



## The Influence of the Work Environment and Individual Characteristics on Public Services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency

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### ABSTRACT

The aim of this research is to determine the influence of the work environment and individual characteristics simultaneously on public services, to determine the influence of the work environment partially influencing public services and to determine individual characteristics partially influencing public services at the Alim Village Office, Batang Cenaku District, Indragiri Regency. Upstream. Using quantitative methods, the data analysis used is multiple linear analysis using the SPSS program. The sample in this research consisted of 89 respondents who had provided services at the Alim Village Office. This research was conducted from September 30 2022.

The research results of the Work Environment and Individual Characteristics simultaneously influence Public Services, the Work Environment partially influences Public Services, Individual Characteristics partially influence Public Services.

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## **INTRODUCTION**

Human resources are very important resources for agencies and companies because humans are the main movers in organizational activities. Human resource development is an organizational function that focuses on employee management in carrying out work in an organization in order to strengthen mutuality towards achieving common goals (Purnama, 2022). Public organizations that provide the best service in realizing government goals, whether carried out by individuals or groups within public organizations. In an effort to create an effective public organization that is designed well and precisely according to the needs of the organization, it is known that the effectiveness of a public organization in its actualization requires organizational characteristics, individual characteristics, work environment, employees and management practices in an organization.

The work environment is something that surrounds workers which includes color, light, air and sound that will influence workers. That is why the work environment is closely related to the performance of workers because the work environment also influences the individual characteristics of village officials. Karakteristik seseorang ada yang merupakan bawaan pribadi atau gen turunan yang dibawa oleh individu sejak dia dilahirkan, baik biologis maupun psikologis. The Alim Village Office, which is located in Batang Cenaku District, Indragiri Hulu Regency, is engaged in service activities for the Alim Village community in general. Of course, there are many community needs that must be met by village officials for progress and good service to the community.

To avoid village officials becoming bored in providing services to the community, each village official must have a good work environment and capable individual characteristics so that the goals of the village office can be achieved and the community's needs can be met. To maintain the comfort of Village Officials in providing services to the community, they must pay attention to all aspects, such as the work environment, but the work environment must be safe, comfortable, safe and healthy, infrastructure including work equipment to support the work of village officials.

Every individual has innate traits or characteristics (heredity) and characters obtained from environmental influences. Innate character is a hereditary characteristic that is possessed from birth, both biological and psychological factors. However, age and gender factors cannot be ignored, where age is a factor in someone having more mature insight and thinking. Meanwhile, men have a strong, firm character, whereas women are more gentle and considerate. However, sometimes men and women have a firm and straightforward character so that men and women have the same rights and obligations according to their range of responsibilities according to their field within an agency/company. Even though each village apparatus has individual characteristics that differ from one another, in terms of performance in an agency, all are required to work professionally, tenaciously, dynamically and able to work together in situations and conditions that sometimes change, including pressure and work demands. which always moves forward at all

times, therefore a tolerant attitude is needed between employees in an agency. Organizational performance depends on individual performance. Therefore, each individual cannot work alone, they need each other. This synergy is what makes cooperation between individuals in an organization able to produce harmony where an organization is able to achieve the goals of the organization. Human resources play an important role in the service system. Low professionalism can be seen from indicators of service that are not optimal, use of time that is not productive, roles that are not optimal and innovation in carrying out tasks. The low level of human resources is reflected in at least three things, namely welfare, rewards and the salary system for village officials. From many studies and opinions, it is clear that welfare, rewards and a good salary system can stimulate the performance of village officials which ultimately has an impact on improving the services provided by village officials to the community in public services at a government agency.

Clear working relationships as a tool for measuring institutional performance require concrete action to emphasize responsible institutions by compiling normal, standard, work procedures, managing information, reviewing, analyzing, formulating and establishing work indicators. There is a difference in objectives between awards for professionalism that occur in government compared to those that occur in the private sector. For this reason, there is regulation of professional performance standards, strengthening personnel institutions in fostering professionalism in accordance with decent living standards and enforcement. Improving human resource discipline which is still low by changing fundamental behavior, this occurs through the revitalization of personnel development and learning processes by building a strong commitment in carrying out their duties as village officials, accompanied by the development of appropriate and effective service systems. Public organizations are seen quantitatively which is expected to influence public services, starting from the work environment and individual characteristics in providing public services which are not optimal.

Public service is seen from a work environment that is not in accordance with a conducive organizational climate both internally and externally in providing the best service to the community. In the internal environment, there are still gaps between leaders, colleagues and subordinates who often work individually, and solid cooperation at work has not yet been realized. Externally, it was found that there was still intervention from outside parties that influenced the dynamics and policy making, where village officials should carry out work activities in accordance with Standard Operating Procedures (SOP) for their main duties and functions. There is a need for clear service standards including procedures, time periods and, if necessary, clear costs in order to encourage the creation of orderly service institutions by building a public service standardization system starting from input to service output.

The observation results show that other considerations are seen from the lack of optimal public services and work relationships or interactions that are still not organized in carrying out their duties. It is hoped that this research can provide scientific input to the Alim village head and all village officials so that

they can provide good services to the community. The purpose of this research is to determine the influence of the work environment and individual characteristics simultaneously on public services, to determine the influence of the work environment partially influencing public services and to determine individual characteristics partially influencing public services at the Alim Village Office, Batang Cenaku District, Indragiri Regency. Upstream. Meanwhile, the research question: Does the work environment and individual characteristics simultaneously influence public services, does the work environment partially influence public services and do individual characteristics partially influence public services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.

## **LITERATURE REVIEW**

### **A. Public Services**

Public services can be defined as providing services for the needs of people or communities who have an interest in government agencies in accordance with the basic rules, procedures and service standards that have been established in an agency. Services have the following characteristics: services cannot be touched, services actually consist of actions and are influences which are social actions in nature, production and consumption of services cannot be separated in real terms, because in general they occur simultaneously and occur in the same place. Public service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in an effort to fulfill the interests of other people in accordance with their rights. Public service is any activity carried out by the government for a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not tied to a physical product. Sinambela et al (2010: p. 128).

Law Number 25 of 2009 The special characteristics of public services that differentiate them from private services are :

- a) Most government services are in the form of intangible services and goods, for example certificates, permits, regulations, transportation, order, cleanliness and so on.
- b) Always related to other types of services and forming a national scale service system, for example in terms of transportation services.
- c) Internal customers are quite prominent, as a result of the Government Organization structure which tends to be bureaucratic. In service, the principle of prioritizing external customers more than internal customers applies. However, real conditions in terms of relations between government agencies often force service officers to prioritize internal customers.
- d) Service efficiency and effectiveness will increase along with service improvements.

Services will be carried out well and satisfactorily if supported by several factors, including :

- a. Awareness of officials and executive leaders
- b. There are adequate rules
- c. Organizations with dynamic system mechanisms
- d. Employee income and skills in accordance with the duties or work they are responsible for.
- e. Availability of service facilities and infrastructure with types and forms of service tasks/work.

To measure quality service, you must pay attention to several dimensions and indicators, namely: (Zeithaml, et al in Hardiansyah, 2011:46)

- a. *Tangibility* (wujud) The indicators are :
  - Appearance of officers/apparatus in serving customers
  - Comfort of service location
  - Ease of service process
  - Discipline of officers/apparatus in serving
  - Ease of access in submitting service requests
  - Use of tools in providing services
- b. *Reability* (handal) The Indicators :
  - Accuracy of officers in serving
  - Have clear service standards
  - The ability of officers/apparatus to use tools in the service process
  - Officer/apparatus expertise in using tools in the service process
- c. *Responsiveness*(tanggap) The Indicators :
  - Respond to every customer/applicant who wants to get service.
  - Officers/apparatus carry out services appropriately, carefully and at the right time.
  - All complaints are responded to properly by officers/apparatus.
- d. *Assurance* (jaminan) The Indicators :
  - Officers provide a guarantee of timely service.
  - Officers provide a guarantee of costs for services.
  - Officers provide a guarantee of legality in services.
  - Officers provide guaranteed cost certainty for services
- e. *Empathy* (empati) The Indicators :
  - Prioritize the interests of customers/applicants.
  - Staff serve in a friendly manner.
  - Officers serve politely.
  - Officers serve in a non-discriminatory manner.
  - Officers serve and respect every customer/applicant.

Several factors support the implementation of public services. Moenir (2008:88)

1. Employee awareness  
There is awareness among employees regarding their actions regarding the tasks/work they are responsible for, so that it has a positive influence and results in good service.
2. There are rules

The existence of rules in the organization is absolutely necessary so that the organization and work can run in an orderly and directed manner.

3. Organizational factors
4. Work arrangements and mechanics (systems, procedures and methods) that must be able to produce adequate services.
5. Ability and skill factors  
With adequate abilities and skills, the implementation of tasks/work can be carried out well, quickly and fulfill the wishes of all parties, resulting in satisfactory service.
6. Service facility factors  
The existence of adequate and sufficient service facilities to create effectiveness and efficiency of a service

## **B. Work Environment**

The work environment includes work relationships formed between fellow employees and work relationships between subordinates and superiors as well as the physical environment in which employees work. (Mardiana, 2007:156)

The work environment is the physical and non-physical conditions in the workplace related to organizational systems, communication, facilities, work equipment and work environment conditions that can influence workers in carrying out assigned tasks. (Sarwoto, 2008:73)

The physical environment in the sense of all the conditions around the workplace will affect employees both directly and indirectly. (Sedarmayanti, 2009:26). There are several factors that can influence the formation of work environment conditions related to human/employee abilities, including: (Sedarmayanti, 2009:28).

- a. Lighting / lighting in the workplace  
Light or illumination is very beneficial for employees in order to ensure safety and smooth work, therefore it is necessary to pay attention to the presence of lighting (light) that is bright but not dazzling.
- b. Humidity in the workplace  
A situation with very hot air temperature and high humidity will cause a massive reduction in heat from the body due to the evaporation system.
- c. Air circulation in the workplace  
The surrounding air is said to be dirty if the oxygen level in the air has decreased and is mixed with gases or odors that are harmful to the body's health.
- d. Noise at work, Sounds that the ear does not want.
- e. Mechanical vibration at work  
Mechanical vibration means vibrations caused by mechanical devices, some of these vibrations affect the employee's body and can cause undesirable consequences.
- f. Smells at work  
The presence of odors around the workplace can be considered pollution, because they can interfere with work concentration, and odors that occur continuously can affect olfactory sensitivity.

- g. Set colors at work  
Organizing the workplace needs to be studied and planned as well as possible.
- h. Workplace decoration  
Decoration is related to good color planning, therefore decoration is not only related to work room decoration but is related to how to arrange the layout, color scheme, equipment and so on for work.
- i. Music at work  
According to experts, music with a soft tone that suits the atmosphere, time and place can arouse and stimulate employees to work.
- j. Safety at work  
In order to keep the place and work environment in a safe condition, it is necessary to pay attention to work safety.

### C. Individual Characteristics

There are several factors that influence the character of individuals in an organization, that is : 1) Personality, 2) Competence, 3) Motivation, 4) Leadership dan 5) Conflict. (Torang, 2013:53)

- a) Personality  
A collection of ways in which an individual reacts and interacts with other people.
- b). Competence  
Ability to carry out or carry out activities/work/tasks.
- c). Motivation  
Motivating individuals to try to achieve the expected goals.
- d). Leadership  
Organizations really need the role of a leader because leaders have a very significant influence in achieving organizational goals.
- e). Conflict  
Conflict will become a serious problem if it has a negative (dysfunctional) impact on organizational performance.

Personality characteristics include aggressive, shy, resigned, lazy, ambitious, loyal, honest. The more consistently these characteristics appear when responding to the environment, this shows that heredity or traits are an important factor in shaping a person's personality.

Indicators that influence individual characteristics are as follows :

- a. Age  
Most studies show a positive relationship between age and satisfaction, at least up to age 60.
- b. Gender  
There is no evidence to suggest that employee gender influences job satisfaction or job productivity levels, but instead influences employee absenteeism and turnover rates.
- c. Marital Status  
Marriage causes an increase in a person's responsibilities.
- d. Year Of Service  
Seniority or length of service is positively related to job satisfaction.

In line with research conducted by Sambolangi et al which states that organizational characteristics, employee work environment, Management practices influence public services in Rante Subdistrict, Tanah Toraja Regency and are also in line with research conducted by Dahar et al where, from the hypothesis, the work environment influences the quality of services at the Tahuna Barat Health Center, Sangihe Regency, research conducted by Eland et al where individual characteristics have a significant effect on service quality at PT. Bank Negara Indonesia (Persero) Tbk. Palu Branch Office, and it is different from research conducted by Nurastuti where from the hypothesis individual characteristics have no effect on services at Bakpia Japon Lopati Bantul Yogyakarta.

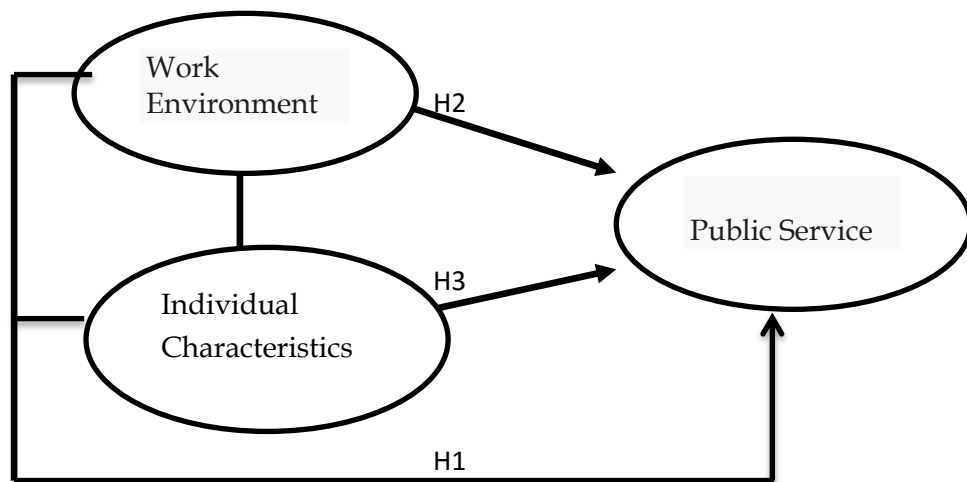


Figure 1. Conceptual Framework

Information :

H1 : Work Environment, Individual Characteristics Simultaneously Influence Public Services

H2 : The Work Environment Partially Influences Public Services

H3 : Characteristics have a partial influence on public services

## METHODOLOGY

The method used in research is a quantitative method and uses primary data and secondary data. Data collection techniques in this research used questionnaires, literature, interviews and documentation and used multiple linear analysis using the SPSS program.

The population in this research is all people who use services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency in 2022, totaling 522 people. By using the Slovin formula, the sample in this study was 89 respondents. So to make it easier to obtain the percentage of answers, the research only took samples. Accidental random sampling, that is, taking respondents randomly as a sample based on chance, that is, anyone who meets the researcher by chance can be used as a sample if the person they meet by chance is suitable as a data source. This technique is usually carried out due to limited time, energy and funds so that it cannot take large and distant samples.

## RESEARCH RESULT

### A. Research result

#### 1. Work environment

Work Environment variables in this study were measured by five indicators, namely Personality Indicators of Village Officials, competence of village officials, motivation, leadership style, and abilities of village officials. Based on the table of respondents' responses regarding the work environment, the average value obtained is 3.87 and rounded to 4, the conclusion is that the respondents' response to the work environment (X1) at the Alim Village Office is Good.

#### 2. Individual Characteristics

The individual characteristic variables in this study were measured using five indicators, namely the personality of the apparatus, level of competence, motivation obtained by the apparatus, leadership style, and ability to resolve conflict. Respondents' responses regarding individual characteristics at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency. Based on the table of respondents' responses regarding Individual Characteristics, the average value obtained is 3.81 and rounded to 4, the conclusion is that the respondents' responses to Individual Characteristics (X1) at the Alim Village Office are Good.

#### 3. Public Services

The variables for Public Services in this research use five research indicators, namely the level of awareness in carrying out tasks, regulations, organizational systems and work mechanisms, level of income and skills, condition of facilities and infrastructure. To see how respondents responded regarding the level of awareness of Village Apparatus in carrying out their duties and obligations at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency. Based on the respondents' responses regarding Public Services, the average value obtained was 3.82 and rounded to 4, the conclusion is that the respondents' responses to Public Services (Y) at the Alim Village Office were Good.

#### 4. Multiple Linear Regression Analysis Calculations

##### a. Regression Equations

Rumus yang di gnakan untuk menghitung nilai regresi berganda

$$Y = a + b_1X_1 + b_2X_2$$

Table 1 : Multiple Regression Coefficients  
 Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,639	1,880		2,999	0,001
	Work Environment	0,393	0,104	0,471	3,763	0,130

	Individual Characteristics	0,307	0,130	0,296	2,368	0,470
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a. Dependent Variable: Public Service

The regression equation is as follows :

$$Y = a + b_1X_1 + b_2X_2$$

$$Y = 5,639 + 0,393 X_1 + 0,307 X_2$$

Information :

Y = Public Service

a = Konstantan

b<sub>1</sub>, b<sub>2</sub> = Koefisien regresi

X<sub>1</sub> = Work Environment

X<sub>2</sub> = Individual Characteristics

The results of the Regression Equation can be explained as follows :

- a. A constant of 5.639 means that if the Work Environment (X<sub>1</sub>) and Individual Characteristics (X<sub>2</sub>) value is 0, then the Public Service value is 5.639.
- b. The Regression Coefficient for the Work Environment variable (X<sub>1</sub>) is 0.393, meaning that if the value of other independent variables is constant and the Work Environment increases by one unit, then Public Services will increase by 0.393. A positive coefficient means that there is a positive relationship between the Work Environment and Public Services.
- c. The regression coefficient for the Individual Characteristics variable (X<sub>2</sub>) is 0.307, meaning that if other independent variables remain constant and Individual Characteristics increase by one unit, Public Services (Y) will experience an increase of 0.307. The coefficient is positive, meaning there is a positive relationship between individual characteristics and public services.

## 2. Hypothesis Testing

a. F test (Simultaneous Hypothesis Testing)

This test uses a significance level of 5%. The criteria used are  $F_{count} > F_{table}$ , meaning that the two independent variables together have a significant effect on the dependent variable, or vice versa if  $F_{count} < F_{table}$ , it means that the two independent variables together do not have a significant effect on the dependent variable.

To see the comparison of  $F_{count}$  calculations with the SPSS program with  $F_{table}$  as follows:

Table 2 : F test

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	59,997	2	29,998	29,308	0,000 <sup>b</sup>
	Residual	60,390	59	1,024		
	Total	120,387	61			

a. Dependent Variable: Public Service

b. Predictors: (Constant), Individual Characteristics , Work Environment

From the SPSS calculation results it can be seen that the Fcount value is 29.308 and the Ftable with a significance level of 5% is as follows :

$$\begin{aligned} F_{table} &= (k) : (n - k - 1) \\ &= 2 : (62 - 2 - 1) \\ &= 2 : 59 = 3,15 \end{aligned}$$

It can be concluded that Fcount > Ftable, namely 29.308 > 3.15. So that the two independent variables, namely the Work Environment and Individual Characteristics, together have a positive and significant effect on Public Services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.

b. T test ( Partial Test)

To test whether the Work Environment and Individual Characteristics influence the dependent variable (Y), namely Public Services.

Table 3: t test on the independent variable with the dependent variable.

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,639	1,880		2,999	0,001
	Work Environment	0,393	0,104	0,471	3,763	0,130
	Individual Characteristics	0,307	0,130	0,296	2,368	0,470

a. Dependent Variable: Public Service

Based on the table above, you can see the calculated t value for each variable X1 and variable X2. Meanwhile, to find out the value of the t table, you can do the following calculation :

$$\begin{aligned} T \text{ table} &= \alpha / 2 : n - 2 \\ &= 0,05 / 2 : 62 - 2 \\ &= 0,025 : 60 = 2,00030 \end{aligned}$$

Based on the results of data processing using the SPSS program, the test results for each variable were obtained as follows:

1. Variable X1 (Work Environment) with tcount of 3.763 while ttable of 2.00030, meaning 3.763 > 2.00030. So it can be concluded that the Work Environment has a partially significant effect on Public Services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
2. Variable X2 (Individual Characteristics) with tcount of 2.368 while t table is 2.00030, meaning 2.368 > 2.00030. So it can be concluded that individual characteristics have a partially significant effect on public services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.

## DISCUSSION

1. The Work Environment Coefficient value (X1) has increased by one unit while the other independent variables remain constant, so Public Services (Y) will increase by 0.393. If the Individual Characteristics coefficient (X2)

increases by one unit while the other independent variables remain constant, Public Services (Y) will increase by 0.307. It can be said that there is a positive relationship between the work environment and public services and there is also a positive relationship between individual characteristics and public services.

2. If  $F_{count} > F_{table}$  value then the Work Environment and Individual Characteristics simultaneously have a positive and significant effect on Public Services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
3. The multiple correlation coefficient (R) of 0.716 shows that the level of relationship between all independent variables and the dividend variables in this study is within the criteria of high relationship closeness. Work Environment and Individual Characteristics variables partially and simultaneously have a positive and significant effect on Public Services at the Alim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
4. If the coefficient of determination ( $R^2$ ) is 0.512, it shows that the independent variable influences the dividend variable by 51.2% while the remaining 48.8% is influenced by other variables that are not included in the research variables.

## **CONCLUSIONS AND RECOMMENDATIONS**

1. The work environment and individual characteristics simultaneously influence public services at the ALim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
2. The work environment partially influences public services at the ALim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
3. Individual characteristics partially influence public services at the ALim Village Office, Batang Cenaku District, Indragiri Hulu Regency.
4. Future researchers can conduct research by adding other variables such as village apparatus competency, education, work experience, compensation, work enthusiasm and leadership variables.

## **ADVANCED RESEARCH**

Based on the research results, the researcher suggests several things that can be used as input for the Alim Village Office to improve services to the community.

1. Improving the working environment conditions at the Alim Village Office, such as adding work equipment and work facilities to the office, as well as improving the quality of the office environment to make it more comfortable and safe for employees and the public who need public services at the Alim Village Office.
2. Improve the capabilities of village officials around a warmer personality and improve the level of communication in the office environment, shorten the period of public administration and improve public services to the better.
3. The Village Head as the leader is expected to be able to motivate employees more at work so that employees become more enthusiastic in improving

their performance, and protect the village community so that they can have more confidence in public services at the Alim Village Office to be even better in the future.

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