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The Influence of Government Apparatus Competence and E-Government Policy Implementation on Improving Public Services at Department of Population and Civil Registration Ambon

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ABSTRACT

The purpose of this study was to determine the effect of government competence and the implementation of e-government policies on the quality of public services at Ambon Population and Civil Registration Office. The research method used in this research is quantitative. The populations in this research were employees at Ambon City Population and Civil Registration Office with a total of 30 people. The sample measurement technique uses a saturated sampling technique, which used all the population as the samples. The data collection technique used in this research is a questionnaire. The data analysis is using multiple linear regressions with SPSS 23 application. The results showed that the competence of government apparatus has a significant effect on the quality of public services, the implementation of e-government policies has a significant effect on the quality of public services, and the competence of government apparatus and e-government policies can be used as predictors of increasing or turning the public services quality.

Keywords: *Competency, E-Government, Public Service Quality*

INTRODUCTION

The advances in information technology through all its potential inspire the government to take advantage from it. This is stated in Presidential Instruction No. 3 of 2003 regarding National Policy and Strategy for the Development of e-Government, that the advancement of communication and information technology and the potential for its widespread use, opens opportunities for access, management and utilization of large volumes of information quickly and efficiently and accurate. In addition to the advancement of Information Technology, there is another influence behind the issuance of Presidential Instruction No. 3/2012 called the need for good governance and effective, efficient, and accountable public services.

Public service is an activity in fulfilling the service needs in accordance with statutory regulations for every citizen and resident of goods, services and/or administrative services provided by public service providers. Professional public services have become part of the concern of the central and local governments. As part of a state system with a constitution with norms of justice, the Indonesian economy is characterized by a very wide scope of public services. Public services that cover almost every part of people's lives are not supported by an open decision-making mechanism and a democratic political process.

An e-government system can be implemented in delivering information to the public, where e-government is the application of internet-based information technology and other devices managed by the government for delivering information from the government to the public, its business partners and other online institutions (Ministry of Communication and Information). The competence increase in every employee of Ambon Population and Civil Registration Service is an important element in determining the outcome of a product/report/decision produced by Ambon Population and Civil Registration Service. e- government in Indonesia cannot be implemented without the support of bureaucratic reform program as a whole. Many elements must support the improvement of the governance management from conventional to become modern (using technological approach), improving the quality of public service delivery is not only by implementing the e-government system, but also by applying the concept of e-public service to make the provision to become better.¹

Based on researcher's pre-observations, the phenomena found are as follows:

¹ Dinoroy Marganda Aritonang, "The Impact of E-Government System on Public Service Quality in Indonesia," *European Scientific Journal*, ESJ 13, no. 35 (December 31, 2017): 99, <http://eujournal.org/index.php/esj/article/view/10321>.

1. Employees of Ambon Population and Civil Registration Service in implementing eGovernment are difficult to implement with the reason is not as easy as pie to require adequate competence in running the eGovernment application.

2. There are still many deficiency that must be fixed in Ambon Disdukcapil, both in terms of human resources and internet access of the Disdukcapil itself.

3. The services used are online-based and those who understand online services are only in Information Processing and Population Technology Division of Ambon Disdukcapil, then when the public has problems regarding online-based services, they will only be asked to the Information Processing and Population Technology Division of Ambon Disdukcapil.

4. There are problems or obstacles that occur in society when dealing with online-based services every day, and these obstacles are only handled by the Information Processing and Population Technology Division of Ambon Disdukcapil. This makes people have to queue up to ask about their problems related to population documents that are needed and it take a long time.

Based on the phenomenon above, the Ambon Population and Civil Registration Office and its subordinates for conducted the training in using the existence of information technology (IT) in electronic e-Government form. Based another research from Monika Pathak² concluded that however E-Governance becomes very popular in these days but still it faces so many hurdles in its working. Funding is the basic issue in e-governance.

The basic purpose of implementing e-government is to improve the public services quality, where good, effective and efficient public services are able to become successful parameters of country's development. Ambon Population and Civil registration Office requires its employees to have good knowledge to complete their work on time, accuracy, willingness to learn, responsive in changes information that occur. in reality, there are still employees who work carelessly without paying attention to the timeline of completing their reports, less responsive in handling situations, information or changes that happens, and lacking in completing their work in a sustainable and directed manner. On the other hand, the competence of Ambon Population and Civil Registration Service employees is shown by their lack of skill in operating computers and available applications, their unskilled ability to operate the computers and applications can cause the lack of services or information obtained by society or justice seekers. This shows that employees of Ambon Population and Civil Registry Office need to improve their competence, especially in operating the computers and applications and increase their competence to improve the services quality to the society and justice seekers.

² Gagandeep Kaur Monika Pathak, "Impact of E-Governance on Public Sector Services," *International Journal of Emerging Research in Management & Technology* 3 (2014): 100–103.

Based on explanation above, this research aims to know the impact of government apparatus and the implementation of e-government policy in improving public service at department of population and civil registration in Ambon. How the government apparatus competence and e- government policy implementation in developing public service at civil registration in Ambon city.

THEORETICAL FRAMEWORK

Competence

Competence is an ability to conduct or perform a job or task based on skills and knowledge and supported by work ethic required by the job. Competence as a person's ability to produce at a satisfactory level in the workplace, also shows the characteristics of knowledge and skills owned or needed by each individual that enable them to perform their duties and responsibilities effectively and raise professional quality standards in work.

There are two terms stated from two different genres of work suitability concept. These terms are "Competency" which is a description of behavior, and "Competence" which is a description of tasks or work results³. Although the different meanings of the two terms are generally accepted, their usage is still often used interchangeably, which causes everyone to have a different meaning. Generally, people use the term competence to create their own understanding according to their interests.

Ramelan⁴ said that "Competence, competency models and competency-based training are words that can be interpreted in various ways following to their definition. The difference in meaning stems not from the ignorance or market greed, but from some fundamental procedural and philosophical differences among those who compete to define and create the concept and establish a model for us to use competence in our daily endeavors.

E-Government

The term "E-Government" or often abbreviated as e-gov can be interpreted as a collection of concepts for all actions in public sector (both at the Central Government and Regional Government levels) that involve information and communication technology in order to optimize the process of efficient, transparent, and effective public services⁵.

³R Ramelan and O. M. J. Palan, *Competency Management: Teknik Mengimplementasikan Manajemen SDM Berbasis Kompetensi Untuk Meningkatkan Daya Saing Organisasi* (PPM Konsultansi Manajemen, 2007).

⁴Ramelan, R. Palan (2007)

⁵T. Kurniawan, "Hambatan Dan Tantangan Dalam Mewujudkan Good Government Di Indonesia." (2006), <http://publications-tk.blogspot.com/>.

In general, the notion of E-Government is an Internet-based information management system and public service. This service is provided by the government to the society. By utilizing the internet, there will be many development modes of service from the government to society that allow the active role of the society where it is hoped that society can independently register permits, monitor the settlement process, conducted each permit and other public services directly. All these things can be implemented through internet technology from anywhere and anytime ⁶.

the characteristic of e-government as a robust multidisciplinary approach contributed to the high quantity of research available in recent years. E-government literatures has rapidly increased in the number of studies discovered in various publications outlets following ICT's implementation in the public sector, which raised and paid attention to the concern of scholars and researchers worldwide.⁷

Public Service Quality

According to Hardiansyah⁸ the quality of public services is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the service is provided.

According to Zeith AML et al in ⁹ there are several dimensions to measure the quality of public services, namely:

1. Tangible Dimensions (physical form), is the provision of physical facilities and its completeness as well as personal appearance when providing the services.
2. Reliability Dimensions, is the ability to provide services promised by employees immediately, accurately, and satisfactorily.
3. Responsiveness Dimensions is employees' desire to help customers and provide the responsive service.
4. Assurance Dimension, which includes knowledge, ability, employees' politeness, trustworthy, risk, danger, and doubt free.
5. Empathy Dimensions, is the ease of creating good communication relationships with customer, personal attention, and understanding the customers' need.

⁶Z. Abidin, "Electronic Government Dan Penerapannya Di Kabupaten Takalar." (2000).

⁷ Darmawan Napitupulu, "A Bibliometric Analysis of E-Government Research," *Research Center for Science, Technology and Innovation Policy and Management* (2021).

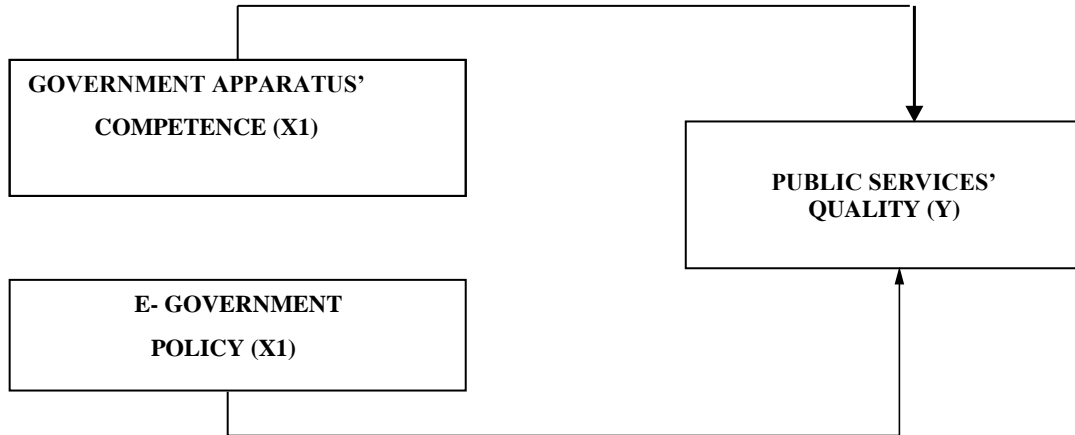
⁸Hardiansyah, *Kualitas Pelayanan Publik (Edisi Revisi)* (Yogyakarta: Gava Media, 2018).

⁹Ibid.

RESEARCH FRAMEWORK

The framework in this research preparation can be described as follows:

Figure 1. Research Framework



HYPHOTHESIS

The following is the hypothesis proposed in this research as follows:

Hypothesis 1: The government apparatus competence affects the quality of Public Services at Ambon Population and Civil Registry Service

Hypothesis2: E-Government policy affects the quality of public services at Population and Civil Registry Office of Ambon.

RESEARCH METHODOLOGY

Research Approach

This research approach is based on a quantitative approach. According to ¹⁰ quantitative research is a research model using numbers as tested statistical results.

Research Population and Sample

The definition of population in this research is all of analysis units that will be examined, both institutions and agencies as well as in human form, as stated by Sugiyono¹¹ stating that population is a generalization area consisting of objects/subjects that have quality and certain characteristics determined by the researcher to be studied and conclusions are drawn and are directly related to this research, totaling 30 people.

Sample According to Sugiyono¹², the sample is part of the number and characteristics owned by the population. To determine the number of samples in

¹⁰Sugiyono, *Quantitative Research Methods, Qualitative and R & D*, Alfabeta (Bandung: Alfabeta, 2012).

¹¹ M.P.K Sugiyono, *Kualitatif, Dan Kombinasi (Mixed Methods)* (Bandung: Alfabeta, 2013).

¹² Sugiyono, "Metode Penelitian Bisnis (Pendekatan Kuantitatif, Kualitatif, Kombinasi Dan R&D)," in *Metodelogi Penelitian*, 2017.

this study, the researcher used a saturated sampling technique, which is all population members are used as samples. This is often used when the population is relatively small, less than 100¹³. Then, the entire population and civil registry office of Ambon City, totaling 30 people were respondents in this research.

Data Collection Technique

The data collection technique used in this research are questionnaire, interview and documentation.

Data Types and Sources

According to data types used in this research, is qualitative data. Meanwhile the data sources in this research consist of primary data and secondary data.

Validity and Reliability Test

Instrument of Validity Test Variables

According to (Sujarweni, 2014) the validity test is used to determine the feasibility of question list in defining a variable.

1. If $r_{count} > r_{table}(0.361)$ and significant value is < 0.05 then the question is valid.
2. If $r_{count} < r_{table}(0.361)$ and significant value is < 0.05 , the question is invalid.

Reliability Test

In this research, the researcher used the Cronbach's Alpha method. For testing, the limit used is 0.60. This means that the criteria for an instrument are reliable, as follows:

1. Cronbach's alpha is < 0.6 = poor reliability
2. Cronbach's alpha is $0.6-0.79$ = reliability is accepted.
3. Cronbach's alpha is 0.8 = good reliability

Research Data Analysis Model

Research Model

This research uses multiple linear regression analysis. The multiple linear regression models used in this research are:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Description:

Y : Public Service Quality

a : Constant

$b_1, 2, 3, 4$: Regression coefficient magnitude X

X₁ : Government Apparatus Competence

X₂ : E-Government Implementation

e : Standard error ($\alpha=5\%$)

¹³ Sugiyono., *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. (Bandung: Alfabet, 2014).

Coefficient of Determination

Ghozali (2016) said the coefficient of determination of Adjusted R Square aims to calculate the extent to which the model's ability to explain the independent variables.

Simultaneous Hypothesis Testing (F Test)

Ghozali (2016) stated that F statistical test generally shows whether all independent variables included in the model have a simultaneous effect on the dependent variable with the decision-making criteria as follows:

If $F_{count} < F_{table}$, then H_0 is accepted and H_a is rejected, at $\alpha = 0.05$

$F_{count} > F_{table}$, then H_0 is rejected and H_a is accepted, at $\alpha = 0.05$

Partial Hypothesis Testing (t Test)

Ghozali (2016) stated that the t statistic test generally proves to what extent the influence of an explanatory variable or is tied to an individual to explain the variation of the independent variable. The decision-making criteria are:

If $-t_{table} < t_{count} < t_{table}$; then H_0 is accepted and H_a is rejected, at $\alpha = 0.05$
 $t_{count} < -t_{table}$ or $t_{count} > t_{table}$; then H_0 is rejected and H_a is accepted, at $\alpha = 0.05$

RESULT AND DISCUSSION

Validity test

In order to find out the feasibility of number in the questions list (questionnaire) that has been presented to the respondents, it is necessary to do a validity test. It can be said as valid if $r_{count} > r_{table}$ or the validity of each question is bigger than 0.361, then the data is valid.

Table 1. Government Apparatus Competency Validity Test

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	36.7000	39.872	.556	.931
X1.2	36.2667	36.616	.964	.906
X1.3	36.2667	36.616	.964	.906
X1.4	36.5333	36.740	.820	.915
X1.5	36.4333	39.978	.703	.921
X1.6	36.5333	40.395	.840	.916
X1.7	36.3667	42.723	.466	.932
X1.8	36.2667	40.754	.628	.925
X1.9	36.3000	38.976	.706	.921
X1.10	36.5333	41.361	.622	.925

Source: Research Results, 2022 (Processed Data)

Based on Table 1. above, it shows that the value of r_{count} is bigger than 0.361, then the data on government apparatus competence variable is valid. The

validity value is in corrected item-Total column, which means the correlation value between the scores of each item and the total score in the tabulation of respondents' answers. Then, the data obtained is also feasible to be used for further testing, or reliability test.

Table 2. Validity Test of E-Government Policy Implementation
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	34.3667	39.895	.766	.904
X2.2	34.5667	43.357	.574	.915
X2.3	34.3667	40.240	.855	.898
X2.4	34.2667	45.995	.474	.919
X2.5	34.4333	41.840	.758	.904
X2.6	34.7667	40.185	.769	.903
X2.7	34.3333	42.437	.821	.902
X2.8	34.2333	43.564	.684	.909
X2.9	34.3333	42.437	.676	.909
X2.10	34.4333	46.668	.559	.915

Source: Research Results, 2022 (Processed Data)

Based on Table 2. above, it shows that the value of r_{count} is bigger than 0.361, then the data on the implementation of E-Government policy variable is valid. The validity value is in the corrected item-Total column, which means the correlation value between the scores of each item and the total score in the tabulation of respondents' answers. Then, the data obtained is also feasible to be used for further testing, reliability test.

Table 3. Validity Test of Public Service Quality

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	38.7667	35.633	.544	.834
Y1.2	38.6333	36.723	.319	.858
Y1.3	38.5667	35.633	.529	.835
Y1.4	38.7667	37.289	.531	.836
Y1.5	39.1667	33.661	.644	.825
Y1.6	38.3000	35.459	.720	.823
Y1.7	38.4667	34.533	.761	.818
Y1.8	38.8333	35.178	.573	.832
Y1.9	38.8000	36.924	.380	.848
Y1.10	38.6333	36.447	.704	.827
Y1.11	38.7333	37.582	.371	.848

Source: Research Results, 2022 (Processed Data)

Based on Table 3. above shows that the value of r_{count} is bigger than 0.361 then the data on the quality of public services variable is valid. The validity value is in the corrected item-Total column, which means the correlation value between the scores of each item and the total score in the tabulation of respondents' answers. Then, the data obtained is also feasible to be used for further testing in reliability test.

Reliability Test

Reliability tests can be conducted simultaneously on all questions, or individually for each question item. If the value of Cronbach's alpha $> 0.6-0.79$, it is said that the question item is reliable.

Table 4. Reability Test of Government Apparatus Competency

Reliability Statistics

Cronbach's Alpha	N of Items
.928	10

Source: Research Results, 2022 (Processed Data)

Based on table 4 above, the results of the SPSS output are known that the Cronbach's alpha value is $0.928 > 0.60$. it can be concluded that the questions that have been given to respondents consisting of 10 questions on the government apparatus competency variable (X1) are reliable.

Table 5. E-Government Policy Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
,917	10

Source: Research Results, 2022 (Processed Data)

Based on table 5 above, the results of the SPSS output are known that the Cronbach's alpha value is $0.917 > 0.60$. It can be concluded that the questions that have been given to respondents consisting of 10 questions on implementation of E-Government policy variable (X2) are reliable.

Table 6. Public Service Quality Realibility Test

Reliability Statistics	
Cronbach's Alpha	N of Items
,891	11

Source: Research Results, 2022 (Processed Data)

Based on table 6 above, it is known that the SPSS output value is known to have Cronbach's alpha value of $0.891 > 0.60$. It can be concluded that the questions that have been given to respondents consisting of 11 questions on the quality of public services variable (Y) are reliable.

Classic assumption test

The results of Normality Assumption Test in this research used the Kolmogorov-Smirnov test to examine the normality of regression model. The results are as follows:

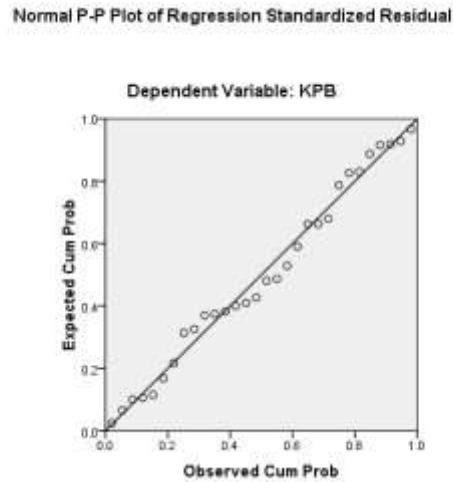
Table 7. Normality Assumption Test Result

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		30
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	3.22156976
Most Extreme Differences	Absolute	.080
	Positive	.080
	Negative	-.075
Kolmogorov-Smirnov Z		.438
Asymp. Sig. (2-tailed)		.991

In the table above, it can be seen that the probability value (sig.) in Kolmogorov-Smirnov test is 0.991 since the probability value in Kolmogorov-Smirnov test is bigger than the error rate of 5% (0.05). It can be concluded that the estimation results of the regression model are normally distributed. Based

on the result of processing the questionnaire data, it can also be described through the Probability Plot as follows.

Figure 2 Probability Plot

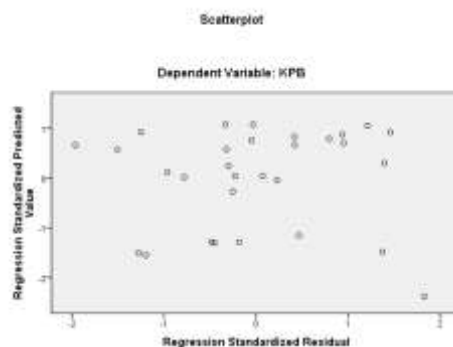


Based on Figure 2, it shows that each point is spread out and irregular. This means that the regression model is good and the data is normally distributed.

1. Heteroscedasticity Assumption Test Results

Based on the results of questionnaire data processing, it can be described through a scatter plot as follows:

Figure 3 Scatter Plot



Based on Figure 3 above, it shows that each point is spread out and irregular. This means that there is no heteroscedasticity and indicates that the regression model in this research is good.

Data Analysis Results

Research Model

Hypothesis testing in this research is using multiple linear analysis. The regression model is as follows:

Table 8. Multiple Linear Analysis Result

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.105	3.845		1.328	.195
	KOMP	.676	.120	.679	5.644	.000
	eGOV	.262	.115	.274	2.278	.031

a. Dependent Variable:
KPB

Source: Research Results, 2022 (Processed Data)

$$\text{KPB} = 5.105 + 0,676\text{KAP} + 0,262 \text{ E-GOV}$$

The meaning of the multiple linear regression equation above is:

1. The constant value is 5.105 which shows the government apparatus competence variable and e-government policy is considered zero (0), then the public service quality is 5.105.
2. The value of the regression unit for government apparatus competence is 0,676 which states that for every 1% increase of government apparatus competence, the public service quality (Y) will increase by 0,676 units.
3. The value of E-Government regression unit is 0,262 which states that every 1% increase in E-Government, the public service quality (Y) will increase by 0,262 units.

Coefficient of Determination (R^2)

The coefficient of determination of Adjusted R Square aims to calculate the extent to which the model's ability to explain the independent variables.

Table 9. Coefficient of Determination Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.885 ^a	.783	.767	3.33876

a. Predictors: (Constant), eGOV, KOMP

b. Dependent Variable: KPB

Source: Research Results, 2022 (Processed Data)

The value of this adjusted r square is 0.767 or 76.7%, which means that the competence of the government apparatus and the implementation of E-Government policies only explains the variation of the variable quality of public services by 76.7% and the remaining 23.3% is influenced by other variables outside the variable in this research.

Simultaneous Hypothesis Testing (F Test)

The F statistical test generally shows whether all the independent variables included in the model have a simultaneous effect on the dependent variable.

Table 10. Simultaneous Test (F Test)

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	1088.523	2	544.262	48.825	.000 ^a
	Residual	300.977	27	11.147		
	Total	1389.500	29			

a. Predictors: (Constant), eGOV, KOMP

b. Dependent Variable: KPB

Source: Research Results, 2022 (Processed Data)

The result of F_{count} is 48,825 and F_{table} is 3,32 which means that $F_{count} > F_{table}$ is $48,825 > 3,32$ with a significant level of $0.000 < 0.05$. Then, H_0 is rejected and H_a is accepted, it can be concluded that the competence of government apparatus and the implementation of E-Government policy has joint and significant effect on the public services quality at Ambon Population and Civil Registry Office.

Partial Hypothesis Testing (t Test)

The t-statistical test generally proves to what extent the influence of an explanatory or dependent variable on an individual to explain the variation of the independent variable.

Table 11. Partial Test (t Test)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.105	3.845		1.328	.195
	KOMP	.676	.120	.679	5.644	.000
	eGOV	.262	.115	.274	2.278	.031

a. Dependent Variable:
KPB

Source: Research Results, 2022 (Processed Data)

From the test result above, it states that:

The government apparatus competency variable has a t_{count} of 5,644 and a t_{table} of 1,671 which means that $t_{count} > t_{table}$ is $5,644 > 1,697$ with a significant level of $0.000 < 0.05$, which means H_0 is rejected and H_a is accepted, it means that the competence of government apparatus has a partial effect on public service quality at Ambon Population and Civil Registry Office.

The implementation of E-Government policy variable has a t_{count} value of 2,278 and a t_{table} of 1,697, which means that $t_{count} > t_{table}$ is $2.278 > 1.697$ with a significant level of $0.001 < 0.05$, which means that H_0 is rejected and H_a is accepted, it means that the implementation of e-government policies is partially influence the public services quality at Ambon Population and Civil Registry Office.

CONCLUSION

Based on research result and discussion on the influence of government apparatus competence and the implementation of e-government policies on public

services quality at Ambon City Population and Civil Registry Office, the following conclusions can be concluded: 1). The competence of government apparatus has a significant effect on the quality of public services, 2). The implementation of e-government policies has a significant effect on the quality of public services, 3). the competence of government apparatus and e-government policies can be used as predictors of increasing or turning the public services quality.

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