



The Effect of Career Development Training on Nurse Performance at Datu Beru Takengon Hospital

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ABSTRACT

Performance issues are currently a serious concern for every agency. Good performance will certainly guarantee excellent service quality. Companies can take various ways to improve the performance of their employees, including through training and career development. From the initial survey conducted at Datu Beru Takengon Regional Hospital, researchers found 2 officers in the training section who explained that training at the hospital had not been running for the last three years. Apart from that, there are still obstacles in the career development system due to the lack of optimal support from leadership and the varying implementation of career paths for nurses who do not understand the career path system well. Objectives; The aim of this research is to determine the relationship between training and career development and the performance of nurses at Datu Beru Takengon Regional Hospital. Method; This type of research uses a quantitative design with a cross-sectional design. The research population was all 236 nurses with a sample of 33 people taken using a purposive sampling technique. Data analysis used univariate and bivariate analysis with chi-square test statistics. Results; The research results show that the p value for the training variable = $0.004 < \alpha = 0.05$ and career development = $0.000 < \alpha = 0.05$, which means that training increases career development and performance for nurses at Datu Beru Takengon Regional Hospital. Conclusion; The research conclusion is that there is an influence of training on career development and performance of nurses at RSUD Datu Beru Takengon. It is recommended that hospitals hold training more frequently for career development as well as to improve the performance of nurses.

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1. Introduction

The increasingly rapid environmental developments and increasingly fierce competition require every organization to be able to face global challenges, especially Human Resources (HR) who are competent in their field. To survive in the competitive and dynamic business world today, companies must be able to improve their performance. an employee in order to face every problem that occurs. In overcoming this problem, many companies, one of which is a hospital, carry out training and career development as a solution to improving employee performance.

Employee performance itself is an important factor that can determine the progress and decline of an organization. Where performance is a comparison of the work results achieved by employees with predetermined standards. Performance also means the results achieved by a person, both quality and quantity, in an organization in accordance with the responsibilities given (Setyabudi, 2018).

Every company certainly hopes that its employees will have good work performance, but in reality there are still many employees who do not show good performance. The decline in the performance of nurses greatly affects the image of a hospital's services in the community. Based on a satisfaction survey according to the Indonesian Ministry of Health, it shows that 67% of patients are dissatisfied with health services, while only 23% say they are satisfied. According to the survey, health services deemed to be of the lowest quality were the performance of midwives and nursing staff (Kemenkes RI, 2019). According to the 2016 Ministry of Health Regulation of the Republic of Indonesia concerning Minimum Service Standards for patient satisfaction, namely above 95%. If health services are found with a patient satisfaction level below 95%, it is considered that the health services provided do not meet minimum standards or are of poor quality (Permenkes, 2021).

Performance issues are currently a serious concern for every institution or agency. Good performance will certainly guarantee excellent service quality. Therefore, improving service quality through improving employee performance by providing training and career development to employees is a necessity so that organizational goals can be realized effectively and efficiently (Syaifuddin, 2018).

Companies can take various ways to improve the performance of their employees, including through training and career development. These two variables play an important role in increasing the effectiveness and efficiency of the organization in carrying out planned activities and work. Training and career development affect employee performance because career development training is a formal approach in efforts to increase or improve, growth, job satisfaction, knowledge and abilities of employees in order to ensure that people with the right qualifications and experience are available when needed (Mangkunegara, 2015).

Based on Law of the Republic of Indonesia Number 13 of 2003, Job Training is a whole activity to provide, obtain improvement, and develop work competency, productivity, discipline, attitude and work ethic at a certain level of skills and expertise in accordance with the level and qualifications of the position or job (Database Peraturan, 2003).

Training is a series of individual activities in systematically improving skills and knowledge so that they are able to have professional performance in their field. Training is a learning process that enables employees to carry out current work in accordance with standards. Training improves employee performance at work in accordance with current developments. Training is also provided to new employees or existing employees who will update their skills to become even better according to needs (Saefullah et al., 2022).

Training and development is something that refers to things related to planned efforts carried out to achieve mastery of employee skills, knowledge and attitudes. Training is a short-term educational process that uses systematic and organized procedures where employees learn knowledge and skills. technical in limited purposes. Meanwhile, development is more focused on improving skills in decision making and human relations. development is a long-term educational process in which employees learn conceptual and theoretical knowledge in order to achieve general goals (Saefullah et al., 2022).

Every employee wants career development in the organization where they work because basically it is very necessary for private and government companies because career development is oriented towards future business challenges in facing competitors. Career development has a future existence that depends on the quality and performance of its human resources, therefore organizations must carry out career development for workers which is carried out in a planned and sustainable manner (Kaengke et al., 2018). As a first step in obtaining quality human resources, start by attracting and selecting workers who comply with company personnel standards (Yuliana, 2017).

All human resources play an important role in every organization or company. However, in this case, the researcher conducted research at Datu Beru Takengon Regional Hospital by examining the relationship between training and career development and nurse performance. The reason the

researcher chose the research subject, namely nurses, was because human resources. The majority of people in hospitals who interact directly with patients are nurses. So the performance of nurses in providing services can be assessed as an indicator of good or bad quality of service in hospitals.

Datu Beru Regional General Hospital is an organization that operates in the field of providing government-owned health services, which is located at Jalan RS No. 153 Most of Takengon, Central Aceh, is \pm 2 km from the center of Takengon city. Datu Beru Regional Hospital is a type B hospital in Central Aceh Regency which is a Referral Hospital for the central region of Aceh, this allows for an increase in the number of patient visits. With the large number of patients coming in, Datu Beru Hospital requires maximizing the performance of its employees, maintaining employees at a high level of productivity and performance, maintaining their potential and having to improve and provide maximum contribution to the agency or organization.

From the initial survey conducted at the Datu Beru Takengon Regional General Hospital, researchers met 2 officers in the training section where researchers received information that training at the hospital had not been running for the last three years since the 2019 Covid-19 pandemic because activities were not allowed. bring together human resources. Researchers also met officers in sub-staffing to find out the population of nurses at Datu Beru Regional Hospital, where the total number of nurses was 236 people.

In nursing career development, it is a plan to place nurses at a level that is in accordance with their expertise. Datu Beru Regional Hospital has implemented a career development system, but there are still obstacles or constraints, not yet optimal support from leadership and variations in the application of nurse career levels, this is because there are still nurses who do not understand the career path system well. Furthermore, there are also nurses at Datu Beru Regional Hospital who are continuing their education as an effort to improve their career development, but it is not known for certain how many nurses are continuing their education. Based on information obtained from the hospital, employee data based on education was most recently in 2019.

Apart from that, researchers also met nursing unit officers who said that in assessing nurse performance, it can be seen based on employee performance targets such as discipline, orientation, integrity, commitment and cooperation. Of the many human resources available, it cannot be denied that there are still some human errors which result in a lack of effectiveness.

Based on the description above, researchers are interested in conducting research with the title "The Relationship between Training and Career Development and the Performance of Nurses at the Datu Beru Takengon Regional General Hospital in 2022".

Formulation of the problem, based on the background above, the problem formulation in this research is to find out how training and career development relate to the performance of nurses at the Datu Beru Takengon Regional General Hospital.

The aim of this research is: To find out about the training of nurses at the Datu Beru Takengon Regional General Hospital, to find out the career development of nurses at the Datu Beru Takengon Regional General Hospital, to determine the performance of nurses at the Datu Beru Takengon Regional General Hospital, to determine the relationship between training and career development and the performance of nurses at the Datu Beru Takengon Regional General Hospital.

Benefits of research, Theoretical Benefits, the results of this research are theoretically expected to be useful in increasing insight and knowledge about the relationship between training and career development and nurse performance and can be used to add literature references.

Practical benefits: Divide the research location, can be used as input to improve performance with job training and career development for nurses at the Datu Beru Takengon Regional General Hospital, for educational institutions, can be used as reference material and reading material as well as knowledge for students in educational institutions, For Further Researchers as information and recommendations for future researchers who wish to conduct research related to the same title and problem.

2. Method

Measurement Aspects

The measurement aspects of the variables in this research are both independent variables and dependent variables. In this research process, researchers used at least 3 (three) types of data, namely primary, secondary and tertiary data (Sugiyono, 2019).

Data collection technique

- Primary Data, primary data is a data collection technique obtained directly from respondents or subjects regarding training and career development in relation to the performance of nurses in hospitals. The primary data in this research are observations and questionnaires given to officers at the Datu Beru Takengon Regional General Hospital (RSUD).
- Secondary Data, secondary data is data obtained from documentation by other parties. Secondary data in this study is data on the number of nurses at Datu Beru Takengon Regional Hospital.
- Tertiary Data, tertiary data is data obtained from published manuscripts. Tertiary data from this research were obtained from journals and scientific papers.

Validity Test

Determining the degree of accuracy of the research instrument in the form of a questionnaire (Muhammad I, 2015). Validity instruments question the extent to which a measurement is accurate in measuring what it wants to measure. An instrument is said to be valid when it can reveal data from variables accurately without deviating from the actual situation (Yusup, 2018). The validity test in this research was carried out at RSUD dr. Fauziah Bireuen. Where is Dr. RSUD. This Fauziah was chosen because it has characteristics that are in accordance with the Datu Beru Takengon Regional Hospital, namely that it is a regional general hospital owned by the government with type B category.

Table 1.
Training Questionnaire Validity Test Results

Variable	No. Question	Correlation Value	Sig-p Value	Description
Training	1	0,000	0,05	Valid
	2	0,246	0,05	Invalid
	3	0,000	0,05	Valid
	4	0,000	0,05	Valid
	5	0,431	0,05	Invalid
	6	0,175	0,05	Invalid
	7	0,000	0,05	Valid
	8	0,585	0,05	Invalid
	9	0,000	0,05	Valid
	10	0,000	0,05	Valid
	11	0,000	0,05	Valid
	12	0,000	0,05	Valid

The results of the validity test show that the 12 question items of the training variable show that the correlation value of 8 question items is valid, because the correlation probability value (sig (2-tailed) of all question items is <sig-p 0.05, while 4 question items are stated invalid because the correlation probability value (sig (2-tailed) of all question items is >sig-p 0.05.

Table 2.
Career Development Questionnaire Validity Test Results

Variable	No. Question	Correlation Value	Sig-p Value	Description
Career development	1	0,004	0,05	Valid
	2	0,000	0,05	Valid
	3	0,026	0,05	Valid

Variable	No. Question	Correlation Value	Sig-p Value	Description
Training	4	0,658	0,05	Invalid
	5	0,152	0,05	Invalid
	6	0,080	0,05	Invalid
	7	0,001	0,05	Valid
	8	0,498	0,05	Invalid
	9	0,002	0,05	Valid
	10	0,000	0,05	Valid
	11	0,000	0,05	Valid
	12	0,003	0,05	Valid
	13	0,001	0,05	Valid
	14	0,019	0,05	Valid
	15	0,787	0,05	Invalid
	16	0,002	0,05	Valid
	17	0,246	0,05	Invalid
	18	0,002	0,05	Valid
	19	0,001	0,05	Valid
	20	0,002	0,05	Valid
	21	0,016	0,05	Valid
	22	0,163	0,05	Invalid

The results of the validity test show that the 22 question items on the career development variable show that the correlation value of 15 question items is valid, because the correlation probability value (sig (2-tailed) < sig-p 0.05, while 7 question items are declared invalid because the correlation probability value (sig (2-tailed) of all question items is >sig-p 0.05.

Table 3.
Performance Validity Test Results

Variable	No. Question	Correlation Value	Sig-p Value	Description
Performance	1	0,000	0,05	Valid
	2	0,000	0,05	Valid
	3	0,371	0,05	Invalid
	4	0,000	0,05	Valid
	5	0,000	0,05	Valid
	6	0,335	0,05	Invalid
	7	0,074	0,05	Invalid
	8	0,136	0,05	Invalid
	9	0,085	0,05	Invalid
	10	0,004	0,05	Valid
	11	0,010	0,05	Valid
	12	0,000	0,05	Valid

The results of the validity test show that of the 12 question items the performance variable shows that the correlation value of the 7 question items is valid, because the correlation probability value (sig (2-tailed) < sig-p 0.05, while the 5 question items are declared invalid because correlation probability value (sig (2-tailed) of all question items >sig-p 0.05.

Reliability Test

Determine the degree of consistency of the research instrument in the form of a questionnaire. Reliability testing can be carried out using SPSS (30).

Table 4.
Questionnaire Reliability Test Results

Variable	Cronbach's Alpha	r-table	Description
Training	0,965	0,444	Reliabel
Career Development	0,916	0,444	Reliabel
Performance	0,916	0,444	Reliabel

Based on the results of the instrument reliability test, the results obtained were that the Cronbach's alpha reliability test value obtained from the training variable was 0.965, career development was 0.916 and performance was 0.916, which shows that the Cronbach's alpha results for the three variables were greater than the rtable value of 0.444, so the research instrument was declared reliable (reliable).

Univariate Analysis

Univariate data analysis was carried out to describe the characteristics of each independent variable and dependent variable. The collected data is presented in the form of a frequency distribution table.

Bivariate Analysis

Bivariate analysis was carried out to prove that there was no significant relationship between the independent variable and the dependent variable using Chi-square analysis at the statistical significance limit of pvalue (0.05). The Chi-square test is used to test whether variable X (categorical) has a relationship with variable Y (categorical).

3. Results And Discussion

Respondent Characteristics

The research results and explanation of the characteristics of respondents can be seen in table 1 below:

Table 5.
Cross Tabulation between Training and Performance of Nurses at the Datu Beru Takengon Regional General Hospital

No.	Training	Performance				Amount		p-value
		Good		Not good		f	%	
		F	%	F	%			
1.	Good	22	28,2	14	17,9	36	46,2	0,004
2.	Not good	11	14,1	31	39,7	42	53,8	
	Total	33	42,3	45	57,7	78	100	

Based on Table 1 of the cross tabulation between training and performance in nurses, it is known that of the 33 respondents, of which 22 respondents (46.2%) had good training, 11 respondents (28.2%) had good performance and 14 respondents (17.9%) has poor performance. Furthermore, of the 42 respondents (53.8%) who had poor training, 11 respondents (14.1%) had good performance and 31 respondents (39.7%) had poor performance. Based on the results of the chi-square test, the sig-p value = 0.004 < 0.05. This proves that there is a relationship between training and performance among nurses at the Datu Beru Takengon Regional General Hospital

Table 6.
Cross Tabulation between Training and Career Development for Nurses at the Datu Beru Takengon Regional General Hospital

No.	Career Development	Career Development				Amount		p-value
		Good		Not good		f	%	
		F	%	F	%			
1.	Good	26	33,3	6	7,7	32	41,0	0,000
2.	Not good	7	9,0	39	50,0	46	59,0	
	Total	33	42,3	45	57,7	78	100	

Based on Table 2 of the cross tabulation between career development and performance in nurses, it is known that of the 78 respondents, of which 32 respondents (46.2%) had good career development, 26 respondents (33.3%) had good performance and as many as 6 respondents (7.7%) had poor performance. Furthermore, of the 46 respondents (59.0%) who had poor career development, 7 respondents (9.0%) had good performance and 39 respondents (50.0%) had poor performance. Based on the results of the chi-square test, it shows a sig-p value = 0.000 < 0.05. This proves that there is a relationship between career development and performance among nurses at the Datu Beru Takengon Regional General Hospital.

Discussion

The Effect of Training on the Performance of Nurses at the Datu Beru Takengon Regional General Hospital. Based on the research results, the chi-square test shows a sig-p value = 0.004 < 0.05. This proves that there is an influence of training on the performance of nurses at the Datu Beru Takengon Regional General Hospital. The results of this research are in line with research conducted by Nusa in 2020 regarding the Effect of Training on Employee Performance at Pertamina Prabumulih Hospital, showing that there is a positive and significant influence between training on employee performance at Pertamina Prabumulih Hospital (Pageno, 2021). Likewise with research conducted by Kaengke in 2018 regarding the Influence of Career Development, Training and Motivation on Employee Performance at PT Air Manado, shows that the training variable, t-count = 4.593 > t-table = 1.660, of significance p-value = 0.000 < 0.05, thus H_0 is rejected and H_a is accepted which means there is a significant influence of training on employee performance (Farida & Naim, 2021). Nurse training is a nurse's activity in systematically improving skills and knowledge so that they are able to have professional performance in their field. Training allows nurses to do work according to standards. Training can improve employee performance at work in accordance with current developments. Training is also provided to new or existing nurses who will update or improve their skills to be even better according to their needs (Siagian, 2004). According to researchers' assumptions, training has a relationship with nurse performance. Where the research results also show that based on the nurses' answers from the questionnaire obtained, there are still nurses who have outstanding or superior abilities in providing health services, nurses still complete their work with the help of their colleagues, sometimes there are still nurses who warn that being careless in completing their work is not enough (Busro M, 2020). reliable in carrying out work procedures, and less obedient to established work rules and procedures. Based on these results, it is very clear that training has a significant relationship with the performance of nurses at Datu Beru Takengon Regional Hospital. This hospital has also not carried out training in the last 3 years. Therefore, in the future the hospital needs to continue to provide training to nurses, in order to improve nursing care services in accordance with established work procedures.

Based on the research results, the chi-square test shows a sig-p value = 0.000 < 0.05. This proves that there is an influence on career development on the performance of nurses at the Datu Beru Takengon Regional General Hospital. The results of this research are in line with research conducted by Pageno in 2021 regarding the Influence of Career Development and Competency on Employee Performance at PT. Finansia Multi Finance Palopo City Branch, showing that the results of research using

the T test (partial) namely that the career development variable has a positive effect on employee performance variables and testing using the F test (Simultaneous) showed that the career development and competency variables together had a significant effect on employee performance (Puspitasari, 2014). Research conducted by Farida in 2015 on the Influence of Training and Career Development on the Performance of BPJS Health Employees in Parepare City, shows that the significance value for the career development variable is 0.00, indicating that the significance value is smaller than 0.05 or $0.00 < 0.05$, then H_2 is accepted so that the research results show that career development has a positive and significant effect on the performance of BPJS Health Parepare City employees (Tannady, 2017).

Career development for nurses is personal improvement carried out by nurses to achieve a career plan and improvement by the personnel department at the hospital to achieve a work plan in accordance with the existing path or level in the hospital. Career development is also one of the functions of career management. Basically, workers want career development in their workplace. Career development is also important where management can increase productivity, improve work attitudes, create job satisfaction and achieve company goals. According to researchers' assumptions, career development is also one of the factors related to nurse performance. This means that every increase or decrease in nurse performance is influenced by the increase or decrease in nurse career development. In line with the development of an organization, efforts are needed to improve the skills and professionalism of employees in providing attention and guidance which ultimately is expected to develop nursing careers.

In the actual research results, the Datu Beru Regional Hospital has implemented a career development system but there are still problems or obstacles. Apart from that, the lack of optimal career development for nurses can result in a decrease in the performance of nurses according to the results of the questionnaire answers obtained. There are still some nurses, such as: disloyal in work, lack of loyalty to the hospital, no work performance, lack of discipline in work, no creativity arising from nurses, no leadership spirit, showing a poor attitude in completing work, difficulty in completing work effectively and no sense of responsibility on the results of the work carried out. Some of these results show that career development provided well can improve nurse performance as well. Therefore, hospital management should always implement career development for nurses starting with socialization and making regulations according to SOPs so that the implementation of career development is carried out well and accompanied by other non-financial awards as compensation for nurses' career achievements.

4. Conclusion

Training and career development for nurses is something that refers to matters related to efforts to achieve mastery, skills, knowledge, attitudes and performance of nurses in a better direction. This description is in accordance with the research results obtained, including: a) The highest level of nurse training at the Datu Beru Takengon Regional General Hospital was not good at 42 respondents (53.8%) and the lowest was good at 36 respondents (46.2%); b) The career development of nurses at the Datu Beru Takengon Regional General Hospital was the highest, namely not good, as many as 46 respondents (59.0%) and the lowest, namely good, as many as 32 respondents (41.0%); c) The performance of nurses at the Datu Beru Takengon Regional General Hospital was the highest, namely not good, 45 respondents (57.7%) and the lowest, namely good, 33 respondents (42.3%); d) There is a relationship between training ($p = 0.004 < \alpha = 0.05$) and career development ($p = 0.000 < \alpha = 0.05$) with the performance of nurses at the Datu Beru Takengon Regional General Hospital in 2022. Hospitals are advised to pay attention to the training and career development factors of nurses. Employee training and career development is a factor that should not be ignored in current hospital activities. Therefore, the provision of training and career development programs for nurses needs to be maintained and even improved so that the performance of nurses is maintained well. For educational institutions, it is hoped that the results of this research can become good learning material for students so they can understand the functions and benefits of training and career development in improving the performance of nurses. It is hoped that future researchers can close the weaknesses of this research, where this research only raised two factors related to nurse performance. For this reason, it is recommended that future

researchers can perfect research related to nurse performance by adding or looking for other factors outside of the factors that have been studied.

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