



Effect of Work Professionalism and Work Climate on Work Effectiveness at PT. Big Tour & Travel Post Pandemic Covid-19 in Indonesia

Indah Kusumawati^{1*}, Muhammad Abdul Rosid²
Muhammadiyah University of Tangerang

ABSTRACT: This study aims to analyze the effect of Work Professionalism and Work Climate on Work Effectiveness at PT. BIG Tours & Travels. The population in this study were 57 employees where all employees were used as research samples. The method used is the quantitative method. Primary data collection was obtained from distributing questionnaires and secondary data obtained directly from the Company through the process of observation and interviews. The analytical technique used is multiple linear regression analysis using SPSS version 24 software. The results showed that the regression coefficient of Work Professionalism (X1) was 0.567, which was positive. This is indicated by the t-count value of 3.992 which is greater than the t-table of 2.005, and a significance value of 0.000 below 0.05. Where Professionalism Work (X1) partially positive and significant effect on Work Effectiveness (Y). While the regression value of Work Climate (X2) is 0.245, positive value, this is indicated by the t-count value of Work Climate of 1.846 which is smaller than t table of 2.005, and a significance value of 0.070 is greater than 0.05. Where the work climate (X2) has a positive and insignificant effect on work effectiveness (Y). So it can be said that Work Professionalism (X1), and Work Climate (X2) simultaneously have a positive effect on Work Effectiveness (Y) With the value of the multiple regression equation $Y = 6.371 + 0.567X1 + 0.245X2$ with a coefficient of determination of 41.10%, the rest is influenced by other factors not studied.

Keywords: Work Effectiveness, Work Professionalism, Work Climate

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*Corresponding Author: ikusumawati74@gmail.com

INTRODUCTION

The economic condition of the effects of the COVID-19 pandemic is felt by almost most of the world's population, this makes business people try to bounce back from economic downturn, as well as the business conditions of travel agencies in Indonesia to get back up and try to improve the company's business performance through professionalism. work and work climate on the effectiveness of employees' work, with the existence of quality human resources, it is hoped that the effectiveness of employees' work can be increased to improve organizational performance.

Based on the results of observations at PT. Big & Travel Indonesia there is still a lack of efficiency in the work of employees, this can be seen from the lack of achievement of company targets and some work that is not completed on time.

In addition, several jobs were delayed due to the not yet optimal level of employee understanding of the roles and responsibilities as an employee, thus hampering the work effectiveness of each division which later would also hinder the process of achieving company goals, the work climate of PT. Big & Travel Indonesia is still not optimal.

Where the relationship created is still less harmonious and there is a difference of understanding, as well as the existence of work results that are not appreciated by the company, inappropriate regulatory policies and differences in the culture and background of each employee, even though the work climate greatly affects the effectiveness of employees' work in the organization, the better the organizational climate, the better the level of employee effectiveness and the better the organization's climate, the worse the work climate, the worse the level of employee performance will be.

LITERATURE REVIEW

According to Denisson translated in Khorul Saleh (2014: 45) there are several indicators of work effectiveness including: involvement, consistency, adaptation and mission, referring to a treatment that makes staff feel included in organizational activities so as to make staff responsible for their actions. three indicators include empowerment, teamwork, and ability to develop for consistency is the level of agreement among members of the organization on the basic assumptions and values and symbols that are understood and shared by members of the organization as well as the implementation of coordinated activities, and consistency, can be seen from indicators including core values, agreement, coordination and integration.

Adaptation refers to a person's ability to respond to changes in the external environment by making internal organizational changes, adaptability can be seen from three indicators, namely change, focusing on consumers and the state of the organization, mission is a cultural dimension that shows the organization's core goals that make organizational members firm and focus on what is considered important by the organization, this adaptability can be seen from two indicators, namely a focused and fixed strategy, as well as goals and objectivity, from the description above it can be concluded that the dimensions

and indicators of work effectiveness include four things, namely: involvement, consistency, adaptation and mission.

According to Sedarmayanti (2017: 96) is a pillar that will place the bureaucracy as an effective machine for the government and as a parameter of the apparatus' skills in working well.

According to Kurniawan (2016) states that there are six factors that influence work professionalism including the following: skills, competence, compensation, loyalty, performance, organizational culture, related to work professionalism and indicators in research.

According to Sedarmayanti (2017), namely: competence, effectiveness, efficiency and responsibility, competence is the ability to carry out or perform a job or task based on the skills and knowledge of a person required by the job while competency indicators include skills and knowledge, while effectiveness is a measure that states how far the target quantity, quality, time.

The indicators of effectiveness have been achieved, namely the quantity of work, quality of work, and time, responsibility means the ability of an employee to complete the work assigned to him as well as possible on time and dare to take risks for the decisions he makes, indicators of responsibility include completing tasks properly, punctual, and brave and willing to take risks. From the description above, it can be concluded that the dimensions and indicators of work professionalism include four things including: competence, effectiveness, efficiency, and responsibility.

According to Agustini (20018: 1) states that the work climate is defined as a psychological atmosphere that can affect the behavior of organizational members formed as a result of organizational actions and interactions among organizational members. There are several factors that influence the work climate including: flexibility, responsibility, standards, feedback, clarity, commitment, structure, support, and leadership.

According to Kelneer in Lila (2017: 47) put forward six dimensions of the work climate which are described as follows:

First: flexibility or conformity is a condition in which a company provides flexibility to act for employees and make adjustments to the tasks given, several related indicators. with employee flexibility or conformity including the number of rules, policies, and procedures as well as the ease with which new ideas are well received, Responsibility is a responsibility that shows that an employee must carry out his duties and obligations at work in order to achieve company goals, indicators of responsibility in employees include completing work without supervision and fully responsible for the work results and processes are the property of employees.

Second: Standards are a number of criteria that are used as benchmarks or comparisons to determine the success or failure of an employee in carrying out their work, some indicators of achieving employee work standards include: each member respects and greets each other at the time of the meeting, group members help each other and each other. -Each member respects each other's differences of opinion.

Third: Reward is an award that is needed by the company or superior to employees which can be in the form of money or goods or other forms for the achievement of an employee's work.

Fourth: Clarity includes how the results of the goals and objectives of a job are clearly stated, where the employee knows how he must work well, includes how the results of the goals and objectives of a job are stated clearly, an employee knows how he must work well, the clarity indicator is the employee know what is expected of these tasks and roles.

Fifth: Team commitment is a condition in which an employee sided with the company and its goals and desires to maintain membership in the company, while the indicators for team commitment include employees feeling proud to be part of the company and can provide more effort for the company and work together to achieve goals.

From the description above, the following research hypotheses are:

Hypothesis 1:

There is an influence of employee professionalism on work effectiveness at PT. BIG Tours & Travels.

Hypothesis 2:

There is an influence of employee work climate on work effectiveness at PT. BIG Tours & Travels.

Hypothesis 3:

There is a simultaneous influence of work professionalism and work climate on work effectiveness at PT. BIG Tours & Travels.

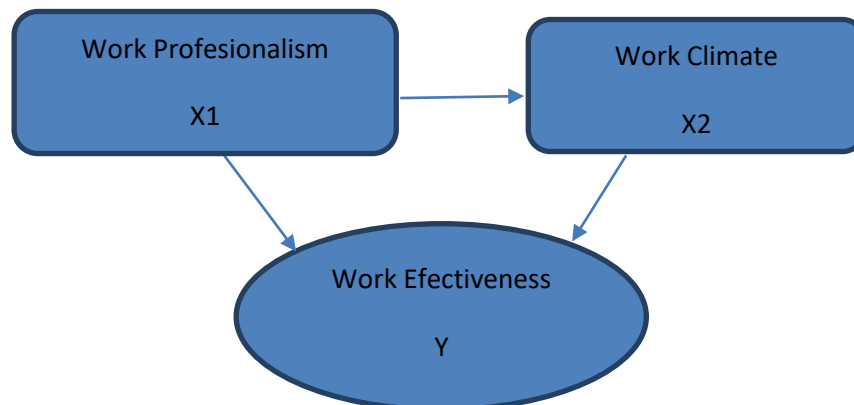


Figure 1. Conceptual Framework

RESEARCH METHODS

If you look at the problem formulation or hypothesis, this research belongs to the associative type with a causal quantitative approach. The type of data in this study is the type of primary data. Techniques and tools for data collection is a questionnaire or questionnaire. This research was conducted at PT. BIG Tours & Travels. Research and writing time is approximately 6 (six) months, namely in March - August 2021. The sampling was 57 people. There are several analytical techniques used in this study, namely: instrument test

(validity and reliability test), classical assumption test (normality test, multicollinearity test and heteroscedasticity test), regression analysis (simple and multiple regression analysis), correlation analysis (correlation analysis simple and multiple), test the coefficient of determination and test the hypothesis (test statistic t and test statistic F).

RESULTS AND DISCUSSION

1. Validity Test

Calculation of the validity of the instrument using Pearson correlation analysis with the help of SPSS version 24 program. Decisions regarding the validity of items by comparing r count with r table. If r count is greater than r table ($r_h > r_t$) then the instrument item is valid, but conversely if r count is smaller than r table ($r_h < r_t$) then the instrument item is invalid (drop) and is not used in research. To find the r table, for $\alpha = 0.05$. To find r tables, $df = N-2$; , it is known that $df = 57-2$; 0.05 . The value of r table is 0.2609 (seen from table R is rated 55 instead of 57 because -2). The complete validity test can be seen in the following table:

Table 1.1 R test Pearson Correlation Variable Profesionalism Work (X_1)

No Item	r test	r table	Conclusion
1	0,590	0,2609	Valid
2	0,620	0,2609	Valid
3	0,459	0,2609	Valid
4	0,496	0,2609	Valid
5	0,400	0,2609	Valid
6	0,474	0,2609	Valid
7	0,378	0,2609	Valid
8	0,334	0,2609	Valid
9	0,458	0,2609	Valid
10	0,352	0,2609	Valid

Source : Output SPSS , 2021

Table 1.2 Test R Pearson Correlation Variabel Work Climate (X_2)

No Item	r test	r table	Conclusion
1	0,582	0,2609	Valid
2	0,435	0,2609	Valid
3	0,392	0,2609	Valid
4	0,354	0,2609	Valid
5	0,364	0,2609	Valid
6	0,513	0,2609	Valid
7	0,333	0,2609	Valid
8	0,482	0,2609	Valid
9	0,533	0,2609	Valid
10	0,376	0,2609	Valid

Source : Output SPSS 2021

Table 1.3 Test R Pearson Correlation Variable Efektivty work (Y)

No Item	r test	r table	Conclusion
1	0,459	0,2609	Valid
2	0,580	0,2609	Valid
3	0,486	0,2609	Valid
4	0,472	0,2609	Valid
5	0,336	0,2609	Valid

Source : Output SPSS 2021.

Based on the results of the validity test using the Pearson correlation instrument, the variables of Work Professionalism (X1), Work Climate (X2) and Work Effectiveness (Y), each of which consists of 10 items, show that from items 1 to 10 are valid, because the calculated r value (correlation) is greater than r table (0.2609). So it can be concluded that all statement items from the variables of Work Professionalism (X1), Work Climate (X2) and Work Effectiveness (Y) are declared valid because r count is greater than r table.

2. Reliability Test

The reliability test in this study used the Cronbach's Alpha formula because the questionnaire or questionnaire used in this study did not contain an incorrect or zero value. Here is obtained *Cronbach's Alpha* as shown in the following table:

Table 2.1 Test Reliabilitas Instrument

Variable	Cronbach's Alpha	information
Work profesionalism (X1)	0,572	Sufficient reliability
Work Climate (X2)	0,533	Sufficient reliability
Work Efectivines (Y)	0,629	High reliability

Source : Output SPSS data research , 2021.

The results of the reliability test show that the variables of Work Professionalism and Work Climate have sufficient reliability, because they have a reliability coefficient of < 0.600 . Meanwhile, the work effectiveness variable has high reliability because it has a reliability coefficient of > 0.600 .

3. Classical Assumption Test

a. Normality test

To test the normality of the data in this study, the Kolmogorov Smirnov Test was used. The basis for decision making, whether the data is normally distributed or not is by comparing the p-value with a significance level (α) of 0.05. If the p-value $>$ 0.05, then the data is normally distributed. In the assumption of normality of the regression, the normality test was carried out on the residuals of the regression. The SPSS output results for the normality test can be seen in the following table:

Tabel 3.1 Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		57
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.49192383
Most Extreme Differences	Absolute	.114
	Positive	.083
	Negative	-.114
Test statistic		114
Asymp. Sig. (2-tailed)		.064

Source: Output SPSS, research 2021

From the One-Sample Kolmogorov-Smirnov Test table, the Asymp.Sig (2-tailed) number is 0.064 which is greater than 0.05, so it can be concluded that the data from the population has a normal distribution.

4. Test Multikolinieritas

1. Multicollinearity testing is done by looking at the tolerance value and variance inflation factor (VIF). The basis for making decisions on the Multicollinearity Test can be done in two ways: Seeing the Tolerance value: If the Tolerance value is greater than 0.10, it means that there is no multicollinearity to the data being tested. If the Tolerance value is less than 0.10, it means that there is multicollinearity to the data being tested.
2. Look at the VIF (Variance Inflation Factor) value: If the VIF value is less than 10.00, it means that there is no multicollinearity in the data being tested. If the VIF value is greater than 10.00, it means that there is multicollinearity to the data being tested. From the calculation results obtained the following results.
3. From the results of the multicollinearity test, it shows that the Tolerance value of the variables X1 and X2 is less than 10 ($<$ 10) with a

value of 0.646, which means that there is no multicollinearity to the data being tested. The calculation results also show that all independent variables have a VIF value of 1.549 less than 10 (<10). So it can be concluded that there is no symptom of multicollinearity in the regression model used

Tabel 4.1 Test Multikolinieritas

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.371	4.207		1.514	.136		
	Work Professionalism	.567	.142	.503	3.992	.000	.646	1.549
	Work climate	.245	.133	.233	1.846	.070	.646	1.549

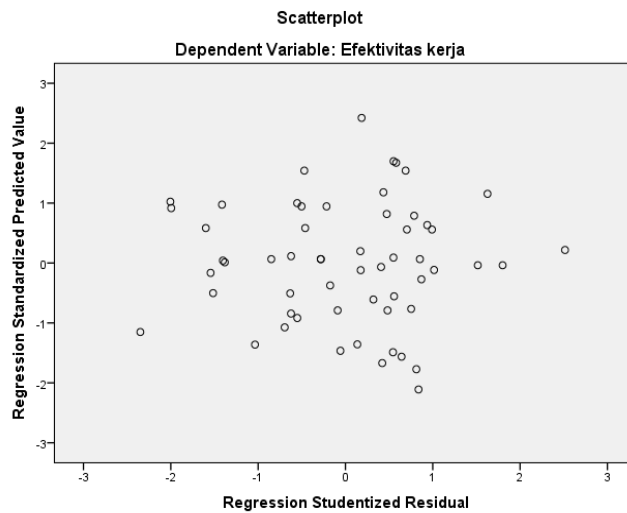
a. Dependent Variable: work effectiveness

Source: Output SPSS, research 2021.

5. Test Heteroscedastisity

Heteroscedasticity test aims to determine whether in the regression model there is an inequality of variance from a residual of other observations. One way to approach heteroscedasticity is to look at the scatter plot graph between the predicted value of the dependent variable (ZPRED) and the residual (SRESID).

Table 5.1 Test Heteroscedasticity



From the results of the SPSS output in table 5, it shows that there is no heteroscedasticity disorder that occurs in the process of estimating the parameters of the estimator model, the points spread above and below the number 0 on the Y axis without forming a certain pattern, then there is no heteroscedasticity. So overall it can be concluded that there is no heteroscedasticity problem in this study.

6. Regression Analysis

Simple Regression Analysis

The regression equation test is intended to determine the tendency of changes in the dependent variable (Work Effectiveness), if the independent variables (Work Professionalism and Work Climate) change.

1. Prediction of Work Professionalism (X1) on Work Effectiveness (Y)
 The equation of the line obtained from the calculation is presented in the following table:

Table 6.1 Test Analysis Regresi Profesionalism Work (X₁)
 for the Effectivity Work (Y)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.341	3.972		2.352	.022
	Profesionalism work	.724	.117	.641	6.201	.000

a. Dependent Variable: Effectivity work

Sumber : Output SPSS, Penelitian 2021.

Based on the output of table above in the Unstandardized Coefficients column B for the Constant (a) value is 9.341, while the Work Professionalism coefficient (b) is 0.72 so that the regression equation can be written

$$Y = 9,341 + 0,724X$$

The coefficient (b) is called the regression direction coefficient and represents the change in the variable X by one unit. This change is an increase when b is positive and a decrease in when b is negative. So from the results of these equations in this study translated. The constant of 9.341 states that if there is no Work Professionalism value or in the 0 (zero) position, then the Work Effectiveness value is 9.341.

Koefisien regresi Profesionalisme Kerja (X) sebesar 0,724, menyatakan bahwa setiap penambahan 1 nilai Profesionalisme Kerja maka nilai Efektivitas Kerja bertambah sebesar 0,724 kemudian ditambahkan dengan nilai konstanta 9,341, maka Efektivitas Kerja menjadi 10,065 jika hanya kenaikan 1 dari variable. Prediction of Work Climate (X₂) on Work Effectiveness (Y) The equation of the line obtained from the calculation is presented in the following table:

Tabel 6.2 Test Analisis Regresi Work Climate (X₂) for the Efektivty work (Y)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.927	4.083		3.656	.001
	Work climate	.561	.120	.532	4.660	.000

a. Dependent Variable: Efektivty work

Sumber : Output SPSS, Penelitian 2021

Based on the output of table 7 in the Unstandardized Coefficients column, column B for the Constant (a) value is 14.927 while the Competence coefficient (b) is 0.561, so the regression equation can be written : $Y = 14,927+0,561X_2$ The coefficient b is called the regression direction coefficient and represents the change in the variable X by one unit. This change is an increase when b is positive and a decrease when b is negative. So that from the results of these equations in this study it is translated

1. The constant of 14.927 states that if there is no Competency value or in the 0 (zero) position, then the Work Climate value is 14.927.
2. The working climate regression coefficient of 0.561 states that for every additional 1 value of Work Climate, the value of Work Effectiveness increases by 0.561 then added with a constant value of 19.927, then the value of Work Effectiveness becomes 20,488 if only 1 increase of Work Climate.

7. Multiple Regression Analysis

Multiple regression is a regression or prediction model that involves more than one independent variable or predictor. The following are the results of SPSS output for multiple regression

Table 7.1 Results of Regression Analysis of Work Professionalism (X₁) and Work Climate (X₂) on Work Effectiveness (Y)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.371	4.207		1.514	.136
	Profesionalism work	.567	.142	.503	3.992	.000
	Work climate	.245	.133	.233	1.846	.070

a. Dependent Variable: Efektivty work

Suorce : Output SPSS, Research 2021

In table Coefficients above, Unstandardized Coefficients column B in Constanta (a) is 6.371, Work Professionalism score (b) is 0.567, Work Climate score (b) is 0.245. Based on these data, the regression equation is obtained.

$$Y = 6,371 + 0,567X_1 + 0,245X_2$$

From the above equation, the coefficient value of Work Professionalism and Work Climate is positive, so that it increases the value of Work Effectiveness, the higher the value of Work Professionalism and Work Climate, the higher the Work Effectiveness.

In table the results of the analysis between Work Professionalism and Work Climate with Work Effectiveness obtained a correlation value of 0.668 in column R. Thus the correlation between Work Professionalism and Work Climate with Work Effectiveness PT. BIG Tour & Travel has a correlation value of 0.668 and includes a "strong" correlation criterion (0.600 - 0.799).

8. (F-test)

Simultaneously test the hypothesis of Work Professionalism and Work Climate on Work Effectiveness, following the output results of SPSS version 24 can be seen in the table below

Table 8.1 F Test Professionalism work (X₁) and work climate (X₂) for the Work Effectiveness (Y)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	550.636	2	275.318	21.773	.000 ^b
	Residual	682.838	54	12.645		
	Total	1233.474	56			
a. Dependent Variable: work efectiviness						
b. Predictors: (Constant), work climate, work professionalism						

Source : Output SPSS, Research 2021

Table above, in column F obtained Fcount of 21.773 which is greater than Ftable of 2.78 (f table attached), or by comparing the probability value (sig.F change) = 0.000 < 0.05. Thus the fourth hypothesis which states: "There is a simultaneous influence of Work Professionalism and Work Climate on Work Effectiveness at PT.BIG Tour & Travel" the hypothesis is significant at the 95% confidence level.

CONCLUSSION

Work Professionalism and Work Climate with Work Effectiveness (Y) obtained a correlation value of 0.668 which is included in the criteria for a strong affinity level. While the contribution of Work Professionalism (X₁), and Work Climate (X₂) to Work Effectiveness (Y) is 42.60% while the remaining 57.40% is influenced by other variables (X) which are not studied but affect Work Effectiveness (Y) which is suspected influenced by the variables of

Intellectual Intelligence, Organizational Culture, Work Ethic, Work Discipline, Work Motivation, Competence and so on.

If it is projected based on the regression test, the equation $Y = 6.371 + 0.567X_1 + 0.245X_2$, which shows the coefficient value of X_1 is 0.567 and X_2 is 0.245 is positive, so the higher the value of Work Professionalism (X_1), and the Work Climate (X_2) are simultaneously increased at certain value, then increase the value of Work Effectiveness (Y) at a certain value as well. Judging from the significance of the hypothesis which reads "There is a simultaneous influence of Work Professionals and Work Climate on the Work Effectiveness of PT. BIG Tour & Travel", the hypothesis is significant at the 95% confidence level, because the calculated F is 35,020 which is greater than the F table of 2.78, or the probability (sig.F change) = 0.000 < 0.05

So it can be concluded that the higher the professionalism of employees and the work climate in a company, the higher the level of work effectiveness will be higher and vice versa, the lower and worse the professionalism of employees and the work climate, the lower the level of work effectiveness of employees.

RECOMENDATION

Work Effectiveness of employees at PT. BIG Tour & Travel can be enhanced through the role of Work Professionalism and Work Climate

1. Work Professionalism at PT. BIG Tour & Travel needs to be further improved in order to create maximum Work Effectiveness, including; increase knowledge and skills, responsibilities and time efficiency at work.
2. Employee work climate has a relatively small effect, but also has a positive influence, therefore employees and companies must contribute to creating a healthy work climate for employees at work.
3. The results of the study show that there are still other variables besides Professionalism and Work Climate which have an influence on Work Effectiveness seen from the epsilon value of 57.40%, therefore it is recommended to conduct further research to determine other factors that influence including variables Intellectual Intelligence, Organizational Culture, Work Ethic, Work Discipline, Work Motivation, Competence and so on.

The level of work effectiveness will be higher and vice versa, the lower and worse the professionalism of employees and the work climate, the lower the level of work effectiveness of employees.

FURTHER STUDY

This research still has many weaknesses and further research is needed using different variables and a more diverse number of research samples. Hopefully what we convey can provide benefits and be developed for further research.

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