



EFFECT OF EDUCATION LEVEL AND WORK CLIMATE ON PERFORMANCE OF EMPLOYEES AGENCY OF REGIONAL SERVICES IN WEST SUMATRA PROVINCE

Salman M Noer¹, Reni Respita², Dessyta Gumanti³

¹) Faculty of Teacher Training and Education, Ekasakti University, Padang, Indonesia.

Email: salmanmnoer1959@gmail.com

²) Faculty of Teacher Training and Education, Ekasakti University, Padang, Indonesia.

Email: renirespita35@gmail.com

³) Faculty of Teacher Training and Education, Ekasakti University, Padang, Indonesia.

Email: salmanmnoer1959@gmail.com

Corresponding Author: Salman M Noer

ABSTRACT

The research is based on the performance of the Staff Officer of the Officials Agency of West Sumatra Province. (2) The influence of work climate on the performance of civil servants of the province of western Sumatra (3) the influence of education and work climate on the performance of civil servants of the Provincial Personnel Board of West Sumatra. The type of this research is Field Research and descriptive. The population of this study is all employees of the Regional Personnel Board of West Sumatra Province as much as 87. Sampling technique with total sampling with a total sample of 30 people. Data collection techniques by spreading questionnaires and documentation, while data analysis used is descriptive analysis and multiple regression analysis. From the results of the study found that the level of education has a significant effect and the work climate on the performance of Personnel Agency Personnel West Sumatra Province has a significant effect. With coefficient of determination equal to $a = 0.05\%$ found that $t_{count} > t_{table}$ is $6,213 > 2,000$, Test Result gives interpretation that significance. Based on the results of the study, it can be concluded that the Education and Climate Level significantly influences the performance of civil service personnel of West Sumatra Province. Where the influence of employee variables while the work climate influence by other factors that affect employee performance.

Keywords: Education Level, Work Climate, Employee Performance

INTRODUCTION

The role of civil servants as elements of the state apparatus who serve as public servants must provide services fairly to the community based on loyalty and obedience to Pancasila and the 1945 Constitution. To be able to carry out their duties properly, employee development is directed at improving the quality of human resources so that they have attitudes and behaviors that have the core of devotion, honesty, professionalism, responsibility, discipline, work ethic and authority so that they can provide services according to the demands of community development.

The success of the organization is largely determined by the quality and performance of its employees. Employee is factor important involved live in implementation government. In order to carry out the general tasks of government and development in an institution or organization, it is necessary to have the ability of all components within it to act in accordance with the mission of the organization.

To realize the above, it takes employees who are responsible and professional in their fields and have good performance. Performance is the result of work achieved by an employee in carrying out the tasks and work authorized to him during a certain period. If the performance of every employee in an organization is good, then the performance of the organization is also good and if the performance of the employees in it is not good, it will also have an impact on low organizational performance, so that employee performance will determine the performance of the organization. Having a good performance for an employee is something to be proud of. To get good performance, employees must work as hard as possible and bring out all their potential. (M. Noer, Ritonga, & Zen, 2021)

Employee performance appraisals must be carried out so that employees can find out their abilities, shortcomings, and potential. With the performance appraisal on employees, employees work as well as possible for the continuity of the office and career development. As for the office itself, performance appraisal is carried out so that the office can make decisions about employees for the next.

Body Regional Employment of the Province of West Sumatra is center Body Personnel whose job is as service to all employees in West Sumatra. By because that, in doing Duty and function Body Regional Civil Service of West Sumatra Province is demanded for have reliable employee and responsible answer as well as have good performance so that the body Staffing area West Sumatra Province can play a role and working with good.

The success of employees in the process of achieving goals, both quality and quantity is highly expected by all parties. In achieving goals, it is inseparable from the performance shown by employees as administrators. The performance referred to here is the work performance achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Other factors that affect employee performance are influenced by the work climate, meaning that the work climate here is the overall facilities and infrastructure around the employee, including the office work climate, directly or indirectly influencing employees who

are doing work. with office facilities and infrastructure such as office space, office equipment, location of tables, chairs, and office cleanliness, as well as placement of other equipment.

Based on the results of interviews and surveys conducted at the Regional Personnel Agency of West Sumatra Province, it was found that facilities and infrastructure were still lacking, such as still computers, no waiting room, workspaces that did not have air conditioning, moreover there was still air circulation in the office which was not regular and not good. there is ventilation for air exchange so that the room becomes stuffy and hot as a result employees feel less enthusiastic so they don't feel at home in the room.

The problems that will be studied in this research are 1). s how far the influence of the level of education on employee performance , 2). s the extent to which work climate influences employee performance , 3). To what extent is the effect of education level and work climate on the performance of employees of the regional civil service agency in the province of West Sumatra?

METHOD

This type of research is *field research* in the form of descriptive, in this study describes a symptom, event and occurrence that occurs, in other words descriptive research takes problems or focuses research on actual problems as they were at the time the research was conducted. The population in this study were all employees of the Regional Civil Service Agency of Sumatra Province West , which amounted to 87 people and all of them were used as research samples (total sampling).

Instrument Development

- 1. Questionnaire or questionnaire , in the** form of a written statement used to obtain information from the respondent in the sense of a personal report or things that he knows. The questionnaire or questionnaire used in this study is a closed type of questionnaire or direct questionnaire because the respondent only needs to mark one answer that is considered correct.
- 2. Interviews are** used as a data collection technique if the researcher wants to conduct a preliminary study to find problems that must be investigated, and also if the researcher wants to know things from respondents who are more in-depth and the number of respondents is small.
- 3. Observation ,** data collection techniques have specific characteristics when compared with other techniques, namely interviews and questionnaires.

Instrument Trial Analysis

The results of the trial were carried out with the aim of providing the validity and reliability of the instrument before it was used by respondents. Instrument trials were conducted on subjects that were equivalent to the population to be studied. The instrument trial was conducted to see the level of validity and reliability of the research instrument. Before the questionnaire was given to respondents to obtain the desired data, a trial questionnaire was conducted which had been compiled as follows:

1. Validity test

Validity is a measure that shows the level of validity or validity of an instrument or determination and the accuracy of an instrument in measuring what is being measured stated by Arikunto (2010:168) a valid instrument has high validity and it is better if the validity level is low then the instrument is less valid . An instrument is said to be valid if it is able to measure what it wants to measure/desire. An instrument is said to be valid if it can reveal the words of the variables studied. To test the validity, the method we use is to measure the correlation between the questions and the overall score. The steps taken to perform validity testing are:

- Define operationally a concept to be measured. So to measure the validity of a concept, the first step is to describe the concept in an operational definition.
- Conducting trials on several respondents. The trial was conducted on 30 people.
- Prepare answer tabulation.
- Calculate the correlation value between each score of the answer items with the total score of the answer items.

To test and find the validity of the questionnaire, the author uses the product moment formula proposed by Arikunto (2010: 170) :

$$r_{xy} = \frac{N \sum XY - (\sum X)(\sum Y)}{\sqrt{(N \sum X^2 - (\sum X)^2)(N \sum Y^2 - (\sum Y)^2)}} \dots \dots \dots (2)$$

Description:

r_{xy} = Product moment correlation coefficient

X = Total score of each respondent for each item

Y = Total score from each respondent for all items

n = Number of test items

The validity test of this research was carried out by testing using the SPSS 16.0 (*Static Product Service Solution*) program with the following criteria:

If $r_{hit} > r_{tab}$, then it is declared valid

If $r_{hit} < r_{tab}$, then it is declared invalid

Or by detecting the value of the *corrected* item total correlation of SPSS output results. If the corrected item total correlation value obtained for each question is greater than r_{table} , then the data can be said to be valid. Validity test was carried out on 30 respondents, and because $n = 30$, then the question is said to be valid if the calculated r value is greater than r_{table} which is 0.364 and is positive.

To test and find the validity of the questionnaire, the author uses SPSS version 16.0 program. According to Idris (2010:11) states to see whether the item is valid or not, it can be seen from the value of *Corrected* item total *correlation*, the value is negative or small from r_{table} for $n = 30$, r_{table} 0.364) then the item number is invalid, and vice versa if the value is positive $> r_{table}$ then the item number is valid. From the tests carried out, the number of valid and invalid statement items is shown in the following table:

After conducting trials on 30 respondents, there are 5 items that are not valid. After consulting with the supervisor, the variable item Work Climate (X_2) Number 2,7,12 was corrected.

Employee Performance Variable (Y) for number 2.16 is corrected. So in this Employee Performance variable there are 2 items that are corrected. Questions on invalid items will be corrected and used to collect research data considering that other valid question items are still considered adequate to measure the variables studied. These items are said to be invalid because the corrected item-total correlation value is positive or negative.

2. Reliability

The methods taken to test the reliability of the instrument are using *Cronbach's Alpha* because according to Arikunto (2010:239) to find the reliability of questions in the form of a questionnaire, *Cronbach's Alpha formula is used* to examine the reliability of the instrument. This formula using the help of SPSS or windows. The Alpha formula is as follows:

$$r_{11} = \left(\frac{K}{K-1} \right) \left(1 - \frac{\sum ab^2}{a_i^2} \right)$$

Information :

r_{11} = test reliability coefficient.

K = number of questions or questions

a_b^2 = number of item variants

a_i^2 = total variance

By testing that r is as follows:

As a benchmark, according to Arikunto (2006:276) the criteria for the reliability coefficient can be seen in the following table:

If $r_{hit} \geq r_{tab}$, the instrument is reliable

If $r_{tab} < r_{tab}$, the instrument is reliable.

This is done to show the extent to which the measurement results are relatively consistent if the measurement is of the same aspect. The tool used is the *Cronbach Alpha* SPSS application. This test aims to test whether the measurements made are reliable. If the *Cronbach Alpha value* is close to 1, then this means that the respondent's answer will tend to be the same even though it is given to different respondents. According to Sujidono (2009: 209) the reliability test criteria if it is equal to or greater than 0.70 is declared to have high reliability. In determining the level of reliability of the questionnaire, SPSS version 160 was used. The reliability of the questionnaire was seen from the *Cronbach Alpha value* based on the results of the research instrument trial, the results for each variable were obtained as follows:

From the table we can see that Cronbach's Alpha Employee Performance Variable is .874 > 0.70 then it is said to be reliable.

Analysis Description

This analysis is used to provide a general description of the variables studied with percentage analysis. This analysis aims to describe the state of the data as they are collected from respondents after being presented and then calculating the average standard deviation and coefficient of variance to find the percentage of answers to the questionnaire from respondents using the formula:

1. TCR (Respondent Achievement Level)

According to Arikunto (2010: 319) to find the level of achievement of respondents (TCR) using the formula:

$$TCR = \frac{\bar{X}}{5} \times 100\%$$

Information:

TCR = Respondent's level of achievement

\bar{X} = Average score of respondents' answers

5 = Number of alternative answers

2 . Inductive Analysis

According to Riduwan (2012:15) an inductive analysis aims to determine the effect of the variable Education Level (X_1), Work Climate (X_2) on Employee Performance (Y) Regional Personnel Board of West Sumatra Province. The analytical techniques used are :

1) Normality Test

The normality test was used to determine whether the population data of the independent variable and the dependent variable had normal distribution or not. The normality test of data distribution used the Kolmogorofv-Smirnov method with $\alpha = 0.05$ with the following criteria:

If $\text{sig} \geq \alpha$ means that the sample data taken is normally distributed , If $\text{sig} \leq \alpha$ means that the sample data taken is not normally distributed

2) Homogeneity Test

Glejser method is used with $\alpha = 0.05$ and the following criteria:

If $\text{sig} \geq \alpha$ means that the sample data taken is homogeneous

If $\text{Sig} \leq \alpha$ means that the sample data taken is not homogeneous

3). Multicollinearity Test

Multicollinearity is intended to determine whether there is a high correlation between the independent variables in the model used. According to Idris (2010:82) "Multicollinearity is a symptom of correlation between independent variables which is indicated by a significant correlation between independent variables." If there is a high correlation between the independent variables, then one of them is eliminated (excluded) from the multiple regression model or adds to its independence. According to Iman (2005:92) correlation between independent variables can be detected by using *Variance Influence factor* (VIF) with the

following criteria: a) If the tolerance number is above 0.1 and $VIF < 10$ is said to have no symptoms of multicollinearity, b) If the tolerance number is above 0.1 and the $VIF > 10$ is said to have symptoms of multicollinearity.

3. Multiple Linear Regression Analysis

According to Arikunto (2006:295) multiple regression is an extension of the regression technique if there is more than one independent variable to make predictions on the dependent variable. The effect of each independent variable on the dependent variable can be written with the following equation:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

Where :

Y = Employee Performance

a = Constant Number

b₁ = Regression coefficient of variable X₁

b₂ = Regression coefficient of variable X₂

X₁ = Education Level

X₂ = Working Climate

e = Variable not studied

4. Hypothesis Test

a. F test, was conducted to prove the level of significance of all independent variables to the dependent variable with the formula :

$$F = \frac{R^2 / k}{(1 - R^2) / (n - k - 1)}$$

Where:

F : F . test

R²: Coefficient of determination

K : Number of independent variables

n : Number of samples

under the condition:

if $F_{\text{count}} > F_{\text{table}}$, then H₀ is rejected, H_a is accepted at $\alpha = 0.05$

If $F_{\text{count}} < F_{\text{table}}$, then H₀ is accepted, H_a is rejected at $\alpha = 0.05$ (Irianto, 2004:204)

a. **Test t**, is used to determine whether the regression model of the independent variable partially significant effect on the dependent variable .

The t-count formula in regression analysis is:

$$t_{\text{hit}} = \frac{b}{S_{b^2}} \text{ (Irianto, 2004: 204)}$$

Information :

b = regression coefficient

Sb = Standard error of the regression coefficient

Hypothesis testing criteria:

Ho is rejected or Ha is accepted if $t_o > t_{tab} (\alpha = 0,05)$

RESULTS AND DISCUSSION

Research result

1. Description of Education Variable (X1)

Table 1 . Performance of Regional Personnel Board of West Sumatra Province Based on Education Level

No	Level of education	Fi	%
1	senior High School	26	29.9
2	DIII	5	5.7
3	S1	40	46
4	S2	16	18.4
Amount		87	100

Source: *Processed Primary Data 2021*

From the table above. It shows that most of the employees of the Regional Personnel Board of West Sumatra Province with the level of education who graduated from S1 with a total of 40 employees from 87 employees with a percentage level (46%). This shows that the education possessed by the Regional Personnel Agency of West Sumatra Province is quite good.

2. Description of Work Climate Variables (X2)

Organizational Facilities at the Regional Personnel Agency of West Sumatra Province with an average indicator of 4.22 and a very low TCR of 84.34% with a very good category. This can be seen from the work environment of employees in the workspace is not good. Organizational physical facilities The average indicator is 4.29 and a very high TCR of 85.72% is in the very good category. This is shown from the employee's workspace that has been neatly arranged.

Based on the statement items above, it can be concluded that the Performance of the Regional Personnel Agency of West Sumatra Province with an overall score of 4.25 with a TCR of 84.91 is in the very good category.

3. Description of Employee Performance Variables (Y)

It can be seen from table 4.3 that the Work Quantity of the Regional Personnel Agency of West Sumatra Province is classified as very good, where the average score of this indicator is 4.40 and the TCR of 88.00% is very low in the very good category. This can be seen from the employees who are less careful in carrying out their work. Whether it is reliable or not, the average indicator is 4.49 and the TCR is 89.83%, which is very high in the very good category. This can be seen from employees who use existing facilities efficiently in carrying out work to achieve optimal work results.

Based on the question items above, it can be concluded that the performance of the Regional Personnel Board of West Sumatra Province with an overall score of 4.3 with a TCR of 86.9% is in the very good category.

4. Inductive Analysis

The residual normality test aims to test whether in the regression model the confounding variable or residual has a normal distribution. Normality testing can be done using the *Kolmogorov Smirnov test*, by looking at the comparison of the significance values. If the resulting significance value > 0.05 then the distribution can be said to be normal. On the other hand, if the resulting significance value is < 0.05 , the data is not normally distributed.

After processing the data, the results obtained stating that the data is normally distributed. This happened in this study, the data are in the following table:

From the table above, it can be seen that sig (2-tailed) for the environmental variable is 0.003 (< 0.05), the education level variable is 0.49 (> 0.05) and the performance variable is 0.44 (> 0.05). This shows that the Education Level variable is normally distributed while the other two variables, namely the education variable and the performance variable, are not normally distributed.

5. Multicollinearity Test

The multicollinearity test is used to determine whether or not there is a deviation from the classical assumption of multicollinearity, namely whether there is a correlation between the independent variables. The method used to detect the presence of multicollinearity is to use the *tolerance value* and *variance inflation factor* (VIF), if the *tolerance value* is > 0.10 and the VIF value is < 10 then it is concluded that there are no symptoms of multicollinearity and it can be seen that the tolerance value of the education level variable is 0.921, far above the benchmark value is 0.10 and the VIF value is $1.085 < 10$ as well as the work climate variable which has fulfilled the requirements for the absence of multicollinearity. This means that the analysis shows that there is no multicollinearity problem so that the test is feasible to use the multiple regression model .

6. Homogeneity Test

Homogeneity test was conducted to see whether the data obtained came from homogeneous samples. The guidelines for the homogeneity test are :

If it is significant 0.05 , it means that the data is homogeneous.

If significant < 0.05 means that the data is not homogeneous
test is included to prove that the groups that make up the sample come from the same or close to the same population. testing the homogeneity of education level, and work climate and performance using SPSS version 16.00 program .

7. Hypothesis testing

This study aims to reveal the effect of education level and work climate on employee performance. The analysis was carried out on each independent variable on the dependent variable, namely the level of education and work climate on employee performance. Data analysis in this study used multiple linear regression analysis, to see the effect of the independent variables on the dependent variable. The analysis was carried out partially on

each independent and dependent variable for kan. reject or accept the proposed hypothesis. The analysis in this study uses the SPSS version 16.0 program.

8. Multiple Regression Analysis

The interpretation of the multiple linear regression equation is as follows:

- a. If the two independent variables, namely the level of education and work climate are considered constant, then the value of learning outcomes is 65.233
- b. The regression coefficient for education level (X1), which is 3.186, shows the magnitude of the influence of the education level variable on employee performance.
- c. The work climate coefficient (X2), which is 0.333, shows the magnitude of the influence of the work climate variable on employee performance

Discussion

1. The Effect of Education Level on the Performance of the Regional Personnel Agency of West Sumatra Province .

The results of this study indicate that there is an influence of Education Level (X1) on Employee Performance (Y). This is indicated by $T_{count} = 10,531 > T_{table} 6213$ and at significant $.000 < = 0.05$, which means that H_0 in this study is rejected and H_a is accepted. This finding is in accordance with the opinion of Mangkunegara (2011: 55) which states that "Education is a long-term process that uses systematic and organized procedures, in which managerial staff learn conceptual and theoretical knowledge for general purposes". In addition, the results of this study are also in accordance with the opinion of Hasibuan (2007: 100) which states that education can improve the theoretical, conceptual and moral skills of employees. Thus, differences in education will also provide differences in terms of insight, knowledge and understanding of something. Rivai (2008:309) "Performance is a function of motivation and ability in completing tasks and work, a person must have a certain degree of willingness and level of ability". Meanwhile, according to Hasibuan (2006:94) that "performance is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity and time , while according to Wibowo (2007:7) "performance is the result of work which has a strong relationship with the organization's strategic objectives of customer satisfaction and contributes to the economy". Thus , performance is about doing the job and the results achieved from that work. Performance is about what is done and how to do it. According to Mangkunegara (2009:9) "performance or work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". the results of hypothesis testing obtained $t_{count} > t_{table}$ Yes , now (6,213 >2,000) the results of this test give the interpretation that H_0 is rejected, H_i is accepted, meaning that there is a significant influence between the Education Level variable (X1) on the Employee Performance variable (Y)

2. Influence of Work Climate Against the Performance of the Regional Personnel Board of the Province of Sumatra Baerat

This study explains the value of the total influence of the work climate variable on the performance of the Regional Personnel Agency of West Sumatra Province. This is indicated by $t_{\text{arithmetic}} = 47.859 > t_{\text{table}} 5.510$ and at significant $.000 < = 0.05$ which means H_0 in this study is rejected and H_a is accepted. The results of this study are in line with the theory presented by Saydam (2011:382) "stating that the work climate is the entire facility and infrastructure that exists around employees who are doing work that can affect the implementation of the work itself.

According to Nitisemito (2011: 183) "Work climate is everything that is in the environment of workers that can affect him in carrying out the tasks assigned to him". Work climate has a significant influence on employee performance. According to Rivai (2008:309) "Performance is a function of motivation and ability in completing tasks and work, one must have a certain degree of willingness and level of ability". Meanwhile, according to Hasibuan (2006:94) that "performance is a result of work achieved someone in carrying out the tasks assigned to him based on skills, experience, sincerity and time." Meanwhile, according to Wibowo (2007: 7) "performance is the result of work that has a strong relationship with the organizational strategic objectives of customer satisfaction and contributes to the economy". Thus, performance is about doing the job and the results achieved from that work. Performance is about what is done and how to do it. According to Mangkunegara (2009:9) "performance or work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him".

This shows that this shows that the increase in employee performance is caused by the work climate. So the more conducive the work climate, the more comfortable employees are at work and the better the performance of employees.

3. The Influence of Education Level (X_1) and Work Climate (X_2) on Employee Performance of the Regional Civil Service Agency of West Sumatra Province (Y)

Based on the findings of the study, it is known that the level of education and work climate have a significant influence on the performance of the Regional Personnel Agency of West Sumatra Province. This is indicated by the significant level of variable (X_1) of 6213 and variable (X_2) of 5,510, both of which are below 0.05. In addition, we can see that there is a joint effect of Education Level and Work Climate on the Performance of the Regional Personnel Agency of West Sumatra Province where $F_{\text{count}} = 47,859 > F_{\text{table}} = 6.213$ and significant $.000 < 0.05$ which means H_0 in the study This is rejected and H_a is accepted.

This finding is in accordance with the opinion of Mangkunegara (2011: 55) which states that "Education is a long-term process that uses systematic and organized procedures, in which managerial staff learn conceptual and theoretical knowledge for general purposes". In addition, the results of this study are also in accordance with the opinion of Hasibuan (2007: 100) which states that education can improve skills.

Saydam (2011: 382) which says that "The work climate is the overall facilities and infrastructure that exist around employees who are doing work that can affect the implementation of the work itself. According to Nitisemito (2011: 183), the work climate is everything that exists in the workers' environment that can affect them in carrying out the tasks assigned to them. Education level and work climate have a significant effect on employee performance where the influence of the variable X1 while work climate affects employee performance which is influenced by other factors that affect employee performance.

CONCLUSIONS

1. The level of education has a significant influence on the performance of the Regional Personnel Agency of West Sumatra Province. This shows that the increase in employee performance is caused by the level of education. So the more conducive the work climate, the more comfortable employees are at work and the better the performance of employees
2. The work climate has a significant influence on the performance of the Regional Personnel Agency of West Sumatra Province. This shows that the increase in employee performance is caused by the work climate. So the more conducive the work climate, the more comfortable employees are at work and the better the performance of employees
3. Education level and work climate have a significant effect on the performance of employees of the Regional Civil Service Agency of West Sumatra Province. Where the influence of employee variables while the work climate affects employee performance which is influenced by other factors that affect employee performance.

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