

## Performance of the North Morowali Regency General Election Commission in the 2020 Regional Head and Deputy Regional Head Elections

Ahlan Awaludin<sup>1\*</sup>, Hasbullah<sup>2</sup>, Moh. Nur Alamsyah<sup>3</sup>  
Master of Public Administration, Tadulako University, Indonesia  
E-mail: ahlanawaludin94@gmail.com\*

### Abstract

This research aims to analyze the performance of the North Morowali Regency General Election Commission in the 2020 Regional Head and Deputy Regional Head Elections, to what extent the Morowali General Election Commission carries out its duties and authority to ensure that the stages of holding the 2020 North Morowali Regency regional head election run effectively, and efficiently, resolving complaints by providing satisfaction in service, responding to the needs of all interested parties, as well as implementing correct administrative principles and how elections are carried out with full responsibility. This research uses a qualitative approach as a choice that guides research in conducting exploration, looking closely at a social situation to achieve a broad understanding and comprehensive analysis, producing or describing data in the form of narrative words about objects in the form of behavior observed when the search is carried out, The performance of the Morowali KPU was observed using the four aspects put forward Agus Dwiyanto namely Productivity, Service Quality, Responsiveness, Responsibility and Accountability. The research results show that The election stage is divided into two stages, namely preparation and implementation, in the discussion of implementation it is specified, namely starting from candidate registration, determining candidate pairs, campaigning, voting and counting votes, and determining selected candidate pairs and resolving violations and result disputes. The performance of the North Morowali Regency General Election Commission in holding the 2020 regional head and deputy regional head elections has been carried out well in accordance with applicable laws and regulations. Every activity and decision rule that is issued is based on KPU regulations. However, in the realization of the implementation of each stage of the regional elections, there is a possibility that the activities and decisions taken are not included in the KPU regulations, so a joint decision with the election participants is needed to make a decision which as long as it does not conflict with existing regulations. Several things that need to be corrected regarding improving service quality are the availability of adequate facilities, office facilities that are not optimal, especially office buildings that are old. This is the most basic thing that needs to be improved and there will even be a new office building built. Because a good building covers many aspects of maximum service. In terms of human resources, the service process has also been maximized which fulfills a sense of satisfaction. Because every data needed by the public and election participants can be fulfilled quickly and precisely.

**Keywords** | productivity, service quality, responsiveness, accountability.

### INTRODUCTION

The North Morowali Regency General Election Commission is very concerned about its performance as organizer, in accordance with Law Number 28 of 1999. They follow the General Election Commission Regulations (PKPU) which regulate the work procedures for holding regional head elections. Apart from that, other regulations such as Presidential Regulation Number 29 of 2014 and Ministerial Regulation for Empowerment of State Apparatus and Bureaucratic Reform Number 53 of 2014 are also guidelines. The North Morowali Regency General Election Commission focuses on effectiveness and efficiency



in carrying out its duties as an important instrument in maintaining the quality of democracy. They pay great attention to the services provided to the community and reduce complaints by maintaining a balance between input and output.

The responsiveness of the General Election Commission of North Morowali Regency in the activities and policies implemented is very important to ensure the quality of democracy. They try to recognize the needs of the community and carry out activities in accordance with the wishes of the people. In addition, it is important for the General Election Commission of North Morowali Regency to ensure that the policies and programs implemented are in accordance with community values and norms. They also ensure that the election process runs smoothly and transparently, as well as taking action against violations of the code of ethics for election organizers.

Through outreach and evaluation, the North Morowali Regency General Election Commission is trying to increase public understanding of the implementation of the Regent and Deputy Regent elections. They also report election results to various related parties, including the governor and provincial party administrators. Even though the North Morowali Regency General Election Commission tries to carry out its duties well, there are still several problems that affect the effectiveness and efficiency of holding elections. Complaints about services, mismatch of program policies with needs, and violations of community values and norms are challenges that must be overcome.

Previous research in Suprpto's research, (2013) aims to describe how performance is North Luwu KPU in the process of updating voter data in the 2013 South Sulawesi Governor election, this research also describes what supports and what hinders the process of updating the data carried out.

The qualitative research method was the researcher's choice to use in answering the problems posed in this research, the quality of this research received support from primary data and secondary data, with qualitative descriptive analysis, the researcher succeeded in presenting analytical data from all data collected from the field with a short duration of time. strong, to ensure data objectivity, validity and reliability of the data, this research featured strong informants who were determined previously.

The results of the research show that the performance of the North Luwu KPU is known to have gone well, as revealed in this research, but in reality, on the other hand, it is not fully effective, many people do not receive summonses, many summonses are sent to people whose whereabouts are unknown. , Human resources, Loyalty of PPDP members and staff as well as, cooperation as supporters and Data on Potential Election Voter Population (DP4), Lack of Participation, Budget, Area size as obstacles. (Suprpto 2013)

The aim of this research is to analyze the organizational performance of the General Election Commission of North Morowali Regency

## LITERATURE REVIEW

### Performance Theory

From Prof. Dr. Wibowo, SE, provides that the definition of performance is basically based on meaning *performance*. In some cases, performance is interpreted as the result of

work, as a result of work performance, without rejecting this view, it is important to understand that performance basically has various meanings, meaning as a result of work is basically one of the many meanings found, more Apart from that, performance includes the process of how the work takes place. (Prof. Dr. Wibowo 2013, 7)

The point is to avoid making meaning by looking at the results alone, going further and wider than that, also paying attention to the process. On other occasions, performance is also interpreted as a combination or combination of many things, biased in the form of ability and effort, to opportunities that can be used as an assessment to see performance (Rosidah 2003, 223).

Performance or what is also known as *performance* (Mahsun 2013, 25) is a concept that refers to how the activity or program is implemented which is linked to the degree of achievement in the implementation aspect, to the extent to which the policy is implemented to achieve the realization of the organization's goals and objectives, or it could also be in the form of the organization's vision and mission, as outlined in a standard arrangement *strategic planning* from that organization (Moeheriono 2012, 95). This is in line with what was conveyed by Bernardin and Russel in (Rosidah 2003, 223-224) where they claim that performance is a record of the outcomes presented from activities carried out over a certain duration of time, in this case the employee's function.

The intended function of employees is connected with the meaning that performance is nothing other than the result of work, or something that is produced in the form of achievements, whether by individuals or groups, in an organization, which of course is based on authority and responsibility to achieve goals. organization in a way that is valid or legal, without violating legal provisions and also in accordance with ethics and morals (Prawirosentono 1999, 2).

### **Organizational Performance Theory**

Performance goals involve aligning individual performance expectations with organizational goals. Congruence between efforts to achieve personal goals and organizational goals will result in good performance. (Wibowo 2011, 48) Basically, there are many goals in an organization. These goals can be stated at different levels, where the goals at the higher level become a reference for the lower level. Lower-level goals contribute to achieving higher level goals.

Some of these goal levels include: (Wibowo 2011, 50): a) Corporate Level is the level where goals are linked to the goals, values and strategic plans of the entire organization that want to be achieved. b) Senior Management Level is the level where the objectives at that level determine the expected contribution of senior management to achieving organizational goals. c) Business-unit, functional, or department level where the goals at that level are linked to the goals, objectives, and projects of the organization in which the business unit, function, or department operates that must be completed. d) team level is the level at which team goals are linked to team goals and responsibilities and expected contributions. e) Individual Level, namely the level at which goals are linked to participant responsibilities,



with main results or main tasks that reflect the individual's work and focus on the expected results and their contribution to the performance of the team, department or organization.

Performance Objectives are specific statements that explain what results are to be achieved, when, and by whom to achieve what is to be achieved. Its properties can be calculated, its achievements can be observed and measured. The goal is hope. As a goal, performance includes factors such as: (Wibowo 2011, 63): a) The performers, namely program participants. b) The Action or performance, especially the action or performance carried out by the perpetrator. c) a time Element, indicating the time required to do the work. d) an evaluation method, an evaluation of how to evaluate the work results achieved. e) the place, clearly stating where the work is done.

Rummler and Brache in (Sudarmanto 2009, 7-8) three levels of implementation, namely: Organizational appearance: achieving results at the organizational level or unit of analysis, this is related to organizational goals, organizational design and organizational management. Amitai Etzioni's claim (Keban 2008, 227) Organizational performance refers to the extent to which the organization's final goals are achieved, according to Bastian (Tangkilisan, 2005: 175) providing an overview of important aspects at the level of achievement, in this case the implementation of tasks in an organization, which aims to achieve organizational goals and objectives, including achieving the vision and mission. (Tangkilisan 2005, 175). Process performance: Performance at stages of the product or service production process which is influenced by process objectives, process design, and process management. Individual Performance Is success or effectiveness at the employee or position level.

Performance at this level is influenced by work objectives and work management as well as personal characteristics.

According to (AP Mangkunegara 2005) Performance is the result of work achieved by a person in terms of quantity and quality in completing their tasks in accordance with the responsibilities given. Then performance is divided into 2, namely individual performance and organizational performance. Individual performance is the result of an employee's work both in quality and quantity based on predetermined work standards, while organizational performance is a combination of individual and collective performance.

There is a relationship between individual performance and organizational performance. In other words, if employee performance is good, it is likely that the organization's performance will also be good, as the saying goes. (Mahsun 2009) Performance is also understood as a description of the extent to which an activity achieves the organization's goals, objectives, vision and mission as stated in the organization's strategic plan.

Then, according to Rogers (1994) in (Mahmudi 2004) states that performance is a multidimensional construct, the measurement of which varies depending on the complexity of the factors that shape performance, in particular: 1). Personal factors: each person's knowledge, skills, abilities, self-confidence, motivation and commitment. 2). Leadership factors: qualities in encouragement, enthusiasm, guidance and support from managers and team leaders. with. 3). Systemic factors include work systems, work facilities or

infrastructure provided by the organization, processes, organizational culture, and performance. 4). Contextual or situational factors include external and internal pressures and changes.

### Performance Measurement

Performance Appraisal Performance appraisal is one of the important tasks that must be carried out by a manager or leader. However, achieving goals is not an easy task. Evaluation should avoid "likes and dislikes" on the part of the reviewer, so that the reviewer's objectivity can be maintained. This assessment activity is important because it can be used to improve employment decisions and provide feedback to employees on their performance.

According to (Mathis Robert 2002) expressed his opinion that performance appraisals can be carried out by anyone who truly understands individual employee performance appraisals. The capabilities include: First, superiors evaluate subordinates. Second, subordinates evaluate superiors. Third, group members evaluate each other. Fourth, employees evaluate themselves. Fifth, evaluation from various sources and sixth, external sources. Performance reviews can be a key source of information and feedback for employees, which is important for their future development.

Bambang Wahyudi in Umam (2010: 191), claims that performance measurement is nothing more than a form of evaluation of performance and also its development, in line with Henry Simamora in Umam Khaerul, who says that performance measurement is a process used in an organization for evaluation purposes. on performance implementation (Umam 2010, 191)

John Miner stated that there are four dimensions that can be used as references or indicators in assessing organizational performance, namely: 1. Quality, specifically: error rate, damage, accuracy. 2. Quantity, specifically: the number of jobs created. 3. Use of time at work, specifically: rates of absenteeism, tardiness, productive time or lost work hours. 4. Cooperate with other people at work. (Sudarmanto 2009, 11-12)

Agus Dwiyanto (2008:50), describes five indicators that can be used to implement or measure bureaucratic performance, namely: productivity, service quality, responsiveness, responsibility and accountability.

*Productivity*: measuring efficiency and understanding the relationship between input and output. Including the extent to which the public services provided have results that are in line with expectations, *Service quality*: Assessments of service quality from a negative perspective have emerged frequently, especially in public organizations, public dissatisfaction with service quality is one example. *Responsiveness*, which examines the extent to which an organization can recognize community needs and prioritize services, especially public service programs, according to community needs and aspirations. the ability to carry out its mission and goals to meet the needs of society. *Responsibility*: assessing the extent to which the activities of public bodies meet the principles of good management and organizational policies. By reviewing documents and reports on organizational activities, the suitability of organizational activities and programs with organizational management procedures and mechanisms. *Accountability*: refers to the extent



to which the policies and activities of public institutions are subject to popularly elected officials. the extent to which the policies and activities of public authorities are consistent with the wishes of the public. develop internal steps, such as achieving goals. as well as external actions, such as values and norms that apply in society (Dwiyanto 2008, 50)

Further regarding measuring organizational performance, Jerry Harbor (Sudarmanto, 2009: 13) brings up six aspects, namely: Productivity, quality, on time (deadline), processing time, use of resources and costs. Productivity is the ability to produce goods and services, the quality and quality standards of goods and services, and the timeliness and timeliness of producing goods and services. Cycle time, in every process of changing goods and services to reach customers. Using resources and resources to produce goods and services. Lastly, there are costs required (Sudarmanto 2009, 13).

## METHOD

This research uses a qualitative descriptive approach as a guide for exploration and in-depth understanding of the social situation at the General Election Commission Office of North Morowali Regency. Purposive techniques were used to select relevant informants to ensure the quality of the data obtained.

The type of data collected is qualitative data, which mainly takes the form of words, images and other documentation. This includes interview transcripts, field notes, photos, videos, personal documents, and memos. Data collection techniques used include in-depth interviews, observation and documentation.

Humans are considered the main instruments in this research, emphasizing the researcher's role in collecting, analyzing, and interpreting data. After all the data is collected, condensation, drawing conclusions, and verifying the validity of the data are carried out.

## RESULTS AND DISCUSSION

### Productivity

This research highlights the concept of productivity in the context of holding regional head elections in North Morowali Regency, Indonesia. Productivity is not only measured in terms of efficiency, but also the effectiveness of public services. This concept was expanded to include the expected outcomes of the service.

Performance productivity can be seen from two dimensions, namely the individual dimension and the organizational dimension. The individual dimension highlights individual characteristics and efforts to improve the quality of life, while the organizational dimension looks at the technical relationship between input and output, with an emphasis on quality.

There are two main standards for measuring productivity, namely physical productivity and value productivity. Physical productivity includes the quantity and quality of products produced, while value productivity involves aspects of ability, behavior, discipline, motivation and commitment to work.

In holding regional head elections, the process was considered effective and efficient, although it experienced several obstacles such as allegations of voting errors at several

polling stations (TPS). However, the entire election process proceeded according to the set schedule.

Important stages in the election process, such as candidate registration, campaigning, voting and dispute resolution, were carried out well. The holding of this election is considered an example that should be emulated by other regions in realizing transparent and democratic elections.

The North Morowali Regency General Election Commission (KPU) received praise for its good service, including being responsive to requests for information and documentation from the public and candidate pairs. The KPU's responsiveness to the needs of the community and candidate pairs shows the institution's commitment to transparency and efficiency in organizing elections.

Overall, the regional head election process in North Morowali Regency took place effectively and efficiently, providing timely access to information and transparency to the public. The KPU's responsiveness to the needs of the community and candidate pairs is also a good example for other regions in holding democratic and transparent elections.

### Service Quality

The election of the Regent and Deputy Regent of North Morowali Regency is a process that requires cooperation from various parties to run smoothly and democratically. One of the parties that plays an important role in organizing elections is the district's General Election Commission (KPU). The following are some of the services provided by the North Morowali Regency KPU in organizing elections:

1. **Information Services:** Providing detailed information about elections to facilitate public access.
2. **Announcement of Candidate Pair Registration:** Providing announcements for the registration of candidate pairs so that the public knows which candidates have registered.
3. **Candidate Pair Registration:** Makes it easier for candidate pairs to register.
4. **Verify Nomination Requirements and Candidate Requirements:** Ensure that candidate pairs meet the specified requirements.
5. **Determination of Candidate Pairs:** Determine the candidate pairs who will compete in the election.
6. **Campaign Implementation:** Provide rules and guidelines for implementing campaigns.
7. **Voting Implementation:** Determine voting locations and provide for voting needs.
8. **Vote Counting and Results Recapitulation:** Ensure election results are accurate and transparent.
9. **Determination of Selected Candidates:** Determine the selected candidates based on the results of the vote count.
10. **Violation and Dispute Resolution:** Handle violations and disputes over election results fairly and transparently.



11. **Proposed Ratification of the Appointment of Selected Candidates:** Propose ratification of the appointment of selected candidates.
12. **Evaluation and Reporting Stages:** Conduct evaluations and create reports for all stages of selection.

Public opinion regarding North Morowali Regency KPU services is generally very positive. They were satisfied with the service provided, considering it excellent, both in providing necessary assistance and in treating them with kindness and attention. The public was also impressed with the level of professionalism shown by KPU staff. Even though there is a lot of work, KPU staff are always willing to help and provide information patiently.

The administrative service process at the KPU Secretariat is carried out through PPID, which is responsible for managing information and documentation. Even though there are technical obstacles such as power outages or network disruptions, the KPU is trying to overcome them by providing backup electricity supplies and improving network and internet infrastructure. Even though the administrative services at the KPU are adequate, the condition of the old office building and lack of modern facilities is a problem for clients. The KPU needs to pay attention to the condition of office facilities to increase comfort and safety for clients and staff. Even though there are several problems with old equipment, the KPU Secretariat continues to try to provide the best service by repairing or replacing damaged equipment. Although some data requests require long processing times, Secretariat provides status updates to clients to manage their expectations.

Overall, the administrative services provided by the North Morowali Regency KPU Secretariat have been satisfactory and have made a significant contribution to supporting the democratic process in the region.

### **Responsiveness**

The North Morowali Regency KPU Secretariat deserves a thumbs up for its quick response to client data requests. They consider each request with urgency, ensuring quick action is taken to meet the client's needs. When a request is submitted, the Secretariat immediately reports it to the KPU Superior for recommendation and approval. In doing so, they give clients confidence that their requests will be properly considered and fulfilled. This rapid response also demonstrates the Secretariat's commitment to accountability and transparency.

The policy of prioritizing urgent data requests also deserves a thumbs up. They provide fast processing for urgent requests, while others may take longer to ensure accuracy. The secretariat informs clients of the timeframe required for processing, helping them manage expectations.

The Secretariat's commitment to quality services also deserves a thumbs up. They are very thorough in checking administrative processes to ensure the accuracy and completeness of data. Proper time management and timely completion are also their main focus.

Despite technical obstacles such as power outages and internet disruptions, the Secretariat continues to strive to minimize service delays. They communicate with clients effectively during periods of technical issues to ensure customer satisfaction remains high.



The secretariat is also open to input and complaints from the public. They take proactive action to improve facilities and maintain equipment, demonstrating their commitment to continuous improvement.

Even though there are obstacles in resolving problems as a whole due to limited resources, the Secretariat must continue to prioritize issues that affect citizens and allocate resources efficiently. Involving the community in this process will help them identify areas that need improvement.

In conclusion, fast response, commitment to quality services, and openness to community input make the North Morowali Regency KPU Secretariat an example worth following in providing good and transparent administrative services.

### **Responsibility**

According to the data we received, the North Morowali KPU has demonstrated a strong commitment to good administrative principles, especially in terms of transparency and accountability. They have provided detailed information to the public and stakeholders, enabling evaluation of their performance. To maintain a high level of transparency and accountability, it is important for the North Morowali KPU to continue to provide detailed information about their policies and actions and be responsive to community needs.

Transparency and accountability are important elements in a democratic society, as they allow citizens to monitor their government institutions. Therefore, the North Morowali KPU must remain committed to these principles in order to gain the trust and confidence of the community and enable a better collaborative approach in dealing with the challenges facing the community.

In the North Morowali KPU service process, basic requirements such as a written application letter to the Chair of the North Morowali Regency KPU are mandatory. This ensures that all necessary information is provided, and that the applicant is eligible for the services they require. This process also ensures that all processes are well documented and that there is transparency in the services provided.

All services provided by the North Morowali KPU are in accordance with standard procedures established by the Public Information and Documentation Officer (PPID). They have established procedures to ensure that all services provided are carried out in accordance with the guidelines, including access to information, application procedures, timeframes, fees and other related compliance issues.

In the entire service process, written requests are fundamental and facilitate transparency. This allows the North Morowali KPU to process requests efficiently and effectively and ensure clarity on every step involved. Even though these services are provided free of charge, this does not reduce the quality or efficiency of the services provided.

In this context, the provision of free services by the North Morowali KPU is a step that should be appreciated. This guarantees equal access for all citizens regardless of their financial status and demonstrates a commitment to providing high-quality services in an inclusive and equitable manner. There are no additional fees or bribes required to obtain



services, which shows the principles of transparency and integrity of the North Morowali KPU.

### **Accountability**

The holding of regional elections in various regions involves collaboration from various stakeholders. The North Morowali KPU has carried out a comprehensive evaluation of the Pilkada implementation process in their area, with the aim of identifying areas that need improvement. This evaluation covers all stages of the Pilkada, such as candidate registration, the voting process and vote counting. The evaluation results are used to formulate improvement plans for the next Pilkada in 2024, showing the North Morowali KPU's commitment to increasing transparency, efficiency and compliance with administrative procedures.

The basic requirements that must be met to obtain services from the North Morowali KPU have also been determined. If the applicant cannot meet the necessary requirements, the North Morowali KPU may reject the application, but they will communicate with the applicant to provide specific information about the requirements that have not been met. This shows the North Morowali KPU's proactive approach in ensuring applicants understand the requirements and fulfill them.

Providing clear and detailed explanations about the service process is also the focus of the North Morowali KPU. This explanation is important to avoid misunderstandings and ensure the applicant understands the service requirements and procedures. The North Morowali KPU is committed to providing transparent and easy to understand explanations to applicants.

Community satisfaction is a priority for the North Morowali KPU, and they strive to improve their services by paying attention to feedback from the community. A two-way communication channel has been opened to allow the public to provide input, questions or suggestions. This ensures that the services provided are in line with the expectations and needs of the communities served.

In conclusion, the North Morowali KPU shows a strong commitment to improving their services by paying attention to evaluations, ensuring fulfillment of requirements, providing clear explanations, and responding to feedback from the community. This aims to ensure that the election process in their region runs transparently, efficiently, and in accordance with good administrative principles.

### **CONCLUSION**

The North Morowali Regency KPU has carried out the 2020 regional head elections well in accordance with applicable regulations, especially the KPU Regulations (PKPU). Even though decisions in the field may not always be stated in PKPU regulations, they are still taken after consultation with election participants. This paper discusses the performance of the North Morowali Regency KPU in the 2020 regional head elections, with a focus on the preparation and implementation stages, such as candidate registration, campaigning, voting, and resolving violations. Even though many aspects of performance have been

running according to Agus Dwiyanto's framework, there are several corrections that need to be made, especially regarding improving the quality of services and office facilities which are still not optimal. However, in terms of human resources, the service has been optimal and met the satisfaction of the public and election participants.

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