



THE EFFECT OF COMPETENCY, EDUCATION-TRAINING (DIKLAT), AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON THE PERFORMANCE OF SHARIA INVESTMENT GALLERY MANAGEMENT WITH ORGANIZATIONAL COMMITMENTS AS INTERVENING VARIABLES

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Abstract

The IDX sharia investment gallery provides all publications and printed materials on the sharia capital market issued by the Indonesia Stock Exchange, including sharia shares, sharia mutual funds and sharia bonds and other products indexed by sharia. In this sharia investment gallery there is also information about the regulations and the Capital Market Law. Information and data available at the IDX Investment Gallery can be used by the academic community for academic purposes, including research, community service, discussion material and other academic activities, not for commercial purposes in the case of share sale and purchase transactions. Based on the problem formulation above, the purpose of this study is to find out and analyze: Effect of management competencies on the performance of the Sharia Investment Gallery Management. Effect of Education-Training (Diklat) on the Performance of the Sharia Investment Gallery Management. Effect of Organizational Citizenship Behavior (OCB) on the Performance of Sharia Investment Gallery Managers. Effect of Organizational Commitment has a significant effect on the Performance of Sharia Investment Gallery Managers. Effect of Management Competence significantly influence Organizational Commitment. Effect of Education-Training (Diklat) significantly influence Organizational Commitment. Effect of Organizational Citizenship Behavior (OCB) on Organizational Commitment. Effect of Organizational Commitment has a significant effect on the Performance of Sharia Investment Gallery Managers. Effect of Management Competence significantly influence Organizational Commitment. Effect of Education-Training (Diklat) significantly influence Organizational Commitment. Effect of Organizational Citizenship Behavior (OCB) on Organizational Commitment. Effect of Organizational Commitment has a significant effect on the Performance of Sharia Investment Gallery Managers. Effect of Management Competence significantly influence Organizational Commitment. Effect of Education-Training (Diklat) significantly influence Organizational Commitment. Effect of Organizational Citizenship Behavior (OCB) on Organizational Commitment.

Keyword: *Competence, Education-Training, Organizational Citizenship Behavior, Performance, Organizational Commitment*

I. INTRODUCTION

Investment is one way of using excess money to be able to add value to that currency with wise instruments. Investment is a productive activity

that can boost the domestic economy. This activity can also increase the number of new investors in adding transactions in the Indonesian capital market. New investors who are currently

dominated by millennials are getting more and more hearts. This is inseparable from the existence of education and the love movement for the capital market, which the Indonesian stock exchange suspects to be the legal facilitator of the government.

As a country with the largest Muslim majority in the world, Indonesia has good potential for the development of the capital market, especially those with the Islamic concept. Islamic capital market education is actively carried out, because there are still many Muslim people who do not understand investing in the capital market, and question the law related to halal and the prohibition of investing in capital market securities.

If defined, the Islamic capital market is an activity in the capital market that does not conflict with the values in Islamic law. In carrying out its activities, the Indonesian Islamic capital market, which is part of the Islamic financial industry, is regulated and supervised by the Financial Services Authority (OJK), under the Islamic capital market directorate. The first index that was born from the Islamic capital market is the Jakarta Islamic Index (JII) which was launched in 2000 and consists of the 30 most liquid Islamic stocks in Indonesia. Furthermore, another product called the first Sukuk in Indonesia was first issued in 2002 using a mudharabah contract.

The form of the Islamic capital market development program held by the Indonesian stock exchange is in the form of education, literacy, and inclusion of the Islamic capital

market. This is done both regularly and in collaboration with other parties. The Islamic capital market education program is divided into three types, namely Islamic capital market schools (SPMS), Islamic capital market workshops and Islamic stock investor activities. These three programs are designed to disseminate information about legal investment to increase public awareness. Meanwhile, the PMS Workshop is an educational program that aims to increase public literacy to become investors in Islamic stocks.

The 2018 Sharia Capital Market educational activities were held by the Sharia Capital Market division of the IDX in collaboration with the Investment Gallery at each public and private university. The Islamic Investment Gallery in higher education is the object of research due to the high interest in Islamic investment. The Islamic investment gallery is a means of introducing investment from an early age to academia. This 3 in 1 concept organization is a collaboration between the IDX, universities and securities companies. This collaboration is aimed at getting to know not only in theory, but also in practice. Through the IDX Sharia Investment Gallery, which provides real time information to learn to analyze sharia indexed stock trading activities. It is essential to adopt strategic approach to accelerate the financial performance (Ridwan, and Marti (2012); Ridwan (2000); Ridwan, M Sihab (2019); Wilujeng *et al* (2019); S. S. Omar *et al* (2018)).

This investment gallery also contains information regarding capital market regulations and laws. The

information and data in the IDX Information Gallery can be used by the academic community for academic purposes, including research, community service, discussion materials and other academic activities, not for commercial purposes in terms of buying and selling shares.

The Sharia Investment Gallery which is active in the development of education in Surabaya is the Islamic Investment Gallery of UIN Sunan Ampel Surabaya. This Information Gallery has grown quite rapidly in the past 2 years. During that time, the organization created by these students was able to make a big contribution to the capital market sector in East Java province. In 2019, this investment gallery was able to set a MURI record as an organization that uses waste sales as capital for saving stocks. This activity is a new innovation in the world of investment by academics.

The organization above is a group of academics who are members of the investor development program that assist the Indonesian stock exchange in introducing Islamic stocks and mutual fund products. The students who take charge of the Investment Gallery in this university play a major role in the progress of the organization as well as the increase in the number of new investors among academics and millennials. Students as organizational administrators have their respective roles and duties in running the wheels of the organization so that the aim of educating the introduction of Islamic capital market products runs well. The competence of the management in this matter is important to be discussed further.

Education and training within the internal organization also needs to be explored deeper in order to find out how their performance and commitment in the organization.

Formulation of the problem

1. Does the management's competence affect the Performance of the Sharia Investment Gallery Management?
2. Does Education-Training (DIKLAT) affect the Performance of the Sharia Investment Gallery Management?
3. Does Organizational Citizenship Behavior (OCB) affect the Performance of the Sharia Investment Gallery Management?
4. Does Organizational Commitment affect the Performance of the Sharia Investment Gallery Management?
5. Does Management Competence affect Organizational Commitment?
6. Does Education-Training (DIKLAT) affect Organizational Commitment?
7. Does Organizational Citizenship Behavior (OCB) affect Organizational Commitment?

II. LITERATURE REVIEW

Human Resource Management

Human resources in a company or organization have an important role. Management, planning and organizing to the stage of supervision in the company environment requires Human Resources to carry out the process. Human Resources or Employees are company assets that are important for the company to pay attention to as well as are required to be looked after as best as possible. From the above statement, human resource management is needed by the company to manage and overcome problems related to the conditions, tasks and conditions of human resources or employees in a company.

According to Bintoro and Daryanto (2017: 15), human resource management is a science or method that shows how to manage the relationships and roles of resources (labor) owned by individuals efficiently and effectively. This will later be used optimally so that the goals of the company, employees and society can be maximally achieved. From this statement, the role of human resources which is regulated in the

scope of HR management can be beneficial for the progress of an organization or company.

Competence

Literally, competence comes from the word competence, which means skills, abilities and authority. Meanwhile, etymologically, competence is the behavioral dimension of expertise or excellence in a leader or staff who has good skills, knowledge and behavior. From these competencies, organizations that make humans as their driving force will be able to develop.

The definitions of competence according to experts are as follows:

According to Boulter, Dalziel, and Hill (2003) in Sutrisno (2016: 203), competence is a basic characteristic in a person that enables him to provide superior performance or quality in certain jobs, roles, or situations in the organization.

Competence is an individual characteristic that underlies performance or behavior in the workplace. In this case, the work is influenced by knowledge, abilities, attitudes and work styles, personality, interests / interests, basics, values of attitudes, beliefs and leadership styles (Wibowo, 2017: 272). Thus, competence shows skills or

knowledge characterized by professionalism in a particular field as the most important and superior.

education and training

According to Law No. 20 of 2003 quoted by Lis Tatin Hernidatiatin (2017), Education is a form of conscious and planned effort to create an atmosphere of learning and the learning process so that students can actively develop their potential. This development aims to have religious spiritual strength, self-control, personality characteristics, intelligence, noble morals, and the skills needed in him, society, the environment, as well as the nation and state.

According to (Harsono, 2011: 162) quoted by Evert Fandi Mandang et al, (2017), Pendidikan is a process, technique, and teaching and learning method with the intention of transferring a large number of knowledge from one person to another through a systematic and organized procedure that lasts a relatively long time. Meanwhile, according to the language center of the national education department, education is the process of changing the attitudes and procedures of a person or group of people in an effort to mature humans through teaching

knowledge and training as a form of self-exploration.

Bernard Keys and Joseph Wolfe in Richard L. Daft (2011: 122), suggest that training and development is a planned effort made by an organization or company to facilitate employees in learning various skills and behaviors related to the field of work.

Based on the definition above, training can be defined as an activity carried out by a company or organization to improve employee capabilities. This increase is in the form of knowledge and expertise that can be applied in the field of work of each employee according to the employee's need to complete a job. With training, employees can improve their quality in their field of work and be able to develop personally, so that the company or organization can benefit from this development for mutual progress.

In general, training is needed to improve individual (personnel) skills and skills related to the work environment or organization. This is aimed at increasing competence in doing work according to the competencies they have. Meanwhile, education and training providers are

usually legal centers of education and training (pusdiklat) from several agencies that have been provided by the government and private sector.

Organizational Citizenship Behavior (OCB)

According to Organ et.al. (2006), Organizational Citizenship Behavior is the behavior of individuals who have the freedom to choose everything that is indirectly or explicitly associated with the reward system or awarding, and contributes to the effectiveness and efficiency of the overall organizational function.

According to Robbins (2008), Organizational Citizenship Behavior is the behavior of individuals or individuals who voluntarily and are not part of the formal requirements of a job, but it can improve the effective functioning of the organization for the better.

So, Organizational Citizenship Behavior (OCB) is the behavior, activity, or initiative of employees or organizational members that are voluntary without being forced and carried out outside the job description and are not regulated in company regulations. In this case, it will provide benefits and benefits to the internal company

because it can increase the effectiveness and efficiency of the organization and is not connected to a formal reward system.

Organizational Commitment

According to Luthans (2006), organizational commitment is a strong desire in a person to remain as a member of a certain organization, the desire to try hard and maximally according to the wishes of the organization and certain beliefs as well as the acceptance of organizational values and goals.

According to McShane and Von Glinow (2008: 119), organizational commitment is the most powerful influence, where people identify with demand and the individual is highly motivated to carry it out, even when the source of motivation is no longer present in the organization.

So, organizational commitment is the attitude or form of one's behavior towards the organization in the form of loyalty. Loyalty and high dedication to the organization and its field of work is an important part of organizational commitment. This is done by carrying out what is to be achieved from the vision, mission, values

and goals of the organization. A member or employee can be said to have a high commitment to the organization, and can be identified by characteristics, among others; strong belief and acceptance of the goals and values of the organization, a strong will to work for the organization, a strong desire to remain a member of the organization. So that from this willingness he has high professionalism towards the organization.

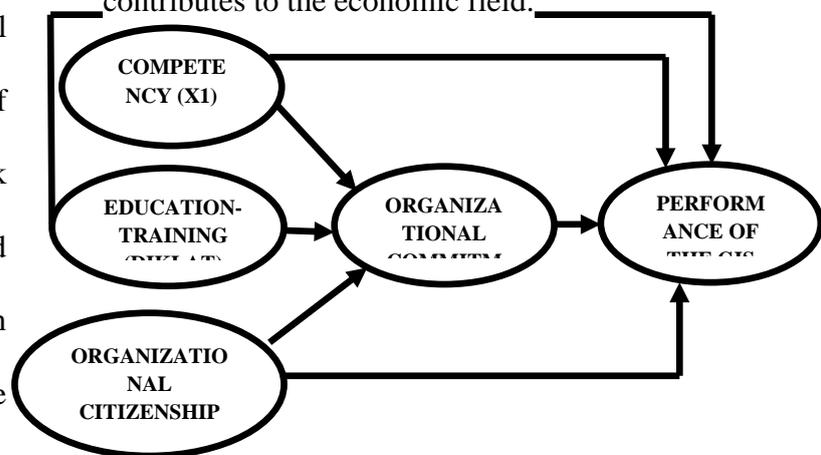
Definition of Performance

Performance comes from the word job performance or actual performance which is referred to as work performance or actual achievement achieved by someone in their field of work. The definition of performance (work performance) is the result of work in quality and quantity that has been achieved by an employee in carrying out his function in accordance with the responsibilities assigned to him. He can carry out this responsibility properly and in accordance with his professionalism as a driving force for the organization so that it can achieve its goals well.

According to Mathis and Jackson (2006: 65), performance is basically everything an

employee does or does not do. Performance management is the overall activity carried out to improve the performance of a company or organization, including the performance of each individual and work group in the company to make it better.

Armstrong and Baron (in Wibowo 2007: 2) explain that performance is something that is done in a job and the results that have been achieved from that job. Performance is the result of work that has a close and very strong relationship with the strategic objectives of the organization, customer satisfaction and contributes to the economic field.



Hypothesis

Based on the background, problem formulation, problem objectives, the hypothesis of this study is as follows:

H-1: Management Competence has a significant effect on the Performance of the Sharia Investment Gallery Management.

H-2: Education-Training (Diklat) has a significant effect on the Performance of the Management of the Sharia Investment Gallery.

H-3: Organizational Citizenship Behavior (OCB) has a significant effect on the Performance of the Management of the Sharia Investment Gallery.

H-4: Organizational Commitment has a significant effect on the Performance of the Management of the Sharia Investment Gallery.

H-5: Management Competence has a significant effect on Organizational Commitment.

H-6: Education-Training (Diklat) has a significant effect on Organizational Commitment.

H-7: Organizational Citizenship Behavior (OCB) has a significant effect on Organizational Commitment.

III. RESEARCH METHOD

The population in this study were all administrators of the Sharia Investment Gallery

UIN Sunan Ampel Surabaya as many as 50 administrators (students) spread across all divisions. The sample used was 37 people; The sampling technique used was saturated sample where 37 people were included in the population as well as the sample. The data collection technique used a quantitative survey method with a questionnaire instrument. the scale used in the preparation of the questionnaire is the Likert scale; The respondent's scheme can answer the questionnaire according to his opinion with a rating scale of 1-5 or from disagree to strongly agree.

IV. RESULT AND DISCUSSION

An indicator is declared valid if it has a loading factor above 0.5 against the intended construct. The SmartPLS output for the loading factor gives the following results:

Table 5.8
Outer Loading

	Competence	DIKLAT Education-Training	OCB	Management Performance	Organizational Commitment
KKSK 1	0.893				

KKSK 2	0.752				
KKSK 3	0.925				
PNDK 1		0.647			
PNDK 2		0.333			
PNDK 3		0.398			
PNDK 4		0.567			
PNDK 5		0.851			
PNDK 6		0.698			
PNDK 7		0.831			
OCB 1			0.912		
OCB 2			0.590		
OCB 3			0.748		
OCB 4			0.923		
KIN 1				0.645	
KIN 2				0.859	
KIN 3				0.838	
KIN 4				0.670	
KIN 5				0.603	
KMO					0.667

G 1					
KOM G 2					0.370
KMO G 3					0.706
KMO G 4					0.653
KMO G 5					0.793
KMO G 6					0.847
KMO G 7					0.823

The table above shows that all variables have a loading factor with a value above the recommended value of 0.5. The smallest value is 0.333 for the PNDK-2 indicator. The smallest value will affect the results of the subsequent values in each table. These results will mutually affect and influence the last hypothesis test and from there will emerge a significant and insignificant effect. The indicator with the PNDK-2 code is very low because the assessment and responses of all respondents almost have negative values. The negative value is generated because the responses do not meet the standard value of the standardization test.

The following is a diagram of the loading factor for each indicator in the research model:

Figure 5.1: Loading Factor Value

Table 5.14
Statistical and Hypothesis Test

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O / STDEV)	P Values
Competence (X1) -> Performance of Management (Z)	0.616	0.613	0.081	7,627	0,000
DIKLAT (X2) -> Performance of Management (Z)	0.058	0.059	0.058	0.999	0.318
OCB (X3) -> Management Performance (Z)	0.207	0.213	0.093	2,231	0.026
Organizational Commitment	0.244	0.244	0.070	3,475	0.001

(Y) -> Management Performance (Z)					
Management Competence (X1) -> Organizational Commitment (Y)	0.413	0.408	0.096	4,320	0,000
DILAT (X2) -> Organizational Commitment (Y)	0.076	0.081	0.054	1,391	0.165
OCB (X3) -> Organizational Commitment (Y)	0.251	0.259	0.080	3,122	0.002

H-1: Management Competence affects the Performance of the Sharia Investment Gallery Management.

The results of the calculations in the table above show that the competence of the management has a positive effect of 0.616 on Management Performance. This influence is accompanied by a Tstatistic of 7.627 (Tstat > 1.96). Based on this, then H0 is rejected and H1 is accepted, or in other words Management Competence has a positive and significant impact on the performance of the management. Then the

increase in competence will also encourage an increase in the performance of the sharia investment gallery management.

H-2: Education-Training (Diklat) affects the Performance of the Management of the Sharia Investment Gallery.

The results of the calculations in the table above show that education-training (DIKLAT) has a positive effect on Management Performance. This influence is accompanied by a Tstatistic of 0.999 ($Tstat < 1.96$). Based on this, then H_0 is rejected and H_2 is accepted, or in other words education-training (DIKLAT) has a positive and insignificant effect on the performance of the management.

H-3: Organizational Citizenship Behavior (OCB) affects the Performance of the Sharia Investment Gallery Management.

The calculation results in the table above show that OCB has a positive effect of 0.207 on Management Performance. This influence is accompanied by a Tstatistic of

2.231 ($Tstat > 1.96$). Based on this, then H_0 is rejected and H_3 is accepted, or in other words OCB has a positive and significant impact on the performance of the management.

H-4: Organizational Commitment affects the Performance of the Sharia Investment Gallery Management.

The results of the calculations in the table above show that organizational commitment has a positive effect on Management Performance. This influence is accompanied by a Tstatistic of 3,475 ($Tstat > 1.96$). Based on this, then H_0 is rejected and H_4 is accepted, or in other words Organizational Commitment has a positive and significant impact on the performance of the management.

H-5: Management competence affects Organizational Commitment.

The results of the calculations in the table above show that the competence of the management has a positive effect of 0.413 on Organizational Commitment. This

influence is accompanied by a Tstatistic of 4,320 (Tstat > 1,96). Based on this, then H0 is rejected and H5 is accepted, or in other words Management Competence has a positive and significant impact on Organizational Commitment.

H-6: Education-Training (Diklat) affects Organizational Commitment.

The results of the calculations in the table above show that education-training (DIKLAT) has a positive effect on Organizational Commitment. This effect is accompanied by a Tstatistic of 1.391 (Tstat < 1.96). Based on this, then H0 is rejected and H6 is accepted, or in other words education-training (DIKLAT) gave a positive and insignificant effect on Organizational Commitment.

H-7: Organizational Citizenship Behavior (OCB) affects Organizational Commitment.

The results of the calculations in the table above show that OCB has a positive effect on Organizational Commitment. This influence is

accompanied by a Tstatistic of 3.122 (Tstat > 1.96). Based on this, then H0 is rejected and H7 is accepted, or in other words OCB has a positive and significant impact on Organizational Commitment.

Discussion

Based on data processing using SEM-PLS so that the influence between the variables studied is obtained with the following results:

Competence

The results of the calculation on the hypothesis show that the competence of the management has a positive effect of 0.616 on Management Performance. This influence is accompanied by a Tstatistic of 7.627 (Tstat > 1.96). Based on this, then H0 is rejected and H1 is accepted, or in other words Management Competence has a positive and significant impact on the performance of the management. Then the increase in competence will also encourage an increase in the performance of the sharia investment gallery management. This competence will show that the good performance of the investment gallery management is based on the existing competencies of the management. This

competency has the advantage of assessing the quality of each individual in an organization. the quality of competence is what makes the performance in the organization run very well and optimally.

Education-training (DIKLAT)

The results of the calculation on the hypothesis show that education-training (DIKLAT) has a positive effect of 0.058 on Management Performance. This influence is accompanied by a Tstatistic of 0.999 ($T_{stat} < 1.96$). Based on this, then H_0 is rejected and H_2 is accepted, or in other words education-training (DIKLAT) has a positive and insignificant effect on the performance of the management. These results indicate that DIKLAT does not have a significant effect on the performance of investment gallery managers, but the results are still positive. It can be interpreted that although DIKLAT is not significant, it is able to have a positive impact on the performance of the board in running the organization's wheels. With this DIKLAT, the performance of the management in an organization will be good and their abilities will continue to develop. Another factor that is no less important is the new knowledge generated

from a training program for the personal progress of the management in the future so that they are able to run the wheels of the organization well.

Organizational Citizenship Behavior (OCB)

The calculation results on the hypothesis show that OCB has a positive effect of 0.207 on Management Performance. This influence is accompanied by a Tstatistic of 2.231 ($T_{stat} > 1.96$). Based on this, then H_0 is rejected and H_3 is accepted, or in other words OCB has a positive and significant impact on the performance of the management.

On the effect of OCB on performance, OCB has a significant effect with a positive value. From there it can be explained that OCB is able to have a good impact on performance. OCB which means that an individual feels voluntary in the organization is able to influence performance so that it runs well. This performance will be good if OCB or the sense of voluntary and personal commitment to do all things good for the organization continues to develop. Thus, it is able to make leaders and organizations more appreciative of these individuals regardless of position or education as long as these human

resources are able to do something good for the organizational environment.

Organizational Commitment

The results of the calculation on the hypothesis show that organizational commitment has a positive effect on Management Performance. This influence is accompanied by a Tstatistic of 3,475 ($T_{stat} > 1.96$). Based on this, then H_0 is rejected and H_4 is accepted, or in other words Organizational Commitment has a positive and significant impact on the performance of the management.

Based on the research results, organizational commitment is mandatory for all administrators. therefore, the effect is very significant and positive so that it can have a pretty good impact. Managers who are committed to capable organizations give all good things for the progress of the organization. In its implementation, organizational commitment affects many factors and many things, this is because the organization is able to have a good impact if its human resources are also good. With the organizational commitment of the management of the Islamic investment gallery,

they can carry out all the visions and missions of the organization according to their objectives.

Sharia Investment Gallery Management Performance

From the results of the research and the results of the hypothesis, it shows that the performance of the management has a good average value. This value is also supported by variables that show a significant effect. This is because performance affects many things and they cannot be separated from individuals or organizations.

From the results of the hypothesis test, there is the performance of the management that produces positive values for each variable and most of these values have a significant effect. However, there is one variable that does not have a significant effect on its value but has a positive value. The insignificant variable is the DIKLAT education-training variable (X_2). From the results of this hypothesis, it shows that the management is lacking DIKLAT training which in turn reduces the ability to perform. This is because DIKLAT will have an impact both on performance and for the organization going forward.

Conclusion

Based on the results of research examining the influence of competence, training_ education (DIKLAT), and Organizational Citizenship Behavior (OCB) on the Performance of the Sharia Investment Gallery Management with Organizational Commitment as an intervening variable, the following conclusions can be drawn:

1. Competence of Management (X1) has a positive and significant effect on Management Performance (Z) of the Islamic Investment Gallery.
2. Education-Training (Diklat) (X2) has a positive and insignificant effect on the Performance of the Management (Z) of the Islamic Investment Gallery.
3. Organizational Citizenship Behavior (OCB) (X3) has a positive and significant effect on the Performance of the Management (Z) of the Islamic Investment Gallery.
4. Organizational Commitment (Y) has a positive and significant effect on the Performance of the Management (Z) of the Islamic Investment Gallery.

5. Management Competence (X1) has a positive and significant effect on Organizational Commitment (Y).
6. Education-Training (X2) has a positive and insignificant effect on Organizational Commitment (Y).
7. Organizational Citizenship Behavior (OCB) (X3) has a positive and significant effect on Organizational Commitment (Y).

6.2. Suggestion

Based on the conclusions outlined above, several suggestions can be made based on the research findings as follows:

1. Based on the research results, there is 1 variable that is not significant, namely the DIKLAT (X2) variable which is not significant to organizational commitment (Y) and to the performance of the Management (Z). From these results, it is necessary to have more education and training for organizations to improve the quality of human resources so that they can run well to form good performance within the organization. Thus, qualified human resources who can compete in the modern era in the management of the Sharia Investment Gallery can be generated

as a place to educate the public to invest in the Islamic capital market.

2. For further research, it can add other factors that can also influence its Management performance and organizational commitment. In this study, the researcher also experienced limitations in the small number of respondents, because only in one organization at the same time the number of respondents was only 37 respondents and in the future for further research, it was able to add respondents on a wider and larger scale.

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