

## **The Correlation Between Employee's Work Motivation and Their Interpersonal Communication on Work Effectiveness at PT. Pelindo Jasa Maritim**

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### **Abstract**

*This research is a correlation quantitative research with a sample of 62 employees at PT. Pelindo Jasa Maritim Makassar. The employees were obtained using a simple random sampling. Data were collected using questionnaires and documentation. Data analysis was carried out with a description of the research data prerequisite test analysis, and hypothesis testing. The result showed that; (1) there is a positive significant relationship between work motivation and work effectiveness at PT Pelindo Jasa Maritim Makassar. This has been proven using the calculation of Pearson Product Moment. It was found that the correlation coefficient, a value of 0,406 is obtained. The level of the coefficient interval which is in the range of 0,400 – 0,599 shows a strong enough correlation level, (2) there is a positive significant relationship between interpersonal communication and work effectiveness at PT Pelindo Jasa Maritim, it was found that the correlation coefficient, a value of 0,671 is obtained and the level of the coefficient interval which is in the range of 0,600 – 0,799 shows a strong correlation level.*

**Keywords:** *Correlation, work motivation, interpersonal communication.*

## INTRODUCTION

In all company, the totality of work is needed from employees, so that the work done can achieve predetermined targets. Therefore, employees are required to work effectively. The word effective has to do with the number of results achieved so that effectiveness or effectiveness can be interpreted as an action or degree of achievement of the expected results. The greater the results achieved, the more effective it. Steers (1985) stated that effectiveness is typically measured in terms of how well a team or organization accomplishes a task. In contrast, a person's or a group's effectiveness at work is determined by how well they perform their primary responsibilities to meet their objectives.

However, if the results of the work carried out by employees do not by the objectives and are unable to fulfil their responsibilities, then the effectiveness of employee work must be improved. Employee effectiveness is influenced by the role of the leader and the role of the employee himself. In terms of communication and motivation are key factors to improve and achieve company goals. If communication in the work environment is not good or still not effective, employees cannot work optimally. According to Suwatno and Priansa (2011), "Communication serves to generate employee motivation, this function runs when managers want to improve employee performance". One of the important things to achieve company goals is to improve individual employee performance. Because the increase in employee performance can halve the right impact on work effectiveness.

The relationship between interpersonal communication and performance is strengthened by The Two Factor Theory another name for Herzberg's Motivation Theory, Frederick Herzberg put forth this theory on the presumption that a person's attitude toward work has a significant impact on their success or failure and that a person's relationship with work is fundamental. Put another waly, an organization's or company's attitude toward its workers can make all the difference in the success or failure of the goals it sets for itself.

According to Apriani (2009), motivation is the factors within a person that drive and direct his behavior or the impetus that causes him to do something or do something to satisfy individual needs to achieve certain goals.

Based on the author's search for some literature, there are several similar studies related to work motivation and interpersonal communication. Although some of these studies halve similarities with this study, there are also some differences. First, by Sari (2015) in his research entitled "Interpersonal Communication between Employees and Work Motivation in Employees of PT Bank Negara Indonesia (PERSERO) Tbk Regional Office Semarang". This study alims to empirically examine the relationship between interpersonal communication between employees and work motivation in employees of PT Bank Negara Indonesia (Persero) Tbk Semarang Regional Office. Interpersonal communication between employees is important because interpersonal communication plays a role in building work relationships. The research data processed with simple regression analysis showed that interpersonal communication between employees has a positive and significant relationship to work motivation ( $r = 0.637$ ;  $p < 0.001$ ). Interpersonal communication between employees provides an effective contribution of 40.6% to work motivation.

Askarullah (2018) in his research entitled "The Relationship between Work Motivation and Interpersonal Communication to Work Effectiveness in the Secretarial Employees of the

West Java Provincial DPRD". This research is a study with a sample of 105 respondents of the West Java Provincial DPRD Secretarial employees. Data analysis was carried out with a description of the research data, prerequisite test analysis and hypothesis testing. The results showed that; (1) there is a positive and significant relationship between work motivation on the effectiveness of the work of employees of the Secretarial of the West Java Provincial DPRD with a coefficient of determination of 0.262. (2) There is a positive and significant relationship between interpersonal communication to the work effectiveness of employees of the West Java Provincial DPRD Secretarial with a determination coefficient of 0.237. (3) There is a positive and significant relationship between work motivation and interpersonal communication to the work effectiveness of employees of the West Java Provincial DPRD Secretarial with a determination coefficient of 0.342.

Ramada (2019) in his research entitled "The Relationship between Interpersonal Communication and Work Motivation with Employee Performance at PT MNC Skyvision, Tbk KPU Pekanbaru Branch". The research was conducted on employees at PT MNC Sky Vision with a total of 100 employees using the saturated sample technique. Based on the analysis using regression analysis techniques, the F value is 12.582 with a significance level of 0.000 ( $P \leq 0.05$ ). The effective contribution of interpersonal communication and work motivation to employee performance is (R square) 0.206. These results indicate that there is a relationship between interpersonal communication work motivation with employee performance. This means that the performance of employees of PT MNC Sky Vision can be improved by increasing interpersonal communication and work motivation.

Based on the previous studies above, it shows that there is a very important influence on the relationship between motivation and the communication process that occurs in a company, especially interpersonal communication between employees on work effectiveness. Based on the description and problems above, the researchers have investigated and showed the importance of motivation and interpersonal communication between employees on work effectiveness at PT Pelindo Jasa Maritim.

## **METHOD**

This research is a correlation quantitative research with a sample of 62 employees from PT. Pelindo Jasa Maritim Makassar. The samples r. The samples were obtained by using simple random sampling. Data were collected using questionnaires and documentation. Data analysis was carried out with a description of the research data, prerequisite test analysis, and hypothesis testing.

### **Data Analysis**

The steps taken to analyze the data in this study are as follows:

### **Research Instrument Test**

#### **a. Validity Test**

The validity test is a data instrument test to find out how carefully an item measures what it wants to measure. Items can be said to be valid if there is a significant correlation with the total

score, this indicates the support of the item in revealing what you want to reveal. Items are usually in the form of questions or statements shown to respondents using a questionnaire to reveal something Priyatno (2014).

#### b. Reliability Test

A reliable instrument is an instrument that, when used several times to measure the same object, will produce the same data. In this study, the instrument reliability test was carried out with internal consistency, namely trying the instrument once, and then the data obtained was analyzed with certain techniques. The results of the analysis can be used to predict the reliability of the instrument.

Instrument reliability testing can be done using the help of the SPSS program. The reliability test was carried out using the Cronbach Alpha method. In this method, only valid items are tested. To determine whether the instrument is reliable or not using the limitations, namely reliability of less than 0.6 is not good, while 0.6 to 0.79 is acceptable and above 0.8 to 1 is good (has high consistency) Priyatno (2014).

#### **Prerequisite Test Analysis Prerequisite Test**

The normality test is useful for determining whether the data collected is normally distributed or not. Data normality is a basic requirement that must be met in parametric analysis. Data normality is important because with normally distributed data, the data is considered to represent the population

In this study, the normality test was carried out using the help of the SPSS program which was carried out using the One Sample Kolmogrov Smirnov method (Sujarweni, 2015). With the test criteria is as follows:

- 1) If Sig > 0.05 then the data is normally distributed
- 2) If Sig < 0.05 then the data is not normally distributed

#### **Linearity Test**

The purpose of the linearity test is to determine the form of relationship between the independent variable and the dependent variable, to be able to see the relationship between these variables you must look for the significance value. Determinations in making linearity test decisions are as follows:

- 1) If the Sig. deviation from linearity value > 0.05 then there is a linear relationship between the independent variable and the dependent variable.
- 2) If the Sig. deviation from linearity value < 0.05 then there is no linear relationship between the independent variable and the dependent variable.

#### **Hypothesis Test**

#### **Pearson Correlation Analysis**

Pearson correlation analysis or also known as Product Moment correlation is an analysis to measure the closeness of the linear relationship between two variables that halve normal data distribution Priyatno (2014). To analyze data about the relationship between work motivation

and work effectiveness and to determine whether variable X and variable Y have a significant relationship, the researchers used the Product Moment correlation formula.

Then the significance between variable X and variable Y is carried out with the criterial using the r table at the 0.05 significance level. If the value is positive and larger than the r tabel then there is a significant relationship between variable X and variable Y, if r table is smaller then there is no significant relationship between variable X and variable Y.

The provision of the r value is no more than the price ( $-1 \leq r \leq 1$ ). This means that the largest r value is +1 and the smallest r value is -1. If  $r = -1$  means the correlation is perfectly negative;  $r = 0$  means there is no correlation;  $r = 1$  means the correlation is very strong.

## FINDINGS

### Research Instrument Test

#### a. Data Validity Test Results

The results of the validity test on the three variables which show the results of a significance value of 0,000 which means  $<0.05$  is declared valid, while the r count of each statement on the three variables has results greater than the r table of 0,254. So, it can be concluded that each statement derived from the work motivation variable (X1), interpersonal communication (X2), and work effectiveness (Y) is declared valid.

#### b. Data Reliability Test Results

The reliability test is used to measure the similarity of the results of the same object.

Based on the table above, Cronbach's Alpha of all variables is greater than 0,600 so it can be stated that the respondents' answers from these variables are reliable and halve very strong interpretations. Therefore, the questionnaire on these variables can be used for further research.

### Prerequisite Test Analysis

#### a. Data Normality Test Results

The normality test is used to determine whether the variables used in the study halve normally distributed data or not. The following is the normality test table:

Table 1. Normality Test Result

Variable	Asymp.Sig (2-tailed)	Critical Value
Residual	0,000	Sig > 0,05

From the table above, it is known that the residual value of the independent variable and the dependent variable shows with the one-sample-Kolmogrov-Simonov test the Asymp Sig (2-tailed) value of 0,000 which means it is smaller than the probability value of 0,05. Then, it can be concluded that the data is not normally distributed.

Table 2. Normality Test Result

Variable	Asymp.Sig (2-tailed)	Critical Value
Residual	0,200	Sig > 0,05

Based on table 2, the normality test after transformation using code LN, the results above show that the residual values of the independent variable and the dependent variable show the one-sample-Kolmogrov-Simonov test with 62 data, it can be seen that the Asymp Sig (2-tailed) value is 0,200, which means it is greater than 0,05. It can be concluded that the regression model fulfils the normality assumption.

#### b. Data Linearity Test Results

The purpose of the linearity test is to determine the form of relationship between the independent variable and the dependent variable, to be able to see the relationship between these variables, you must find the significance value. The following is the linearity test table:

Table 3. Linearity Test Results

Variable	Sig.	Critical Value	Description
Work Motivation on Work Effectiveness	0,255	Sig > 0,05	Linear
Interpersonal Communication on Work Effectiveness	0,147	Sig > 0,05	Linear

Based on the results of the linearity test above, work motivation on work effectiveness there is a linear relationship with a significance result of  $0,255 > 0,05$ . Furthermore, interpersonal communication on work effectiveness obtained results  $0,147 > 0,05$  which indicates a linear relationship.

### Hypothesis Test

#### Pearson Correlation Test Results

Table 4. Summary of person correlation test results

Variable	Correlations	Sig.	Critical Value	Results
Work Motivation on Work Effectiveness	0,406	0,001	< 0,05	Ho rejected Ha accepted
Interpersonal Communication on Work Effectiveness	0,671	0,000	< 0,05	Ho rejected Ha accepted

Based on the table 4 above, it can be seen that the results of the correlation between work motivation on work effectiveness show a significance value of 0,001 because the significance value  $p < 0,05$ , then  $H_0$  is rejected and  $H_a$  is accepted meaning that there is a significant relationship between work motivation on work effectiveness. Then based on the results of the calculation the correlation coefficient a value of 0,406 is obtained, the level of the coefficient interval is in the range of 0,400 – 0,599 shows a strong enough correlation level.

Table 5. the correlation between interpersonal communication on work effectiveness

Variable	Indicators	Items no in	Sig	Description	r count	r table	Description
Work Motivation (X1)	<b>Motivation Factors</b>						
	Work itself	X1	0,000	Valid	0,474	0,254	Valid
		X2	0,000	Valid	0,490	0,254	Valid
	Achievement	X3	0,002	Valid	0,389	0,254	Valid
		X4	0,000	Valid	0,458	0,254	Valid
	Recognition	X5	0,000	Valid	0,444	0,254	Valid
		X6	0,000	Valid	0,585	0,254	Valid
	Responsibility	X7	0,000	Valid	0,475	0,254	Valid
		X8	0,000	Valid	0,432	0,254	Valid
	Advancement	X9	0,000	Valid	0,598	0,254	Valid
		X10	0,000	Valid	0,717	0,254	Valid
	<b>Hygiene Factors</b>						
	Wages	X11	0,000	Valid	0,557	0,254	Valid
		X12	0,000	Valid	0,664	0,254	Valid
	Working Conditions	X13	0,000	Valid	0,707	0,254	Valid
		X14	0,000	Valid	0,653	0,254	Valid
	Company policy and administration	X15	0,000	Valid	0,712	0,254	Valid
		X16	0,000	Valid	0,696	0,254	Valid
	Supervision	X17	0,000	Valid	0,719	0,254	Valid
		X18	0,000	Valid	0,696	0,254	Valid
Interpersonal relations	X19	0,000	Valid	0,548	0,254	Valid	
	X20	0,000	Valid	0,570	0,254	Valid	
Interpersonal Communication (X2)	Openness	X2.1	0,000	Valid	0,629	0,254	Valid
		X2.2	0,000	Valid	0,754	0,254	Valid
	Empathy	X2.3	0,000	Valid	0,893	0,254	Valid
		X2.4	0,000	Valid	0,754	0,254	Valid
	Supportiveness	X2.5	0,000	Valid	0,860	0,254	Valid
		X2.6	0,000	Valid	0,878	0,254	Valid
	Positiveness	X2.7	0,000	Valid	0,911	0,254	Valid
		X2.8	0,000	Valid	0,647	0,254	Valid
	Equality	X2.9	0,000	Valid	0,905	0,254	Valid
		X2.10	0,000	Valid	0,831	0,254	Valid
Work Effectiveness (Y)	Ability to adjust	Y1	0,000	Valid	0,785	0,254	Valid
		Y2	0,000	Valid	0,792	0,254	Valid
		Y3	0,000	Valid	0,710	0,254	Valid
	Work achievement	Y4	0,000	Valid	0,826	0,254	Valid
		Y5	0,000	Valid	0,754	0,254	Valid
		Y6	0,000	Valid	0,692	0,254	Valid
	Job satisfaction	Y7	0,000	Valid	0,736	0,254	Valid
		Y8	0,000	Valid	0,819	0,254	Valid
		Y9	0,000	Valid	0,778	0,254	Valid

The results of the correlation between interpersonal communication on work effectiveness show a significance value of 0,000 because the significance value  $p < 0,05$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a significant relationship between interpersonal communication on work effectiveness. Then based on the results of the calculation of the

correlation coefficient a value of 0,671 is obtained, the level of the coefficient interval which is in the range of 0,600 – 0,799 shows a strong correlation level.

Table 6. The level of correlation

No	Variable	Cronbach's Alpha	Description	Level of Relationship
1.	Work Motivation (X1)	0,898	Reliable	Very Strong
2.	Interpersonal Communication (X2)	0,940	Reliable	Very Strong
3.	Work Effectiveness (Y)	0,909	Reliable	Very Strong

## DISCUSSIONS

### The correlation between work motivation and work effectiveness

The data obtained in this study were processed using SPSS v.22.00. One of the objectives of this study is to determine the extent of the correlation between work motivation and work effectiveness at PT Pelindo Jasa Maritim Makassar. The results showed that there was a positive and significant relationship between work motivation and work effectiveness at PT Pelindo Jasa Maritim Makassar, This is known by doing the product-moment correlation test which shows that the significance value is  $0,001 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a significant correlation from variable X1 to variable (Y) Then based the results of the calculation of the correlation coefficient, a value of 0,406 is obtained, the level of the coefficient interval which is in the range of 0,400 – 0,599 shows a strong enough correlation level.

Based on this data, the level of achievement of work effectiveness is related to work motivation. Theoretically, work motivation can encourage a person to work hard and well by the duties and obligations that have been given to him. Providing work motivation can be done by co-workers and even better by superiors, by providing work motivation can make employees feel more excited to work. The results of the analysis of work motivation data show that employee work motivation is in the medium category. Employees who have high work motivation will work better and more enthusiastically. Employees who have enthusiasm in carrying out the tasks assigned to them will have a positive impact on the goals to be achieved by the company or where employees work. This means that the level of achievement of work effectiveness is also largely determined by the high and low work motivation of employees.

The results of this research support previous research conducted by Sari (2018) which stated that the effectiveness of work is significantly impacted by work motivation. Since motivation is a person's internal state that activates and directs his behavior towards specific targets, it is one of the factors that supports work effectiveness. Askarullah (2018) showed there is a positive and significant relationship between work motivation on the effectiveness of the work of employees of the Secretariat of the West Java Provincial DPRD These findings suggest that there is a

relationship between work motivation and the degree of effectiveness attained. Workplace motivation has the potential to motivate an individual to perform efficiently and effectively in line with their assigned responsibilities. Ekaningsih (2012), there is a positive and significant impact of work motivation on employee performance in the Unit of Surakarta City Civil Service Police. This suggests that raising work motivation will boost employee performance.

### **The correlation between interpersonal communication and work effectiveness**

The results showed that there is a positive relationship between interpersonal communication and work effectiveness at PT Pelindo Jasa Maritim, this is known by doing the product moment correlation test which shows that the significance value is  $0,00 < 0,05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a significant correlation from variable (X<sub>2</sub>) to variable (Y) Then based on the results of the calculation of the correlation coefficient, a value of 0,671 is obtained, the level of the coefficient interval which is in the range of 0,600 – 0,799 shows a strong correlation level.

The results of the analysis of interpersonal communication data show that interpersonal communication is in a high category so the level of achievement of work effectiveness is related to interpersonal communication because good communication can increase work effectiveness. Good interpersonal communication must have openness, empathy, mutual support, positive attitudes and equality between employees. Openness in interpersonal communication is done to convey problems experienced both related to work and outside of work. Empathy can be seen in the response of coworkers or superiors in giving attention and helping to find solutions to problems. Supportive and positive attitudes can be seen in assisting to achieve work targets.

The results of this study are in line with previous research, Ramada (2019) states that there is a relationship between interpersonal communication and work motivation and employee performance. Based on the results of this research, a conclusion can be drawn that there is a relationship between interpersonal communication and work motivation and employee performance, meaning that the higher the interpersonal communication and work motivation, the higher the higher the employee's performance, and vice versa, the lower the interpersonal communication and work motivation, the higher the employee's performance. Sari (2015) The research findings indicate that there exists a noteworthy affirmative correlation between work motivation and interpersonal communication among employees of PT Bank Negara Indonesia (Persero) Tbk's Semarang Regional Office. Employee motivation at work increases with increased or more effective interpersonal communication, and conversely.

Sulastri (2020) Showed there is a highly significant positive relationship between interpersonal communication and work effectiveness, and the relationship is a functional relationship which means that good interpersonal communication increases work effectiveness, which states that the main emphasis of interpersonal. Information is transferred from one person to another during communication. Perception, learning, and motivation are just a few of the psychological processes that are combined with language in communication, which is considered the fundamental approach to changing behavior.

## CONCLUSIONS

The conclusions that can be drawn from the research results and discussion are as follows:

- a. There is a positive and significant relationship between work motivation and work effectiveness at PT Pelindo Jasa Maritim Makassar, this is known by doing the product-moment correlation test the level of the coefficient shows a strong enough correlation level.
- b. There is a positive and significant relationship between interpersonal communication and work effectiveness at PT Pelindo Jasa Maritim, this is known by doing the product-moment correlation test the level of the coefficient shows a strong correlation level.

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