement, and Land Affairs Office of Riau Province.

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