

Reference

- Alshuwairkh, N.D. (2016). The Effectiveness of The Training Programs on Employees Performance: an Empirical Study at Private Sector Companies in Saudi Arabia. *International Journal of Business and Management Review*, 4, 1-23.
- Asfaw, A.M., Argaw, M.D. and Bayissa, L. (2015). The Impact of Training and Development on Employee Performance and Effectiveness: A Case Study of District Five Administration Office, Bole Sub-City, Addis Ababa, Ethiopia. *Journal of Human Resource and Sustainability Studies*, 3, 188-202.
- Berry, Michael. (2017). Science, Cleaning & Built Environments - Article. *CIRI*, www.ciriscience.org/a_378-Science-Cleaning-and-Built-Environments.
- Bintoro, M., T. Daryanto. (2017). *Menejemen Penilaian Kinerja Karyawan*. Yogyakarta: Gava Media.
- Darmawan, D. (2016). *Metode Penelitian Kuantitatif*. Bandung: Remaja Rosdakarya.
- Dessler, G. (2017). *HRM Management*. Jakarta: Indeks.
- Fahmi, I. (2016). *Manajemen Sumber Daya Manusia*. Yogyakarta: Alfabeta.
- Fraser. Et. al. (2018. February). Pilot testing for feasibility in study of student retention and attrition in online undergraduate program. *IRRODL*, 19(1), 263.
- Feiz, R. Johansson, M. Lindkvist, E. Paledal, S. Svensson, N. (2020). Key Performance Indicator for Production. Elsevier, (1), 3. Retrieved from Science Direct.
- Hasibuan, M. (2017). *Human Resource Management*. Jakarta: PT. Bumi Aksara.
- Hertig, C., A. Baker, D., R. Wade, T., Abbot, F. (2015). Training and Development: Primer for Protection Professional. IFPO, 158. Retrieved from Science Direct.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis: Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: PT. Refika Aditama.
- Kasiram, M. (2015). *Metodologi Penelitian*. Malang: UIN Malang-Pers.

- Kasmir. (2016). *Manajemen Sumber Daya Manusia (Teori dan Praktik)*. Depok : PT. Rajagrafindo Persada.
- Kurniawan, A. (2015). *Metode Riset Untuk Ekonomi&Bisnis*. Bandung: Alfabeta.
- Mangkunegara. A. P. (2017). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung:PT.Remaja Rosda Karya.
- Mondy, R. W. (2016). *Human resources management*. Jakarta: Erlangga.
- Riduwan & Kuncoro. (2017). *Cara Menggunakan dan Memakai Path Analysis (Analisis Jalur)*. (6th Ed.). Bandung: Alfabeta.
- Rivai, V., Basri, A, F, M.(2015). *Performance appraisal*. Jakarta: PT Raja. Grafindo Persada.
- Rouse, M., (2017). Key Perfomance Indicator – article. *Tech Target*, www.searchbusinessanalytics.techtarget.com.
- Shen, J., Tang, C. (2018). How does training improve customer service quality. *EMJ*, (1). 10. Retrieved from Science Direct.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Alfabet.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung : Alfabeta, CV
- Suparyadi. (2015). *Menejemen Sumber Daya Manusia (Menciptakan keunggulan bersaing berbasis kompetensi SDM)*. Yogyakarta: CV Andi Offset
- Berry, Michael. (2017). Science, Cleaning & Built Environments - Article. *CIRI*, www.ciriscience.org/a_378-Science-Cleaning-and-Built-Environments.
- .Undang-Undang Dasar 1945. (2014) *environment healthy chapter 1*. General Provision66.<https://www.slideshare.net/adelinahutauruk7/peraturan-pemerintah-no-66-tentang>.
- Waris, A. (2015, 17 September). Effect of Training, Competence, and Discipline on Employee Performance (Case study in PT.Asuransi Bangun Askrida). *Procedia*, (2), 1243. Retrieved from Science Direct.

Widodo, S. E. (2015). *Manajemen Pengembangan Sumber Daya Manusia*,
Yogyakarta: Pusaka Pelajar.