

The Effect of Leadership, Communication, and Discipline of the Population Administration Services in Palembang

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Abstract- Improved service to the community is a community effort to improve the satisfaction of which form an integrated service system through service to the public is done in an integrated manner between relevant agencies, making it easier for citizens to access services. Abstract

The purpose of the study: (1) Analyze the influence of leadership on population administration services in the city of Palembang in South Sumatra, (2) to analyze the influence of communication on population administration services in the city of Palembang in South Sumatra, (3) to analyze the influence of the discipline of the population in the City of administrative services Palembang South Sumatra, and (4) Analyze the influence of leadership, communication and discipline together to service the population administration in the city of Palembang in South Sumatra.

The research method used in this study is a quantitative method of sampling technique is proportionate stratified random sampling with a sample of 550 people. Data collection techniques using observation, interviews and questionnaires. Data collection tool study used a questionnaire with Likert scale. Data analysis techniques using test validity, test reliability, testing normality, linearity test, F test and t test, simple and multiple linear regression

From the results of statistical tests, it was found that 75.9% of influential leadership, communication for 67.7%, 68.2% for discipline of administration service. all these things are raised significantly affect the quality of the population administration service of 94.7%. either partially or together.

Recommendations of the research are: (1) It is expected that the leadership can be as placeholders aspiration to provide the best way to grant the request and subordinates who have aspirations, through the running program has been developed which has been equipped with the organizational structure and its implementation of job descriptions, (2) is recommended that the Office of Population and Civil Registration Palembang South Sumatera always give notice (announcement) on the development and activities to be carried out or important matters relating to the activities of the organization so that administrative services

can be achieved with good residence, (3) As a public agency serving directly under the administration of population and civil registration, need to pay attention to all the needs of local Government, both the means and infrastructure to support efforts of local government as the Office of Population and Civil Registration Palembang, South Sumatra, such as server computers that support a more adequate and additional personnel competent institutions optimization and development of human resource development organization

Index Terms— leadership, communication, discipline, administrative, population

I. INTRODUCTION

Society in the era of globalization and enter the 21st century modern technology supported mainly transport and telecommunications, making increasing rapidly, as a result of employee performance increasingly demanding fast, accurate, inexpensive and quality, thorough and complete. There are two very important resources in either a government agency, or private. Resource that one of them is the Human Resources which is itself a human element as an example of leadership and subordinates, while resources are not human infrastructures that support and sufficient funds, to achieve a goal that both of these resources needs to be organized well, so it can work to support each other in accordance with its function, to coordinate existing resources will require a leader.

Leadership style and management style will always be influenced by the resources. There are several organizations, or institutions capable of effective governance and empowering resources. Relevance of the effectiveness and empowerment of these resources will be internal and external forces on the overall performance of the organization. Structures and systems are supporting aspects.

A leader in exercise authority leadership will largely determine the performance of employees, which in turn will determine whether or not achieve organizational goals. Leadership is dynamic, creative, innovative, the organization he leads will look work activities or work activities that will be carried out in day-to-day activities.

Efforts to create a discipline other than through rules or regulations also required the presence of the translation task and authority clear and simple that can be easily followed if the rules, norms and rules of law applicable has been implemented and adhered to. To always obey the order or the rules that apply in an organization on the basis of consciousness and keinsyafannya and not because of the element of coercion in their duties and when breaking the rules, then it will get a warning in the form of penalties or sanctions. Purpose, or the ideals of the organization may not be generated by a portion of the employee alone, or a group, but must be pursued simultaneously by all elements within the organization itself.

Discipline is a management function, the discipline as a process to define the work that has been carried out, and if necessary correct the vote with the intention that the implementation of the work in accordance with the original plan. Therefore, to improve the performance of employees, the city of Palembang has been administering discipline to an employee, discipline programs for organizations, as it reflects the organization's efforts to maintain its Human Resources and eager to make employees work harder in order to improve labor discipline employees .

Given good leadership and discipline is expected to improve employee performance, both in terms of quality and quantity. Thus the leadership and discipline to encourage employees to improve employee performance, which in turn can support the achievement of organizational goals effectively and efficiently. Therefore, in order that it runs effectively and efficiently then needed a leader and employees who have a high dedication in performing their duties and responsibilities as an employee of the organization.

In addition to communication between employees, leadership and subordinate issues that must be faced by the organization in line with the rapid pace of technological developments, intense competition, the effect of changes in dynamic environments, is an accomplished human resources and skilled and can master the job, so it can be properly berpestasi . Therefore, human resources plays an important role in supporting the survival of the school in achieving its objectives, because the human factor in an organization is a major factor driving and determining whether organizational objectives that have been defined previously can be achieved, or not. The rules are a function of management, order as a process to define the work that has been carried out, and if necessary correct the vote with the intention that the implementation of the work in accordance with the original plan.

Palembang has 400.61 km² area with a population of 1,455,284 souls which means every km² inhabited by 3,632 souls, then there has been an increase in population density in the city of Palembang. .

TABLE I. POPULATION PALEMBANG YEAR 2007-2011

No.	Year	Number of Inhabitants (soul)	Population Density (soul/km ²)
1	2007	1.394.322	3.480
2	2008	1.405.702	3.509
3	2009	1.417.047	3.537
4	2010	1.438.938	3.592
5	2011	1.455.284	3.632

Source: BPS Palembang

From the above table it appears that the population of the city of Palembang continues to increase each year from 2007 of 1,394,322 into 1,455,284 souls in 2011.

TABLE II. GROUP AGE BY SEX

No.	GroupvAge	Sex		Total
		L	P	
1	0 – 4	70.920	66.628	137.548
2	5 – 9	70.368	65.695	136.063
3	10 – 14	66.964	63.237	130.510
4	15 – 19	69.802	71.868	141.670
5	20 – 24	76.736	77.885	154.621
6	25 – 29	71.710	69.810	141.520
7	30 – 34	60.896	58.811	119.707
8	35 – 39	52.218	53.245	105.463
9	40 – 44	46.739	48.876	95.615
10	45 – 49	40.558	42.812	83.370
11	50 – 54	35.776	35.559	71.335
12	55 – 59	26.605	24.334	50.939
13	60 – 64	14.936	16.186	31.122
14	65 – 69	10.756	12.253	23.009
15	70 – 74	7.114	9.179	16.293
16	75+	6.198	10.301	16.499
	Total	728.296	726.988	1.455.284

Source: BPS Palembang

The above table shows that the total population of the city of Palembang in 2011 increased to 1,455,284 inhabitants, with a population of 728 296 souls of men and women a population of 726 988 inhabitants. From this table it can be seen that the shape of the population pyramid in 2011 Palembang is expansive where the young population of more. If the birth rate, or fertility is not controlled it will make a number of Palembang dependency becomes higher and certainly not good for the economy of the city of Palembang.

The growing rate of population growth makes the emergence of a variety of problems, population problems make the government should work hard to ensure order. This is addressed by the government with one built applications Population Administration Information System which publishes single identity number as identification for life. Uncontrolled population growth and uneven population cause various problems, such as: less orderly administration of residence, double the population data, the poverty, not the creation of order and peace, the increase in unemployment.

Electronic Identity Card services is expected to reach fifty percent of the population of the city of Palembang. Achievement of 50% of the population of the city of Palembang in the service of electronic identity cards will be done through various ways. According to the head of the office of population and civil registration Palembang, it seeks to serve compulsory identity cards of three hundred people per day. In addition to achieving the 50%, or about six hundred thousand of the population of the city of Palembang his staff also will provide services on Saturday-week holiday. The head office of population and civil registration Palembang added by the end of December 2011 should plan around the electronic identity card service for the city of Palembang ended. A number of issues, such as the lack of completeness of the equipment manufacturer's electronic identity cards that come from the Ministry of the Interior is quite an obstacle.

Identity card is a card as proof of identity for every resident in the territory of the Republic of Indonesia.

1. Every resident who has aged 17 years or has / have been married shall have a National Identity Card.

2. Validity of identity cards aged 17 years to under 60 years of age for 5 years while the identification card (ID card) valid for life for aged 60 years and older except for foreigners.

3. Disciplined to request a new ID card in case of data transfer, replacement ID card as damaged / lost and or expired.

According to its function as a public servant, Palembang city government is required to optimize the quality of services provided. One form of such services is the manufacturing of household registration and identity cards, which is an absolute prerequisite for public access to other public services. To improve service to the public, the government of Palembang applying Population Management Information Systems with an on-line system. This is done in order to provide a service that is fast, precise, simple procedures, time and cost certainty. But in reality, there are many complaints from the public such as the lack of certainty of completion time and cost of service. To improve service performance and the Family Card Identity Card SIMDUK on-line system in the city of Palembang, some things you can do is: a) Efforts to increase productivity, among others; First, add a link tower (relay) for the districts that are far from the network server; second, the server attempted standby for 24 hours, b) Efforts to increase the responsibility among others; The first raise awareness of the duties and responsibilities of officers, the moral values and attitudes firmness apparatus; second, to inform the procedures, requirements, time and cost to the public openly in newspapers, notice boards and so forth; third, to impose sanctions on officials who discriminate service; c) efforts to achieve efficiency, among others; First, the trimming procedure, care should be directly in the district without going through the Neighborhood / Pillars of Citizens and the Village; second, to impose sanctions on officers / operators that slow down and do a free of charge service out provision; d) efforts to increase human resources, among others; First, ideally each district there is an expert in the field of computers, second, ideally attendant / operator is a civil servant, or recruiting fees that have expertise in the field of computers; Third, improving the work culture through training; e) The addition of service facilities, such as waiting rooms and service counters; f) Provide incentives in the form of fixed monthly salary, in addition to incentives stipulated by local regulations.

Public services can not select customers, because its role is limited by legislation, institutionalizing the political conflict, accountability is complex, very well researched, all actions must be justified, objectives and outputs are difficult to measure, or determined.

There are 5 (five) elements of satisfactory service, ie evenly and equally, given in time, meet the required number, sustainable, and always improving quality and service (progressive service). Everyone expects superior service, which is an attitude or way of serving the public servants in a satisfactory manner.

One of the real efforts that can be done to improve the quality of service is to develop qualities of leadership and communication in order to deliver quality results and satisfactory service to the community. Therefore, the research chose the title "The Effect of Leadership, Communication and Discipline of the Population Administration Services in Palembang".

II. RESEARCH METHODOLOGY

This study used an explanatory research design. For this explanatory research used a survey approach. Kerlinger suggests that the survey is conducted studies on large populations, and small but the data that is learned from samples taken from the population, so that the relative occurrences are found, the distribution and the relationships between variables. (Sugiyono, 2006: 7).

The study design is the plan and structure of investigation used to obtain empirical evidence in answering research questions. Another definition says that the study design is the plan, or the plan made by the researcher, as an approximate activities to be implemented.

This research design is a framework, or the details of the working procedures to be performed at the time of researching, which is expected to provide an overview and direction which will be done in implementing the Penelitian, as well as provide an overview of the research if it has finished, or completed research is implemented. A good research design can facilitate research.

Design research using causal models in which the independent variables of leadership, communication and discipline that will explain the administrative services of residence in the city of Palembang in South Sumatra.

Causal approach used in this study to clarify the effect of independent variables, namely leadership (X1), communication (X2) and discipline (X3) on the dependent variable population of administrative services (Y). This study shows the inter-relationship between variables partially, or simultaneously. In explanation of this is done on the hypothesis being tested, in order to analyze the influence of the dominant variables.

Variables defined in this study is the independent variable and the dependent variable (Y) for which data was collected by surveying the number of samples according to the principles proportionate stratified random sampling.

III. RESULTS AND DISCUSSION

1. RESULTS

Data Description Research

Having conducted research in the field by using a questionnaire accounted for 550 (five hundred and fifty) selected respondents, the questionnaire examined to assess

whether or not to be analyzed and given a score according to respondents. The results are then summarized scores for each variable.

Results summary and accumulation of the total score for each variable is computed using a computer tool. SPSS 16.0 for Windows. To give a clearer picture, a description of the characteristics of the study variable data can be described as follows:

Description of Variable Data Leadership (X1)

The results of questionnaires for the leadership variable data shows the lowest score is 2.53 and the highest score was 5.00. Thus, obtaining the highest and lowest scores, the range of scores (range) was 2.47. These figures when analyzed yields:

- a. The mean score (Mean) = 4.0800
- b. Middle value (median) = 4.0667
- c. Mode (Mode) = 4.00
- d. Variance = 0.144
- e. Standard Deviation = 0.37911

Description of Variable Data Communications (X2)

The results of questionnaires for data communication variables showed the lowest score is 2.27 and the highest score was 4.80. Thus, obtaining the highest and lowest scores, the range of scores (range) was 2.53. These figures when analyzed yields:

- a. The mean score (Mean) = 3.9101
- b. Middle value (median) = 3.9333
- c. Mode (Mode) = 4,000
- d. Variance = 0.149
- e. Standard Deviation = 0.38571

Description of Variable Data Discipline (X3)

Based on data collection through questionnaires, discipline variable (X3) as one of the factors that affect the population of administrative services in the city of Palembang in South Sumatra showed the lowest score is 2.20 and the highest score was 4.93. Thus, obtaining the highest and lowest scores, the range of scores (range) was 2.73. These figures when analyzed yields:

- a. The mean score (Mean) = 4.0013
- b. Middle value (median) = 4.0000
- c. Mode (Mode) = 4.0000
- d. Variance = 0.134
- e. Standard Deviation = 0.36629

Description of Variable Data Population Services Administration (Y)

The results of questionnaires for data services administration that variable is the dependent variable in this study showed that the lowest score is 2.47 and the highest score was 4.93. By obtaining the highest and lowest scores, the range of scores (range) was 2.47. These figures when analyzed yields:

- a. The mean score (Mean) = 4.0116
- b. Middle value (median) = 4.0667
- c. Mode (Mode) = 4.07
- d. Variance = 0,160
- e. Standard Deviation = 0.39938

IV. DISCUSSION

Based on the test results of the four hypotheses above, it turns out all the hypotheses are acceptable and are significant.

To clarify the whole the above results, it is necessary to discuss the existence of each of the following variables:

Leadership Influence Of Service Population Administration in the city of Palembang in South Sumatra.

Leadership contributes to population administration services in the city of Palembang in South Sumatra (96%). Dimensions of the greatest influence in determining the dimensions of the concept of leadership is.

The survey results revealed that there is positive and significant leadership to the administrative services of residence in the city of Palembang in South Sumatra. The visible influence of the value of the coefficient of determination (R²) 0.759. This indicates that 75.9% of population diversity of administrative services in the city of Palembang in South Sumatra due to the diversity of leadership, while the rest (24.1%) are caused by other factors, the value of Beta Coefficients 0.071. The simple regression equation is $Y = 0.287 + 0.075 X1$. This equation means that every 1 score leadership variable (X1), affect the population of administrative services variable (Y) of 0.075, assuming other variables constant value.

Leaders play a key role in the success of the organization. Provision abilities, expertise and skills become a necessity for leaders to be able to run the institution. The essence of the leader's ability to manage the organization has been widely discussed in the relevant academic literature. The study essentially related as the writers thought toward improving the professionalism of the organization's management towards quality performance, within the meaning of effective, efficient and healthy. Leadership is a very important factor in influencing the achievement of the organization, because leadership is a key element in achieving organizational goals. In general, leadership is defined as an element of the process of influencing the activities of individuals or groups and to achieve goals in a given situation

Influence Communication Services Administration Against Population in the city of Palembang in South Sumatra.

Communication is an important tool in everyday life to interpret an idea in a way that is intended by the speaker. Success or failure of a communication depends on the effect of what is desired by the source. Information can be conveyed through symbols containing the sense conveyed by the sources enumerated by the recipient must be understood, so as to generate the response or responses.

Communication contributes to population administration services in the city of Palembang in South Sumatra (95.2%). Dimensions of the greatest influence in determining the dimensions of communication is the delivery.

There is a positive and significant impact on the communication service population administration in the city of Palembang in South Sumatra. The visible influence of the value of the coefficient of determination (R²) 0.677. This indicates that 67.7% of population diversity of administrative services in the city of Palembang in South Sumatra due to the diversity of communication, while the rest (32.3%) are caused by other factors, the value of Beta Coefficients 0,083. The simple regression equation is $Y = 0.481 + 0.085 X2$. This equation means that each one communication variable score

(X2), a variable effect on the population of administrative services (Y) 0.085, assuming other variables constant value.

Communication is an essential element to the success of an organization in achieving its objectives. The successful leader must master communication skills, creating a climate of organizational communication open, encourage subordinates to express their grievances, listen to subordinates effectively and always open to feedback from subordinates, and the selection of appropriate communication channels. While communication is a very important thing to be noticed by all members of the organization, both at the executive level as well as at the level of leadership. Through effective interpersonal communication, harmonious cooperation can grow, nurtured and developed.

Effect of Administrative Services Discipline Against Population in the city of Palembang in South Sumatra

Discipline can encourage the spirit and morale, and employee and organizational goals terwujudnya. An agency or organization can be said to be disciplined, if employees comply with the full knowledge of all the rules and norms that govern the work.

Of the respondents surveyed, discipline indicates that 94.6% of respondents influential in determining the population of administrative services in the city of Palembang in South Sumatra. Dimension is the dimension raises the strong influence the willingness and attitude.

There is a positive and significant impact on the service population administration discipline in the city of Palembang in South Sumatra. The visible influence of the value of the coefficient of determination (R²) 0.682. This indicates that 68.2% of population diversity of administrative services in the city of Palembang in South Sumatra due to the diversity of the discipline, while the rest (31.8%) are caused by other factors, the value of Beta Coefficients 0.086.

Discipline is a behavioral attitude and act in accordance with the regulations, both oral and written. Discipline will make itself know the difference between what things are supposed to be done, which must be done, which may be done, which was duly carried out (as it is the things that are forbidden). Discipline that has three (3) aspects, namely: (a) Mental Attitude (mental attitude), which is an attitude of obedience and discipline as a result of, or the development of exercise, mind control and controlling the character; (b) A good understanding of the system of rules of conduct, norms, criteria and standards such that it fosters a deep understanding, or consciousness, that obedience to the rules of norms, criteria and standards was an absolute requirement for success (success) ; (c) conduct that is reasonable attitude demonstrated seriousness to obey everything carefully and orderly.

Influence of Leadership, Communication and Discipline Of Service Population Administration in the city of Palembang in South Sumatra

Service intended for the benefit of society, then the service should have quality and good performance.

There is a positive and significant effect of leadership, communication and discipline together to service the population administration in the city of Palembang in South Sumatra. The visible influence of the value of the coefficient of determination (R²) 0.947. This indicates that 94.7% of population diversity of administrative services in the city of Palembang in South Sumatra due to the diversity of leadership,

communication and discipline, while the rest (5.3%) are caused by other factors. SIM licensing service is determined by the indicators hierarchical and authoritarian, narrow conception of loyalty, changing service system clean of corruption, complicated, non-transparent, inaccurate, deviation of performance, expensive, not in accordance with the provisions, the settlement deadline, service process runs chaotic, the application of service standards, service innovation development, sim circumference and systems on line.

Recapitulation beta coefficient value is divided into the main factors, contributing factors, and reinforcing factors. The main factors affecting the population of administrative services is variable with a value of 0.091 unit leadership, discipline supporting factors are variable with a value of 0,075 units, while the factor of the amplifier is variable with a value of 0,054 units of communication.

Increased population administration services berdasarkankecepatan measured service time obtaining identity cards, family card, birth certificate and death certificate as stipulated in Local Regulation No. 2 of 2007 on the organization of registration and civil registration, described as follows:

a. Average completion time frame processing of identity cards

This indicator illustrates the pace of time needed to obtain identity cards ranging from a letter of introduction to PCBs in District Identity Card. Completion time taken to obtain identity cards is one (1) day.

b. Average completion time limit Family Card

This indicator shows the speed the time it takes untukmengurus family card, ranging from a letter of introduction to PCBs diKecamatan Family Card, assuming that all the properties of supporters already qualified. The time taken to obtain a settlement of the Family Card is a five (5) days.

c. Average completion time limit Birth Certificate.

This indicator illustrates the pace of time needed to obtain birth certificate, ranging from a letter of introduction in the District to PCBs birth certificate. Turnaround time for obtaining a birth certificate that is already available is six (6) days.

d. Average completion time frame of Death Certificate.

This indicator shows the speed needed to take care of Death Certificate, ranging from reports of death by PCBs Death Certificate. Turnaround time needed to obtain a Birth Certificate is six (6) days. This indicator shows the speed needed to take care of Death Certificate, ranging from reports of death by PCBs Death Certificate. Turnaround time needed to obtain a Birth Certificate is six (6) days.

V. IMPLICATIONS OF FINDINGS AND CONCLUSION

Leadership Influence Of Service Population Administration in the city of Palembang in South Sumatra

Dimension functions included in both categories. It is seen from about 2,627 or 95.5% of the respondents appreciated the revelation with a very good response to the function of the city of Palembang in South Sumatra, with the indicators voiced interest group, meets the needs of the organization, Human Resources group completes, confirm all the problems and increase arousal employee.

Influence Communication Services Administration Against Population in the city of Palembang in South Sumatra.

The dimensions of the process included in both categories. It is seen from about 2,606 or 94.8% of the respondents appreciated the statement by sangta good response to the City Palembang South Sumatra. With the indicators important lectures, books or writings, discussions, information and introduce yourself.

Effect of Administrative Services Discipline Against Population in the city of Palembang in South Sumatra

Attitude dimensions included in both categories. It is seen from about 2,601 or 94.6% of respondents mengapreasikan statement with an excellent response to the attitude in the city of Palembang in South Sumatra. With indicator-indikatonya compliance, addressing violations, maintaining discipline, reprimand employees and promotional programs.

Influence of Leadership, Communication and Discipline Of Service Population Administration in the city of Palembang in South Sumatra

Dimensions of the state included in both categories. It is seen from about 2,610 or 94.9% of respondents mengapreasikan statement with an excellent response to the attitude in the city of Palembang in South Sumatra. With clarity indicator-indikatonya place, infrastructure, improvement of service, responsiveness and professionalism apparatus.

VI. CONCLUSIONS AND RECOMMENDATIONS

1. Conclusion

1. There is a large and significant positive effect of leadership on population administration services (75.9%). This suggests that if effective leadership, the quality of administrative services to the population increase, or vice versa.

2. There is a large and significant positive effect of communication on administrative service population (67.7%). This suggests that if effective communication, the quality of administrative services to the population increase, or vice versa.

3. There is a large and significant positive effect on the service population administration discipline (68.2%). This suggests that if high discipline, the quality of administrative services to the population increase, or vice versa.

4. There is a large and significant positive effect of leadership, communication and discipline together the administrative services and the population (94.7%). This suggests that that the leadership and effective communication and discipline the population administration service quality will increase, or vice versa.

2. Suggestion

1. Expected that leadership can be as placeholders aspiration to provide the best way to grant the request and subordinates who have aspirations, through how to run a program that has been compiled and is equipped with the organizational structure and its implementation of job descriptions.

2. Suggested that the Office of Population and Civil Registration Palembang, South Sumatra always give notice (announcement) on the development and activities to be carried

out or important matters relating to the activities of the organization, so that administrative services can be achieved with a good population.

3. As a public agency that serves directly under the administration of population and civil registration, need to pay attention to all the needs of Local Government, both the means and infrastructure to support the efforts of local government to the Department of Population and Civil Registration Palembang, South Sumatra, such as server computers that support a more adequate and additional personnel and training institutions GCC optimization competent human resource organization.

4. In order to provide the best possible service to the public, the Department of Population and Civil Registration Palembang, South Sumatra establish some policies and measures in order to support the efficiency and productivity performance of service personnel by reviewing various laws that underlie the organization of public services, as well as enhance the quality of service to the community, such as the simplification of the three (3) types of services, namely services ID card, household services and care of Civil.

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