

## **The Influence of Self-Efficacy, Supervision and Organizational Commitment on the Performance of Satpol PP Employees in Bengkulu Province**

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### **ABSTRACT**

*In maintaining public security and order, the Pamong Praja Police Unit is indispensable. The purpose of this study is to examine the elements that affect the performance of Satpol PP. This study focuses on self-efficacy, supervision, and organizational commitment as variables that are considered to play a role. This type of research is quantitative research and the data analysis method uses SPSS 25 software for windows. The population used includes all Satpol PP employees in Bengkulu Province. The sampling technique in this study used saturated sampling / census sampling technique with a total sample size of 223 respondents using quantitative methods. The results of the research analysis show that the self-efficacy variable (X1) has a positive and significant effect on performance (Y), the supervision variable (X2) has no positive and significant effect on performance (Y), the organizational commitment variable (X3) has a positive and significant effect on performance (Y), and the variables of self-efficacy, supervision and organizational commitment together have a positive and significant effect on performance (Y).*

**Keywords: Self Efficacy, Supervision, Organizational Commitment, Performance**

## **INTRODUCTION**

The term "human resource management" (HRM) refers to a set of administrative tasks used to manage a human resource function in order to fulfill an organization's goal and vision.

Human resources are a critical component of every organization since they are the ones who will manage it. The effectiveness of law enforcement agencies like Satuan Polisi Pamong Praja (Satpol PP) is largely dependent on a variety of factors. A multitude of factors influence the Satuan Polisi Pamong Praja (Satpol PP) and other law enforcement organizations in order to enhance their performance and accomplish their primary goals of upholding public order and ensuring security.

As stated in Government Regulation No. 6/2010 Article 1 Point 8, Satuan Polisi Pamong Praja (Satpol PP) is one of the regional apparatus responsible for the enforcement of local regulations, the organization of public order, and community tranquility. According to Law No. 32 Year 2004 Article 148 paragraph 1, Satuan Polisi Pamong Praja (Satpol PP) is authorized to carry out these duties.

Government Regulation No. 6/2010 on the Pamong Praja Police Unit states, "The Pamong Praja Police Unit has the task of enforcing Regional Regulations and organizing public order and community peace as well as community protection."

In a region, public order and tranquility is intended as a dynamic situation that allows the government, local government, and the general public to perform their duties in a

calm, orderly, and regular manner.

The improvement of Satpol PP performance depends on several factors, including the effectiveness of work planning, clarity of objectives, and achievement of predetermined targets (Wang, 2022). In addition, effective enforcement and control relies heavily on the design of enforcement response protocols and the creation of authority (Rofiyanti et al., 2021).

Additionally, it is critical to address organizational elements including workplace culture, peer support, and supervisor support to support the mental health of public safety personnel, especially police officers (Edgelow et al., 2022). These factors have a major impact on the mental health of these professionals.

According to (MAULIZA, 2020) stated that performance is a description of the level of achievement of the implementation of an activity or program, as well as policies used to realize the goals, objectives, vision, and mission of the organization. There are several factors that have a major impact on employee performance, one of which is the factor that affects performance is self-efficacy, according to (Yu et al., 2020) Efficacy is a belief or belief in the ability to effectively carry out actions to achieve tasks, and is a self-evaluation of the overall ability to carry out the necessary actions when faced with certain situations.

Improve employee performance, including by paying attention to supervision from superiors to employees.

(Gafar et al., 2022), supervision has a purpose, namely "the purpose or meaning of controlling (controlling),

making the implementation (performance), and achieving the results (result, finish) whether it is in accordance with the plan (in accordance with plan).

The Pamong Praja Police Unit carries out its duties and functions and achieves optimal performance by building strong commitment. According to (Vickovic & Morrow, 2020) Organizational commitment reflects a strong desire to maintain membership in the organization, willingness to work to achieve organizational goals, and acceptance of the goals set by the organization.

Security and maintaining public order are the main objectives in Bengkulu Province, so improving the performance of Satpol PP is important. This study aims to determine the relationship between Self Efficacy, Supervision, and Organizational Commitment to Satpol PP Performance in Bengkulu Province in an effort to find out more about the factors that affect Satpol PP performance, Their performance may be strongly influenced by external and internal elements, including organizational commitment and supervision, as well as internal elements such as self-efficacy and the capacity to perform tasks with confidence.

The initial survey conducted by Satpol PP researchers at the Bengkulu provincial Satpol PP found that the supervision of superiors towards employees was still ineffective, there was no standard time to measure employee performance, superiors were less assertive in giving warnings and sanctions to employees who made mistakes or deviations, and supervision of superiors was not

carried out every day, so there were still employees who did nothing.

Satpol PP, an organization tasked with maintaining security and order, must face increasingly complex and dynamic demands. The foundation of this research is the importance of a thorough understanding of these variables, which can serve as a foundation for developing more appropriate tactics and solutions. This study aims to positively impact the creation of human resource management practices and policies in Satpol PP Bengkulu Province by explaining the functions of organizational commitment, self-efficacy, and supervision in the law enforcement agency.

Problem formulation in this research, namely:

1. Does Self Efficacy affect the performance of Satpol-PP employees?
2. Does Supervision affect the performance of Satpol-PP employees?
3. Does Organizational Commitment affect the performance of Satpol-PP employees?

Objectives of this research:

1. To determine whether Self-Efficacy affects the performance of Satpol-PP employees.
2. To determine whether Supervision affects the performance of Satpol-PP employees.
3. To determine whether Organizational Commitment affects the performance of Satpol-PP employees.

## **LITERATURE REVIEW**

### **Performance**

According to (MAULIZA, 2020) stated that performance is a description of the level of achievement of the implementation of an activity or program, as well as policies used to realize the goals, objectives, vision, and mission of the organization. This performance is included in the organization's strategic plan. The level of success in carrying out tasks and the ability to achieve predetermined goals is called performance, if the desired goals can be achieved properly, performance is considered successful (Nursam, 2017). According to (Abdirahman, 2018) is defined as the number of targets a person can achieve within a certain period of time.

### **Self Efficacy**

According to (Yu et al., 2020) Self Efficacy Self-efficacy is the belief in the ability to effectively carry out actions to achieve a task, and is a self-evaluation of the overall ability to carry out the necessary actions when faced with a specific situation. Those who have a high level of self-efficacy Those with higher self-efficacy levels tend to consider more career options, while those with lower self-efficacy levels are less likely to consider all occupational categories (Morandi et al., 2022). Self Efficacy characterizes a person's observed ability to carry out an action in such a way as to achieve an expected level of performance (Kaakeh et al., 2020). Based on research findings (Ary & Sriathi, 2019) Self Efficacy has a positive and significant impact on worker performance.

### **Supervision**

According to N (MAULIZA, 2020), Supervision is the process of monitoring, examining, and evaluating the work and work results of subordinates by their immediate superiors to prevent abuse of authority and deviation from provisions, rules, regulations, and policies. According to Atmosudirjo (1982) in (Gafar et al., 2022), supervision has a purpose, namely "the purpose or meaning of controlling (controlling), making the implementation (performance), and the achievement of the results (result, finish) whether it is in accordance with the plan (in accordance with plan). From Research (Noufal & Dewi, 2021) suggests that there is a positive and significant relationship between supervision and employee performance.

### **Organizational Commitment**

According to (Vickovic & Morrow, 2020) Organizational commitment reflects a strong desire to maintain membership in the organization, willingness to work to achieve organizational goals, and acceptance of the goals set by the organization. Allen & Meyer (1997) in (Anggraini & Fauzan, 2022) Organizational commitment is a psychological construct that :

1. Characterizes of an employee's relationship with their organization.
2. Influences the decision to continue his membership
3. Influences the decision to continue its membership.
4. Influencing the decision to continue its membership.

In general, organizational commitment refers to a person's mental bond to an entity (Lim et al., 2021). Research results (Astuti, 2022) shows that there is a significant influence between the independent variable Organizational Commitment on the dependent variable Performance.

In this study, the research conceptual framework was made based on the objectives and review of the research literature, so it can be described as follows:

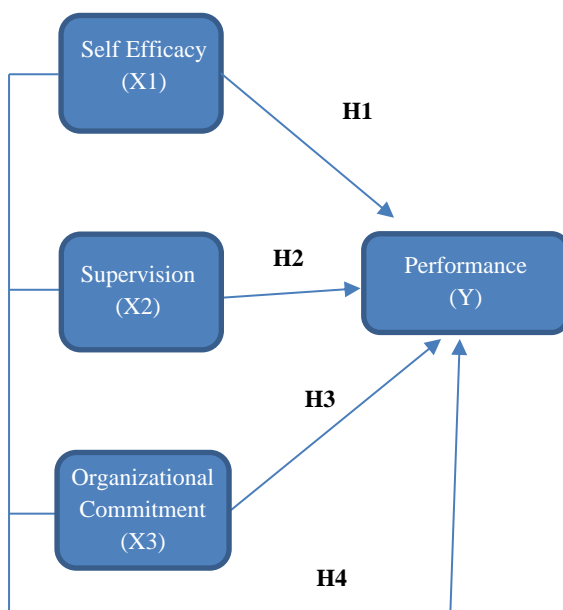


Figure 1. Research results

**H1** : Self Efficacy has a positive and significant effect on Employee Performance

**H2** : Supervision has a positive and significant effect on Employee Performance

**H3** : Organizational Commitment has a positive and significant effect on Employee Performance

**H4** : Self Efficacy, Supervision and Organizational Commitment have a positive and significant effect on Employee Performance.

**RESEARCH METHODS**

In this study, an explanatory research design was used, namely research that aims to explain the causal relationship between variables through hypothesis testing. This research uses quantitative research methods. According to (Santoso, 2023) Quantitative research is the activity of collecting, processing, analyzing, and presenting data based on numbers or quantities that are carried out objectively to solve a problem or test a hypothesis to develop general principles.

This research was conducted on the population in Satpol PP Bengkulu Province. In this study, the population was civil servants and PTT Satpol PP employees in Bengkulu Province, involving 223 employee respondents, Because the total population is only 223 people, then all population was studied (saturated sample / census). The sampling technique used random sampling technique. using the saturated sample technique, which is a sampling technique when all members of the population are used as samples (Sugiyono. 2017:82)

This study uses an analysis tool in the form of SPSS 25 software for windows, with the analysis method used is primary data. Primary data collected directly from research subjects through questionnaires, observations and interviews. Data collected from questionnaires using a five-point Likert scale, which ranges from strongly disagree (sts) score-1, disagree (ts) score-2, neutral (n) score-3, agree (s) score-4, to strongly agree (sts) score-5.

This study uses four variables to test the influence between variables, the variables of Self Efficacy,

Supervision, and Organizational Commitment as independent variables and employee performance as the dependent variable.

To measure the Self Efficacy variable using the adoption of a questionnaire from research (Hameli & Ordun, 2022) with the title The effect of occupational selfefficacy on work performance through intrinsic work motivation which consists of 17 question items that have been translated into Indonesian with adjusted meanings. The Supervision variable is measured by adopting a questionnaire from research Prasanti (2019) which consists of 5 statement items.

The Organizational Commitment variable adopts questions from (Chong & Law, 2006) which consists of 9 question items that have been translated into Indonesian with adjusted meanings.

The performance variable adopts questions from (Clercq & Azeem, 2017) which consists of 7 question items that have been translated into Indonesian with adjusted meanings.

**RESEARCH RESULTS AND DISCUSSION**

**Validity Test**

Table 1. Validity Test

No	Variabel	Indikator	Pearson Correlation	Sig. (2-tailed)	Results
1	Self Efficacy (X <sub>1</sub> )	SE <sub>1</sub>	0,588	0,000	Valid
		SE <sub>2</sub>	0,527	0,000	Valid
		SE <sub>3</sub>	0,564	0,000	Valid
		SE <sub>4</sub>	0,493	0,000	Valid
		SE <sub>5</sub>	0,391	0,000	Valid
		SE <sub>6</sub>	0,431	0,000	Valid
		SE <sub>7</sub>	0,473	0,000	Valid
		SE <sub>8</sub>	0,465	0,000	Valid
		SE <sub>9</sub>	0,608	0,000	Valid
		SE <sub>10</sub>	0,675	0,000	Valid
		SE <sub>11</sub>	0,555	0,000	Valid
		SE <sub>12</sub>	0,651	0,000	Valid
		SE <sub>13</sub>	0,514	0,000	Valid
		SE <sub>14</sub>	0,695	0,000	Valid
		SE <sub>15</sub>	0,432	0,000	Valid
		SE <sub>16</sub>	0,410	0,000	Valid
		SE <sub>17</sub>	0,149	0,000	Valid
2	Supervision (X <sub>2</sub> )	P <sub>1</sub>	0,819	0,000	Valid
		P <sub>2</sub>	0,847	0,000	Valid
		P <sub>3</sub>	0,824	0,000	Valid
		P <sub>4</sub>	0,447	0,000	Valid
		P <sub>5</sub>	0,447	0,000	Valid
3	Organizational Commitment (X <sub>3</sub> )	KO <sub>1</sub>	0,366	0,000	Valid
		KO <sub>2</sub>	0,468	0,000	Valid
		KO <sub>3</sub>	0,489	0,000	Valid
		KO <sub>4</sub>	0,620	0,000	Valid

		KO <sub>5</sub>	0,668	0,000	Valid
		KO <sub>6</sub>	0,586	0,000	Valid
		KO <sub>7</sub>	0,667	0,000	Valid
		KO <sub>8</sub>	0,626	0,000	Valid
		KO <sub>9</sub>	0,673	0,000	Valid
4	Performance (Y)	K <sub>1</sub>	0,726	0,000	Valid
		K <sub>2</sub>	0,614	0,000	Valid
		K <sub>3</sub>	0,681	0,000	Valid
		K <sub>4</sub>	0,622	0,000	Valid
		K <sub>5</sub>	0,713	0,000	Valid
		K <sub>6</sub>	0,518	0,000	Valid
		K <sub>7</sub>	0,562	0,000	Valid

Source: Author's Processed Data (2023)

Table 1 is valid if the questions in the questionnaire can reveal what will be measured (Ghozali, 2012). The purpose of this measurement is to process the data with SPSS. All indicators used for measuring this research variable is valid, as shown in table 1 above, because the Significance value of each indicator is less than 0.05, it can be concluded that the question indicator is valid (Ghozali,2016).

**Reality Test**

Table 2. Reality Test

No	Variabel	Cronbach's Alpha	Stand ar Reliabilitas	Results
1	Self Efficacy (X <sub>1</sub> )	0,818	0,60	Reliabel
2	Supervision (X <sub>2</sub> )	0,745	0,60	Reliabel
3	Organizational Commitment (X <sub>3</sub> )	0,742	0,60	Reliabel
4	Performance (Y)	0,753	0,60	Reliabel

The reliability test results in table 2 are as follows:

1. If the Cronbach's Alpha value > 0.60, then the question items in the questionnaire are reliable.

2. If the Cronbach's Alpha value is < 0.60, then the question items in the questionnaire are declared unreliable. So, the results of the Reality Test show that the Cronbach's Alpha If Item Deleted value is greater than the Reliability Standard (> 60) indicating the results are reliable.

**Normality Test**

**a. Histogram**

If you look at the histogram above there is a perfectly curved line with symmetrical legs, it can be said that the data is normally distributed.

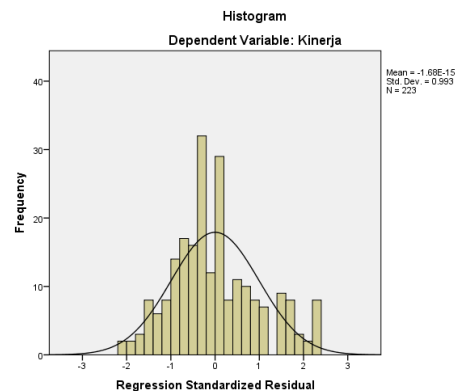


Figure 2. Histogram

**b. Normal PP-Plot**

When viewed on this pp-plot, the points do not spread too far or are still around the line, so it can be said that the data is normally distributed.

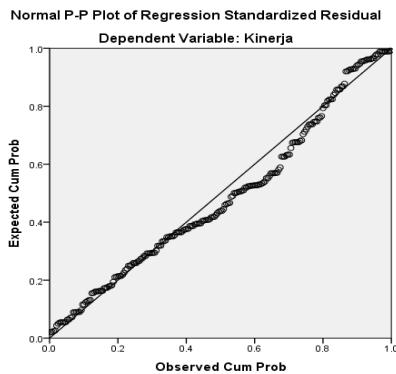


Figure 3. Scatterplot

**Uji Multikolinieritas**

The provisions in this multicollinearity test are that the VIF value must be smaller than 10 and the tolerance value must be greater than 0.1.

1. Can be seen in table 3 tolerance below, showing the tolerance value is 0.918 0.962 and 0.917 where this value is greater than 0.1.
2. Then in the VIF table the value is 1.089, 1.039 and 1.091 where this value is smaller than 10. So, it can be said that there are no symptoms of multicollinearity. So, it can be concluded that the dependent variable has a relationship with each other between the independent variables, it can be said that the data is normally distributed.

Table 3. Multicollinearity Test Results with Collinearity Statistics

Coefficients <sup>a</sup>			
	Model	Collinearity Statistics	
1	(Constan)	Tolerance	VIF
	Self Efficacy	.918	1.089
	Supervision	.962	1.039
	Organizational Commitment	.917	1.091

a. Dependent Variable: Performance

**Heteroscedasticity Test**

It can be seen from these Scatter Plots, the points are clustered at zero point, both on the x-axis and the y-axis, so it can be concluded that there are no symptoms of heteroscedasticity, which means that this data is good and can be continued.

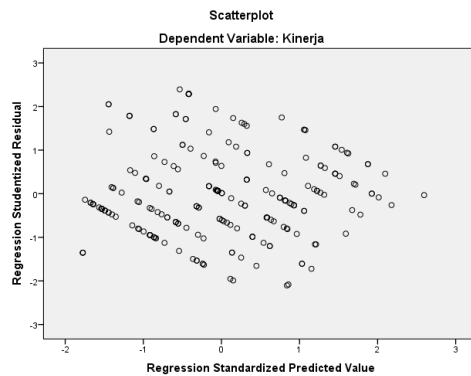


Figure 4. Heteroscedasticity Test

**D. Test t**

Table 4. The t-test

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.205	2.311		.088	.930
1 Self Efficacy	.306	.026	.590	11.679	.000
Supervision	-.056	.047	-.058	-1.181	.239
Organizational Commitment	.227	.043	.264	5.227	.000

a. Dependent Variable: Performance



Based on the test results in the table above, it can be seen that the significance value of Self Efficacy (X1) and Organizational Commitment (X3) is 0.000, so it can be concluded that H1 and H3 can be accepted, because the significance value of 0.000 is smaller than alpha 0.05. Meanwhile, for the Supervision variable (X2) the significance value is 0.239 greater than alpha 0.05, which means H2 rejected.

**E. Test f**

Based on the test results in table 6 below, the Fcount of 69.421 is greater than Ftable 2.65 and sig. 0.000 is smaller than alpha (0.05/5%). Which means that together the independent variables Self-Efficacy (X1), Supervision (X2), and Organizational Commitment (X3) have a positive and significant effect on Employee Performance (Y).

Table 5. Test f

**ANOVA<sup>a</sup>**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	549.232	3	183.077	69.421	.000 <sup>b</sup>
Residual	577.549	219	2.637		
Total	1126.780	222			

a. Dependent Variable: Performance

b. Predictors: (Constant), Organizational Commitment, Supervision, Self Efficacy

**F. Test Coefficient of Determination (R)**

Tabel 6. Test Coefficient of Determination (R)

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.698 <sup>a</sup>	.487	.480	1.62395

a, Predictors: (Constant), Self Efficacy, Supervision, Commitmen Organization

The results of the regression calculation in table 6 above can be seen that the coefficient of determination has been tested, which is 0.487. R square 48.7% which means that the effect of self efficacy factors (X1), supervision (X2), and organizational commitment (X3) on employee performance at the Bengkulu province Satpol PP Office is 48.7% which means that there are other variables that affect 51.3%. These other factors, for example, the level of leadership, work discipline, job satisfaction, tenure, marital status, and others that are not included in the research model proposed and carried out by

researchers and not even discussed in this study.

**RESEARCH RESULTS AND DISCUSSION**

**1. Effect of Self Efficacy (X1) on Employee Performance (Y).**

From the results of hypothesis testing in table 6, it can be concluded that there is a positive and significant influence between Self-Efficacy (X1) on Employee Performance (Y). This is indicated by the tcount value of 11.679 > ttable 1.971 or a significance value of 0.000 < 0.05, then H1 is accepted. This means that there is a positive and significant influence between Self-

Efficacy (X1) on Employee Performance (Y). This is in line with research (Ary & Sriathi, 2019) which states that Self-Efficacy has a positive and significant effect on Employee Performance (Y).

#### **2. Effect of Supervision (X2) on Employee Performance (Y)**

From the results of hypothesis testing in table 6, it can be concluded that there is a positive and significant influence between Supervision (X2) on Employee Performance (Y). This is indicated by the tcount value

$-1.181 < t \text{ table } 1.971$  or significance value  $0.239 > 0.05$ , then H2 is rejected. This means that there is no positive and significant influence between Supervision (X2) on Employee Performance (Y). This is in line with research (Suhariyanto et al., 2018) and research (Palandeng et al., 2015) which states that Supervision does not have a positive and significant effect on Employee Performance (Y).

#### **3. Effect of Organizational Commitment (X3) on Employee Performance (Y)**

From the results of hypothesis testing in table 6, it can be concluded that there is a positive and significant influence between Organizational Commitment (X3) on Employee Performance (Y). This is indicated by the tcount value of  $5.227 > t \text{ table } 1.971$  or a significance value of  $0.000 < 0.05$ , then H3 is accepted. This means that there is a positive and significant influence between Organizational Commitment (X3) on Employee

Performance (Y). This is in line with research (Astuti, 2022) which states that Organizational Commitment has a positive and significant effect on Employee Performance (Y).

#### **4. Effect of Self Efficacy (X1), Supervision (X2) and Organizational Commitment (X3) on Employee Performance (Y)**

From the results of simultan test in table 4 it can be concluded that there is a positive and significant influence between Self Efficacy (X1), Supervision (X2) and Organizational Commitment (X3) on Employee Performance (Y). This is indicated by Fcount of 69.421 greater than Ftable 2.65 and sig. 0.000 is smaller than alpha (0.05). This means that there is a positive and significant influence between Self Efficacy (X1), Supervision (X2) and Organizational Commitment (X3) on Employee Performance (Y). To the researcher's knowledge, there has been no research that combines and states that the three X variables have a positive and significant effect.

### **CONCLUSION**

Based on the results of research that has been conducted by researchers in the previous discussion, it can be concluded as follows:

1. Self efficacy has a positive and significant effect on the performance of Satpol PP members in Bengkulu Province. In other words, in this study, self efficacy has the potential to affect the performance of Satpol PP

- members, with a higher level of self efficacy means that members' performance will be better.
2. In this study, supervision does not have a positive and significant effect on the performance of Satpol PP employees in Bengkulu Province. In other words, supervision cannot affect employee performance independently without the influence of other factors.
  3. This study found that organizational commitment has a positive and significant impact on the performance of Satpol PP employees in Bengkulu Province. In other words, organizational commitment has the potential to affect employee performance, with higher levels of organizational commitment characterized by better performance.
  4. The performance of Satpol PP employees in Bengkulu Province is positively and significantly influenced by self efficacy, supervision, and organizational commitment. In other words, self efficacy, supervision, and organizational commitment have the potential to affect employee performance.

**ADVICE**

For future researchers who are interested in continuing this research, it is better to conduct further research on other variables that affect employee performance besides the variables of self efficacy, supervision and organizational commitment to overcome the results that are not consistent.

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