



The Effect of Group Cooperation and Work Communication on the Performance of State Civil Services

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ABSTRACT

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This research was conducted in the Office of the Secretariat of the Regional People's Representative Council of SerdangBedagai Regency. The purpose of this study was to determine how the influence of work communication on the performance of the State Civil Apparatus at the Sergai Regency Regional Representative Council Office. The results of this study indicate. (1) It can be seen that the value of the adjusted R square is 0.668 or 66.8%, this shows that the group cooperation variable (X1) and the work communication variable (X2) can explain the performance variable (Y) by 66.8%, the rest is 33, 2% (100% - 66.8%) explained by other variables outside this research model. (2) The results of the t test (partial) show that $t \text{ count } (3.111) > t \text{ table } (2.039)$, as well as the significance value of $0.004 < 0.05$, it can be concluded that the first hypothesis is accepted, meaning that the group cooperation variable (X1) has a significant effect on variable (Y). (3) The results of the t test (partial) show that $t \text{ count } (5.515) > t \text{ table } (2.039)$, and a significance value of $0.00 < 0.05$, it can be concluded that the second hypothesis is accepted, meaning that the Work Communication Variable (X2) has a significant effect on Performance Variable (Y). (4) the results of the simultaneous test (F) can be seen that $F \text{ count } (33.169) > F \text{ table } (3.32)$ and a significance value of $0.00 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning that the Group Cooperation Variable (X1), Variable Work Communication (X2) has a significant effect simultaneously (simultaneously) on the Performance Variable (Y).

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1. Introduction

In this era of globalization, human resources are the basic capital of national development, therefore the quality of human resources must always be developed and directed in order to achieve the expected goals. In realizing the vision and mission, agencies can make optimal use of human resources so that they can provide value edits for the agency. Therefore, to make it happen, it requires skilled and reliable human resources in their fields.

The problem of performance is a problem that will always be faced by the management of the agency, therefore management needs to know the factors that affect the performance of the State Civil Apparatus. According to Siswanto (in Muhammad Sandy, 2015: 11) performance is an achievement achieved by a person in carrying out the tasks and jobs assigned to him. The factors that can affect the performance of the State Civil Apparatus will allow the management of the company to take the various policies needed, so as to increase the performance of the State Civil Apparatus so that it is in line with the expectations of the agency.

Each agency will strive to always improve the performance of the State Civil Apparatus in order to achieve the goals set by the agency. Managing an agency is not an easy thing, so it requires a lot of skills to smooth its implementation. Among the many skills needed in an institution, there is one way that can unify all aspects to work together to achieve the goals of the agency, namely skills and abilities in group cooperation and work



communication to create an atmosphere of instability that can motivate State Civil Servants to give their best performance.

Cooperation in groups is a necessity in realizing work success. Collaboration in groups will be a driving force that has energy and synergy for individuals who are members of group collaboration. Cooperation according to Johnson (2011: 164) can remove mental barriers due to limited experiences and a narrow perspective, so that it will be possible to find one's strengths and weaknesses, learn to respect others, listen with an open mind, and build mutual agreement. Cooperation will unite the power of ideas that will lead to success”.

Wirawan (2009: 5) states that performance is an acronym for work energy kinetics, whose equivalent in English is performance. Performance is the output produced by the functions or indicators of a job or a profession within a certain time. To achieve a good performance, solid group cooperation is also needed to be able to complete the process of achieving agency goals.

The Regional People's Representative Assembly Secretariat is an element of service to the Regional People's Representative Assembly which is led by a Council Secretary who is technically operational under and responsible to the Regional People's Representative Assembly leadership and administratively responsible to the Regent through the Regional Secretary. The Regional People's Representative Assembly Secretariat has the main duties of carrying out secretarial administration, financial administration, supporting the implementation of Regional People's Representative Assembly duties and functions, and providing and coordinating the experts needed by Regional People's Representative Assembly in accordance with the regional financial capacity.

In accordance with the Regional Regulation of Serdang Bedagai Regency Number 14 of 2016 concerning the Establishment and Composition of the Regional Apparatus of the Serdang Bedagai Regency, in detail it regulates the Serdang Bedagai Regency Regional People's Representative Assembly Secretariat which has the task of carrying out secretarial and financial administration, supporting the implementation of Regional People's Representative Assembly duties and functions, as well as providing and coordinating experts required by the Regional People's Representative Assembly in exercising their rights and functions according to their needs. As the position of the Regional People's Representative Assembly Secretariat is an element of administrative services and provides support for the duties and functions of the Regional People's Representative Assembly. The Regional People's Representative Assembly Secretariat is led by the Regional People's Representative Assembly Secretary who in carrying out its duties are technically operational under and responsible to the Regional People's Representative Assembly Leadership and administratively responsible to the Regent through the Regional Secretary.

The Secretariat of the Serdang Bedagai Regency Regional People's Representative Assembly which prioritizes attitudes and behavior that can provide satisfaction in the best service. The Regional People's Representative Assembly Secretariat is able to meet the standards in providing the best service. The best service for the Serdang Bedagai Regency Regional People's Representative Assembly Secretariat is based on its main tasks and functions as mandated by law as well as providing public services in a responsive, transparent, effective and efficient manner in an effort to support good governance.

In a government agency, there must be a determination of performance planning, which is embraced in a performance agreement. The Performance Agreement is one of the stages in the Government Agency Performance Accountability system contained in Presidential Regulation Number 29 of 2014 concerning the Government Agency Performance Accountability system. The State Civil Service Employee Performance Agreement in a government organization is not only administrative in nature, but is expected to lead to managerial effects that have downward and sideways effects in the organization. The agreed performance is not limited to the resulting performance for the activities of the year concerned, but includes the performance (outcome) that should have been realized as a result of the activities of the previous years. In this way, the agreed performance targets also cover the outcomes resulting from the activities of the previous years, so as to create a sustainable performance each year.

2. Theoretical Basis

2.1 Group Cooperation

Cooperation according to Johnson (2011: 164) can remove mental barriers due to limited experiences and a narrow perspective, so that it will be possible to find one's strengths and weaknesses, learn to respect others, listen with an open mind, and build mutual agreement.

A group is a group of people who interact with each other according to an established pattern, while the collectives are people who have a sense of solidarity due to various shared values and who already have a sense of moral obligation to carry out role expectations.

Samani and Hariyanto (2012: 118) reveal that the attitude of cooperation or mutual cooperation is an act or attitude of being willing to cooperate with others to achieve common goals for mutual benefit. Activities that benefit all parties are created because of the care and trust between one party and another.

2.2 Work Communication

The term communication comes from the Latin word *Communicare* or *Communis* which means the same or to belong together. If we communicate with other people, it means that we try to make what is conveyed to other people to belong to him.

According to Bernard Berelson and Gary A. Steiner (Mulyana, 2013: 68), "Communication: transmission of information, ideas, emotions, skills, and so on by using symbols, words, pictures, images, graphics, and so on. The act or process of transmission is what is commonly called communication". According to Gerald R. Miller (Mulyana, 2013: 68), "Communication occurs when a source delivers a message to the recipient with a conscious intention to influence the recipient's behavior".

Meanwhile, Joseph A. DeVito (2011: 24) in his book states that "Communication refers to actions, by one or more people, which send and receive messages that are distorted by interference (noise), occur in a certain context, have a certain effect, and there is an opportunity to provide feedback".

There are so many definitions of communication provided by communication experts. From the definition of communication above, it can be concluded that communication is a process of sending and receiving messages that occur between the source and recipient and then produce an understanding that can affect each other. Regarding the success of a company or organization, every communication process that takes place between individuals will produce an impact that supports the performance of employees.

2.3 Performance

There are many definitions put forward about performance, although these definitions basically have many similarities to one another. The term performance is matched from the term "performance" in English which means actions, actions, appearances and others. Employee performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Mangkunegara, 2009: 18). The level of success of a performance includes both quantitative and qualitative aspects. Meanwhile, according to Siswanto (in Muhammad Sandy, 2015: 11) performance is an achievement achieved by a person in carrying out the tasks and jobs assigned to him. The definition of performance according to Moeheriono (2012: 95), namely "Performance or performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization as outlined in the strategic planning of an organization."

3. Research Methods

3.1 Location and Time of Research

a. Research Location

This research will be conducted at the Regional Representative Council Office of the District. Sergai.

b. Research Time

This research will be conducted from July 2020.



4. Discussion

4.1 Classic assumption test

The testing of classical assumptions with the SPSS 23 for windows program carried out in this study includes:

a. Normality Test

Normality test aims to test whether in the regression model, confounding or residual variables have a normal distribution (Ghozali, 2016). Data normality testing can be done using two methods, graphs and statistics. The normality test of the graph method uses a normal probability plot, while the normality test of the statistical method uses the one-sample Kolmogorov Smirnov Test. The test results using SPSS 23 for windows are as follows:

Table 1.
One Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		33
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,01243636
Most Extreme Differences	Absolute	,091
	Positive	,091
	Negative	-,062
Test Statistic		,091
Asymp. Sig. (2-tailed)		,200 ^{c,d}
Monte Carlo Sig. (2-tailed)	Sig.	,970 ^e
	99% Confidence Interval	
	Lower Bound	,893
	Upper Bound	1,000

. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Based on 33 sampled tables with starting seed 2000000.

From the output in table 1, it can be seen that the significance value (Monte Carlo Sig. Lower Bound) of all variables is 0.893. If the significance is more than 0.05, then the residual value is normal, so it can be concluded that all variables are normally distributed.

b. Multicollinearity Test

The multicollinearity test aims to determine whether in the regression model there is a correlation between the independent variables. The multicollinearity test in this study is seen from the tolerance or variance inflation factor (VIF) value. The calculation of tolerance or VIF values with the SPSS 23 for windows program can be seen in Table 2 below:

Table 2
Multicollinearity Test Results

Coefficients ^a		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics	
Model		B	Std. Error	Beta	T	Sig.	Tolerance VIF
1	(Constant)	1,955	1,708		1,144	,262	
	Group_Cooperation_X1	,394	,127	,350	3,111	,004	,822 1,216
	Communication_Work_X2	,575	,104	,620	5,515	,000	,822 1,216

a. Dependent Variable: Kinerja_Pegawai_Y

Based on table 2, it can be seen that the tolerance value of the Group Cooperation Variable (X1) is 0.822, the Work Communication Variable (X2) is 0.822, where everything is greater than 0.10, while the VIF value of the Group Cooperation Variable (X1) is 1.216, the Communication Variable Work (X2) is 1,216, where all of them are less than 10. Based on the results of the above calculation, it can be seen that the tolerance value for all independent variables is greater than 0.10 and the VIF value of all independent variables is also less than 10 so that there is no symptom of correlation. on the independent variable. So it can be concluded that there is no multicollinearity symptom between independent variables in the regression model.

c. Heteroscedasticity Test

The heteroscedasticity test aims to test whether from the regression model there is an inequality of variance from the residuals of one observation to another. A good regression model is one that is homoscedastic or does not occur heteroscedasticity. One way to detect the presence or absence of heteroscedasticity is the Scatterplot.

4.2 Multiple Linear Regression Testing

Multiple linear regression testing explains the role of the Group Cooperation Variable (X1), Work Communication Variable (X2) on the Performance Variable (Y). Data analysis in this study using multiple linear regression analysis using SPSS 23 for windows. The analysis of each variable is described in the following description:

Table 3.
Results of Multiple Linear Regression

Model	Coefficients ^a				Sig.	Collinearity Statistics	
	Unstandardized Coefficients	Std. Error	Standardized Coefficients	t		Tolerance	VIF
1 (Constant)	1,955	1,708		1,144	0,262		
Group_Cooperation_X1	0,394	0,127	0,35	3,111	0,004	0,822	1,216
Communication_Work_X2	0,575	0,104	0,62	5,515	0	0,822	1,216

a. Dependent Variable: Kinerja_Pegawai_Y

Based on these results, the multiple linear regression equation has the formulation: $Y = a + b1X1 + b2X2 + \epsilon$, so the equation is obtained: $Y = 1.955 + 0.394X1 + 0.575X2$

The description of the multiple linear regression equation above is as follows:

- a. The constant value (a) of 1.955 indicates the amount of the Performance Variable (Y) if the Group Cooperation Variable (X1), the Work Communication variable (X2) is equal to zero.
- b. The regression coefficient value of the Group Cooperation Variable (X1) (b1) of (0.394) indicates the magnitude of the role of the Group Cooperation Variable (X1) on the Performance Variable (Y) assuming the Work Communication Variable (X2) is constant. This means that if the Group Cooperation Variable (X1) factor increases by 1 unit of value, it is predicted that the Performance Variable (Y) will increase by (0.394) unit value assuming the Work Communication Variable (X2) is constant.
- c. The regression coefficient value of the Work Communication Variable (X2) (b2) of (0.575) indicates the magnitude of the role of the Work Communication Variable (X2) on the Performance Variable (Y) assuming the Group Cooperation Variable (X2) is constant. This means that if the Work Communication Variable (X2) factor increases by 1 unit of value, it is predicted that the Performance Variable (Y) will increase by (0.575) in the value unit assuming the Work Communication Variable (X2) is constant.

4.3 Coefficient of Determination (R2)

The coefficient of determination is used to see how much the independent variable contributes to the dependent variable. In other words, the determinant coefficient value is used to measure the size of the contribution of the variable under study X and Y as the dependent variable.



The greater the coefficient of determination, the better the ability of variable X to explain variable Y. If determination (R²) is greater (close to 1), it can be said that the influence of variable X is large on variable Y. The formula for the coefficient of determination is as follows:

This shows that the model used is getting stronger to explain the effect of variable X on variable Y. Conversely, if the determination (R²) is getting smaller (close to zero), it can be said that the effect of variable X on variable Y is getting smaller. This shows that the model used is not strong enough to explain the effect of variable X on variable Y.

The value used in looking at the coefficient of determination in this study is in the adjusted R square column. This is because the adjusted R square value is not susceptible to the addition of independent variables. The value of the coefficient of determination can be seen in Table 4 below:

Table 4.
The coefficient of determination

Model Summary ^b					
Model	R	R Square	Adjusted Square	Std. Error of the Estimate	Durbin-Watson
1	,830 ^a	,689	,668	1,046	1,734

a. Predictors: (Constant), Communication_Kerja_X2, Cooperation_Kel grup_X1
b. Dependent Variable: Kinerja_Pegawai_Y

Based on table 4, it can be seen that the adjusted R square value is 0.668 or 66.8%. This shows that the Group Cooperation Variable (X1) and the Work Communication Variable (X2) can explain the Performance Variable (Y) of 66.8%, the rest is equal to 33.2% (100% - 66.8%) were explained by other variables outside this research model.

4.4 Hypothesis testing

a. t test (partial)

The t statistical test is also known as the individual significance test. This test shows how far the influence of the independent variable partially on the dependent variable. In this study, a partial hypothesis test was carried out on each independent variable as in Table 5 below:

Table 5.
Partial Test (t)

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	1,955	1,708		1,144	,262		
	Group_Cooperation_X1	,394	,127	,350	3,111	,004	,822	1,216
	Communication_Work_X2	,575	,104	,620	5,515	,000	,822	1,216

a. Dependent Variable: Kinerja_Pegawai_Y

a. Hypothesis Testing The Effect of Group Cooperation Variables (X1) on Performance variables (Y)

The form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

- 1) Accept H₀ If tcount < ttable or -thitung > - ttable or the value of Sig. > 0.05
- 2) Reject H₀ If tcount ≥ ttable or -thitung ≤ - ttable or Sig. < 0.05

From table 5, it is obtained that the t-count value is 3.111 With α = 5%, t table (5%; 33-2 = 31) obtained a t-table value of 2.039. The significance is 0.004 < 0.05, it can be concluded that the first hypothesis is accepted, meaning that the Group Cooperation Variable (X1) has a significant effect on the Performance Variable (Y).

This study is in accordance with the research of Kadafi (2010) who conducted a study entitled "The Importance of Teamwork and Result Orientation on Employee Performance". The purpose of this study was

to determine the importance of teamwork and result orientation on employee performance at the XYZ Samarinda microfinance institution (LKM).

- b. Hypothesis Testing The Effect of Work Communication Variables (X2) on Performance Variables (Y), the form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

- 1) Accept, if $t_{count} > t_{table}$ or $-t_{hitung} < -t_{tabel}$ or the value of Sig. < 0.05
- 2) Reject, if $t_{count} < t_{table}$ or $-t_{hitung} > -t_{tabel}$ or Sig. > 0.05

From table 5, it is obtained that the t-count value is 5.515 with $\alpha = 5\%$, t table (5%; 33-2 = 31) obtained a t-table value of 2.039. $0.00 < 0.05$, it can be concluded that the second hypothesis is accepted, meaning that the Work Communication Variable (X2) has a significant effect on the Performance Variable (Y).

This research is in accordance with the research of Suci Rahmawati (2016). The Effect of Communication and Work Commitment on Employee Performance (Case Study at Cv Eq Trans Sukoharjo). Faculty of Economics and Business, Muhamadiyah University Surakarta. The purpose of this study was to determine the effect of communication and work commitment significantly on employee performance at CV Eq Trans Sukoharjo.

- b. **F Test (Simultaneous)**

This test basically shows whether all the independent variables included in this model have a joint influence on the dependent variable. The results of the F test can be seen in table 6. below:

Table 6.
Simultaneous Test Results (F)

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	72,532	2	36,266	33,169	,000 ^b
	Residual	32,801	30	1,093		
	Total	105,333	32			

a. Dependent Variable: Kinerja_Pegawai_Y

b. Predictors: (Constant), Communication_Kerja_X2, Cooperation_Kel grup_X1

Source: Data processed from attachment 4 (2018)

The form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

- a) If the calculated F value $> F$ table or Sig. < 0.05 , then H_a is accepted and H_0 is rejected.
- b) If the value of F count $< F$ table or Sig. > 0.05 , then H_a is rejected and H_0 is accepted.

From table 6, it is obtained that the Fcount value is 33.169 With $\alpha = 5\%$, dk count: 3, dk denominator: 33-2-1 (5%; 2; 30) obtained Ftable value of 3.32 From the description it can be seen that Fcount (33.169) $> F$ table (3.32), and a significance value of $0.00 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning that the Group Cooperation Variable (X1), Work Communication Variable (X2) have a significant effect together (simultaneously.) to the Performance Variable (Y).

This research is in accordance with the research of Suci Rahmawati (2016). The Effect of Communication and Work Commitment on Employee Performance (Case Study at Cv Eq Trans Sukoharjo). Faculty of Economics and Business, Muhamadiyah University Surakarta. The purpose of this study was to determine the effect of communication and work commitment significantly on employee performance at CV Eq Trans Sukoharjo.

5. Conclusion

Based on the results of research and discussion in the previous chapter, it can be concluded as follows:

- a. Testing the first hypothesis, with partial test analysis, the result shows that the t-table value is 1.695. From this description, it can be seen that tcount (3.111) $> t$ table (1.695), as well as the significance value of $0.004 < 0.05$, it can be concluded that the first hypothesis is accepted. , it means that the Group Cooperation



- Variable (X1) has a significant effect on the Performance Variable (Y). State Civil Apparatus in the Secretariat Office of the Regional People's Representative Council of Serdang Bedagai Regency.
- b. Testing the second hypothesis, with partial test analysis, the results of the tcount is 5.515 With $\alpha = 5\%$, t table ($5\%; 33-2 = 31$) obtained a t-table value of 1.695. From the description, it can be seen that tcount ($5,515$) > ttable (1.695), and a significance value of $0.00 < 0.05$, it can be concluded that the second hypothesis is accepted, meaning that the Work Communication Variable (X2) has a significant effect on the Performance Variable of State Civil Servants in the Secretariat Office of the Regional People's Representative Council of Serdang Bedagai Regency (Y).
 - c. Testing the third hypothesis, with simultaneous analysis, the results show that Fcount (33.169) > Ftable (3.32), and a significance value of $0.00 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning that the Group Cooperation Variable (X1), Work Communication Variables (X2) have a significant effect together (simultaneously) on the Performance Variable (Y). State Civil Apparatus in the Office of the Secretariat of the Regional People's Representative Council of Serdang Bedagai Regency.

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