

**THE INFLUENCE OF ETHICS CODE TO SERVICE QUALITY AND WORK
MOTIVATION OF SOCIAL ASISTENCES OF ‘HOPE FAMILY PROGRAM-PKH’
DURING PANDEMIC PERIOD IN CIANJUR REGENCY, WEST JAVA**

Pipit Afrianti¹, Erry Sunarya², R.Deni Muhammad Danial³

^{1,2,3}Muhammadiyah University, Sukabumi, West Java
Corresponding Author : pipitafrianti@ummi.ac.id

ABSTRACT

The purpose of this study was to determine how much influence the PKH Human Resources Ethical Codes on the quality of services provided and work motivation from the encouragement of the ethical codes. The method used is associative research method with a quantitative approach. The object of research that was sampled in this study was 84 Pendamping Sosial PKH using the proportional stratified random sampling technique. The techniques used in data collection are questionnaires, participatory observation and documentation studies.

The results of the study on the Effect of the Ethical Codes on Service Quality and Work Motivation of Pendamping Sosial PKH During the Covid-19 Pandemic in Cianjur City, were declared to have a significant positive effect or high influence so that when Service Quality and Work Motivation increased, the Ethical Codes would also increase by one point .

Based on the results of the research findings, the authors suggest that the PKH Human Resources Ethical Codes must continue to be improved in its application in order to trigger an increase in service quality and work motivation of Pendamping Sosial PKH in providing services to beneficiaries so that this good application does not only occur during the Covid-19 pandemic. , however, is expected to continue to increase under any circumstances.

Keywords: Code of Ethics, Service Quality, Work Motivation

INTRODUCTION

The PKH – Progam Keluarga Harapan (Family Hope Program) human resources (HR) code of Ethics aims to regulate the behavior of PKH- HR. That is in order to directed and orderly in accordance with predetermined values and norms. So, it can be gave services for KPM remain effective, including work discipline, service improvement, employee loyalty and compliance with agencies or institutions. By this efforts for regulate the human sesources, the goals of the PKH program can be achieved well.

In 2020, Indonesia and other countries around the world were hit by the Covid-19 Pandemic which claimed many lives. Various efforts have been made by the government in suppressing the outbreak, giving rise to various new policies that have never been done before. The policies are Work Form Home, Study Form Home, Social Distancing, Physical Distancing to Large-Scale Social Restrictions (PSBB).

The goals of directed work of PKH assistance is public services can run as usual. However, if it is understood more deeply that many public services are starting to be limited, including PKH services. The restrictions referred to include not carrying out Family Capacity Building Meetings (P2K2-Pertemuan Peningkatan Kapasitas Keluarga) because there cannot be crowds or groups of many people in one meeting, and then verification to schools and health facilities are also not optimal because school children are still studying at home.

According to an appeal from the Ministry of Social Affairs, it is sufficient for PKH social assistants to work from home via telephone or other means, however, the reality on the ground is that PKH social assistants cannot only work from home, there are many demands for PKH facilitators to continue face-to-face with KPM in order to provide good services, such as still having to make home visits to KPM for data updating needs, coordinating with health workers and educators for the purpose of verifying data on school children and KPM PKH health components and assisting KPM during the disbursement process.

This is contrary to the Work Form Home and violates the professional code of ethics by not working with integrity. According to the results of a survey conducted by PKH Supervisor Social Workers in 2020 regarding the performance of PKH social assistants in the field during Covid-19, it shows that 80% (eighty percent) of PKH assistants continue to carry out field activities as usual and 20% (twenty percent) only work via online or Work Form Home. From the problems that occurred, the researchers were interested in examining the influence of implementation of code of ethics had on the quality of services provided during the covid-19 pandemic and influence the code of ethics had on the work motivation of PKH assistants.

THEORETICAL FRAMEWORK

Previous research conducted by Bertha Lubis in 2019 entitled Improving the Quality of Public Services by Implementing a Service Code of Ethics for Employees in Public Services using qualitative study methods and showing research results that explain the application of a code of ethics for public services for employees plays an important role because it will This will prevent unethical actions, can minimize problems that can be caused which of course can protect employees from sanctions and the law.

According to Imron (2012), the code of ethics (ethical code) is the norms that regulate the behavior of a person who is in a certain environment. According to Welianto (2020), the various norms that have been applied in our lives include: (1) Norms of politeness, (2) norms of decency are rules that arise from relationships between individuals based on habits and propriety that apply in society, (3) Moral Norm, this norm is a rule or guideline of life that is based on the heart and conscience of man regarding the good and bad of a behavior or action, (4) Legal norms, legal norms are all regulations made by certain institutions that have the authority to regulate life and behavior in society, nation and state and have a coercive nature with the aim of protecting the interests of the community, and (5)

Religious norms, religious norms quoted from the website of the Ministry of Education and Culture, religious norms are the guidelines for human life whose source is from God Almighty. It contains commands, teachings and prohibitions. Religious norms are definite and absolute (cannot be subtracted and added).

Service Quality, according to Fitzsimmons (in Sulastiyono 2011) explains that service quality is something complex, and beneficiaries will assess service quality through five principles of service dimensions as a measure, which are as follows:

- a. Reliability is the ability to provide precisely and correctly the type of service that has been promised to the beneficiaries.
- b. Responsiveness, namely awareness or desire to act quickly to help beneficiaries and provide timely services.
- c. Assurance is the knowledge and courtesy of the employees as well as the confidence of the employees. The assurance dimension has the following characteristics: competence to provide service, politeness and respect for the beneficiary
- d. Empathy, paying special attention to individual guests. This empathy dimension has the following characteristics: a willingness to approach, provide protection and an effort to understand the desires, needs and feelings of the beneficiaries.
- e. Tangibles, namely something that is visible or tangible, namely: the appearance of employees, and other physical facilities such as equipment and supplies that support the implementation of services.

Work Motivation, According to Siagian (2011), work motivation is a driving force for someone to contribute as much as possible to the success of the organization in achieving its goals, with the understanding that achieving organizational goals means achieving the personal goals of the members of the organization concerned. An employee's motivation is strongly influenced by various factors, both internal and external factors, as follows: (1) Internal factors, namely factors that arise from within employees include: perceptions, self-esteem, personal expectations, needs, desires, job satisfaction, work performance produced, (2). External factors are factors that arise from outside the employee, including: the type and nature of work, the work group in which a person joins, the organization where he works, the general environmental situation, the applicable reward system and how it is applied

METHODS

The approach used in this study uses a quantitative approach. The quantitative approach is used because it is more systematic, planned, structured, and clear from the beginning to the end of the study and can dig up information including more respondents. The quantitative research method according to Sugiyono (2011) is "Scientific/scientific method because it has followed scientific principles, namely concrete/empirical, objective, structured, rational, and systematic".

The population in this study is PKH HR with Social Assistance Positions totaling 493 people who are placed in 32 sub-districts of Cianjur Regency. The sample is determined in part from the total population. The sampling in this study will then use the Proportional Stratified random sampling technique, according to Sugiyono, this sampling technique can be used in stratified populations, population areas or cluster populations, in this study researchers will classify based on the population of the area of work placement of PKH social assistants who are placed in 32 sub-districts in Cianjur Regency, West Java.

The most important thing in this technique is the use of balanced representation of the existing population, where the researcher already knows the size of the existing population units, then the researcher can take representatives from these population units. So, the researchers took samples from a population of 493 social assistants using the Slovin formula (in Sugiyono.2011).

Data collection techniques in this study used a questionnaire, observation and documentation. In primary data, the researcher used questionnaires and made observations. Questionnaire is a statement or question. The answers to each instrument item using a Likert scale have a gradation from very positive to very negative, which can be in the form of words including: strongly agree, agree, disagree, and strongly disagree can also be very positive, positive, negative and very negative. It is used for the purposes of quantitative research analysis, so the answer can be given a score or value.

Observation is a complex process, a process composed of various biological and psychological processes. Two of the most important are the processes of observation and memory. As for making observations in this study, researchers conducted participant observations. researchers are involved in the activities carried out by the respondents. The observations made by researchers in this study were observing how the activities of PKH Social Assistance when providing services to KPM during Covid-19 in Cianjur Regency. While documentation as secondary data that researchers get to complete accurate information in this study is by studying existing literature such as books or research reports, papers and statistical data to complement existing data. Literature study is used to study the literature and others related to this research, besides that researchers can use pictures or photos, videos or sound recordings in data collection.

The data analysis process begins by examining all the data obtained from the results of data collection. The data analysis technique used in this study is quantitative data analysis, namely the data obtained in the form of numbers and then poured into a table containing numbers and the average percentage is calculated and then the data in the form of the table is analyzed using descriptive statistical tools.

The level of measurement used in this study is a questionnaire which is constructed in the form of a Likert scale. In this study there are five alternative answers with gradations from very positive to very negative, where each answer is given a score of 5 to 1, or vice versa from very negative to very positive answers are given a score of 1 to 5. A score of 5 is better than a score of 4, 3, 2, 1, then a score of 4 is lower than a score of 5 and better than a score of 3,2,1 and so on. Because of the

difference in scores, the score from the Likert scale can show that there is a positive correlation or a negative correlation between variables.

The results of the questionnaire are then calculated the average percentage and then compiled in tabular form for analysis using descriptive statistical tools such as using Microsoft Excel or SPSS version 23 application tools. Then in this study, the level of validity of the instrument or questionnaire was tested first. Validity test shows the extent to which a measurement tool measures what it wants to measure as described, validity testing is done by item analysis. To test the validity of each item, the score in the item in question is correlated with the overall score.

This means that a research result is said to be valid if there are similarities between the data collected and the actual data. Instrument which means the measuring instrument used to obtain data must be valid. If r count is greater than r table then the item is declared valid. Reliability is also related to reliability. A measuring instrument is said to be reliable if the measuring instrument gives fixed results as long as the measured variable does not change. Measurement of the reliability of the instrument researchers did using the Spearman Brown formula in Sugiyono (2011).

Researchers have tested the instrument with 24 items or statement items to 35 trial respondents, these respondents were taken from the number of PKH human resources in Cianjur Regency which were not used as research samples. Reliability testing was carried out using the split half technique which was analyzed using the Spearman Brown formula, where the instrument items were split into two groups, namely the odd instrument group and the even group. After dividing by two, then the scores of each data are arranged according to odd and even numbers and the item scores are added up to produce a total score. Furthermore, the total score of the odd group and the even group was searched for correlation, after looking for the correlation, then the item correlation coefficient was calculated using the Spearman Brown formula to determine the reliability of the instrument. Reliability calculations were carried out using the Microsoft Excel 2007 application to find the correlation value of each statement item with the formula =CORREL(odd value array; even value array), then the item correlation value was 0.81. The next calculation to determine the reliability of the instrument is calculated using the Spearman Brown formula.

Hypothesis testing in this study uses product moment correlation statistical analysis. The criteria for accepting the hypothesis are carried out at a significant level of 5% provided that if r count is greater than r table, then the proposed hypothesis can be accepted. On the other hand, if r count is smaller than r table, then the proposed hypothesis is rejected. Based on the limitations of the problems described previously, the research problem can be formulated as follows:

Hypothesis : $H_0 : xy = 0$; $H_{a1} : xy \neq 0$; $H_{a2} : xy \neq 0$. Information :

xy_1 : Correlation coefficient between PKH HR Code of Ethics and Service Quality

xy_2 : Correlation coefficient between PKH HR Code of Ethics and Work Motivation

$H_{a1} : xy \neq 0$ There is an influence of the PKH HR Code of Ethics on Service Quality

$H_{a2} : xy \neq 0$ There is an influence of the PKH HR Code of Ethics on Work Motivation.

DISCUSSION

In this study, the majority of respondents were male, namely 50 people with a percentage of 60%. Female respondents were 33 people with a percentage of 40%. Of the 84 respondents studied, 32 of them were aged 26-30 years, 18 of whom were aged 31-35 years, 20 of whom were aged between 36-40 years, then 8 people with an age range of 41-45 years, 3 people aged 21-45 years. 25 years and 2 of them are 46-50 years old. The condition of the respondents, seen from their age, shows that the average respondent has more than 2 years of experience working as a PKH social assistant. Then the Interpretation of the Code of Ethics Variable Score (X) has an index value of 85% and is included in the "Very High" category. This shows that the respondents in this study have understood the code of ethics and demonstrated the respondent's understanding (PKH social assistants) to the values of the PKH HR code of ethics that have been applied in providing services to beneficiaries, especially this is assessed during the Covid-19 pandemic. .

Table 1. Score of Ethics Code Variable (X)

CATEGORIES	SCORE	TOTAL SCORE STETEMENT
SS	392	1960
S	305	1220
KS	80	240
TS	40	80
STS	13	13
TOTAL		3513

Source : Reseacher

Then, the highest score is obtained using the following formula:

$Y = \text{Number of respondents} \times \text{highest score} \times \text{number of research statement items}$

$Y = 84 \times 5 \times 10 ; Y = 4150 ; \text{Index \%} = \text{Total Score} / Y \times 100 ; = 3513 / 4150 \times 100$

$= 84.6\%$ rounded up to 85%

Judging from the Interpretation Category of the score above, the Code of Ethics Variable (X) which has an index value of 85% is included in the "Very High" category. This shows that the respondents in this study have understood the code of ethics and show the respondent's understanding (PKH social assistant) to the values of the PKH HR code of ethics that have been applied in providing services to beneficiaries. The Interpretation of the Service Quality Variable score (Y1) has an index value of 9% which is included in the "High" category. This shows that the respondents in this study have understood the quality of the intended service.

Table 2. Score of service quality (Y1)

CATEGORIES	SCORE	TOTAL SCORE STETEMENT
SS	211	1055
S	273	1092
KS	121	363
TS	40	80
STS	18	18
TOTAL		2608

Source : Reseacher

The calculation formula applies the same thing as done in the previous variable calculation and the results are as follows:

$$\begin{aligned}\text{Index \%} &= \text{Total Score} / Y \times 100 \\ &= 2608 / 3320 \times 100 \\ &= 78.5\% \text{ rounded up to } 79\%\end{aligned}$$

Judging from the Interpretation Category score above, the Service Quality Variable (Y1) has an index value of 79% which is included in the "High" category. Meanwhile, the interpretation of the Work Motivation Variable score (Y2) has an index value of 81% and this value is included in the "Very High" category. This shows that the respondents in this study have understood the work motivation referred to in the study.

Tabel 3. Score of work motivation variable (Y2)

CATEGORIES	SCORE	TOTAL SCORE STATEMENT
SS	127	635
S	215	860
KS	48	144
TS	19	36
STS	6	6
TOTAL		1684

Source : Reseacher

After finding the total score of the Y2 variable, the index value is calculated using the following formula:

$$\begin{aligned}\text{Index \%} &= \text{Total Score} / Y \times 100 \\ &= 1684 / 2075 \times 100 \\ &= 81\%\end{aligned}$$

Judging from the Interpretation Category score above, the Work Motivation Variable (Y2) has an index value of 81% and this value is included in the "Very High" category. This shows that the respondents in this study have understood the intended work motivation. Based on the calculation of the Product moment correlation coefficient, it shows that there is a positive influence between the code of ethics and the quality of service in PPKH Cianjur Regency.

Table 4. Correlation of Code Ethic to Service Quality

		Ethics Code	Service Quality
Ethics Code	Pearson Correlation	1	.594**
	Sig. (2-tailed)		.000
	N	84	84
Service Quality	Pearson Correlation	.594**	1
	Sig. (2-tailed)	.000	
	N	84	84

** . Correlation is significant at the 0.01 level (2-tailed).

Sources : Reseacher, 2020

Because r count is greater than r table, the initial hypothesis stated before the study can be accepted. Then based on the calculation of the Product moment correlation coefficient it also shows that there is a positive influence between the Code of Ethics and Work Motivation at PPKH Cianjur Regency. Because r count is greater than r table, the initial hypothesis stated before the study regarding the relationship between the code of ethics and work motivation can be accepted.

Furthermore, a simple linear regression test was carried out which aims to see the extent of the causal relationship between the causal factor variable (X) and the resultant variable (Y). The following are the results of the simple linear regression test calculation of the effect of the code of ethics on the quality of PKH social assistance services at PPKH Cianjur Regency:

Tabel 5. Regression Linier Test Correlation Ehtics Code to Service Quality

Variable	R	R2	Equation	P value
Service Quality	0,594	0,353	Ethics Code = 23,029+0,613(Service Quality)	0,0005

Sources : Reseachar, 2020

Based on the results of the analysis, the coefficient of determination (R^2) shows a value of 0.353, which means that the service quality variable affects the code of ethics variable by 35.3%. The results of the F test showed a significance value of 0.0005 (p value < 0.05). So it can be said that the service quality variable has an influence on the code of ethics so that the regression model can be used to predict the code of ethics.

The regression coefficient obtained is 23,029, so the linear regression equation is obtained as follows: Code of Ethics = 23,029+0,613 (Quality of Service), which means that the value of the code of ethics will increase by 23,029 if the value of service quality increases every one point. With the acceptance of the hypothesis which states that there is a positive influence between the independent variables, namely the Code of Ethics and Service Quality, it means that the two variables can be trusted to have a close relationship.

Based on the results of the analysis, it is known that the magnitude of the influence of the code of ethics on service quality in PPKH Cianjur Regency is 35.3%, while 20.7% shows the magnitude of the influence of the code of ethics on work motivation. And other things are influenced by other factors outside of the results of this study. Furthermore, based on the results of the analysis, the value of $p = 0.0005$ and the calculated r value is greater than the r table, namely $0.594 > 0.216$, so it can be concluded that there is a significant relationship between the code of ethics and service quality and shows a moderate relationship and a positive pattern. This means that based on the results of correlational calculations, it shows that there is a positive influence between the variables of the code of ethics of human resources on the variables of work motivation, these results indicate that the existence of a code of

ethics can trigger employee work motivation towards a positive direction, further details of the calculation can be seen in the table below :

Tabel 6. Correlation Ethics Code to Work Motivation

		Ethic Code	Work Motivation
Ethics Code	Pearson Correlation	1	.455**
	Sig. (2-tailed)		.000
	N	84	84
Work Motivation	Pearson Correlation	.455**	1
	Sig. (2-tailed)	.000	
	N	84	84

Sources : Reseachar, 2020

The results of the analysis showed that there was a significant relationship between the code of ethics and work motivation ($p = 0.0005$). The Pearson correlation value obtained is r arithmetic 0.455 which is greater than r table ($0.455 > 0.216$) which means that the relationship between the code of ethics and work motivation shows a moderate relationship and has a positive pattern so that if work motivation increases, the code of ethics will also increase. So it also shows that the acceptance of the Ha2 hypothesis which states that there is a significant relationship between the code of ethics and work motivation and the rejection of Ho2 which states that there is no relationship between the code of ethics and work motivation.

Then a simple Linear Regression Test was also conducted. The Influence of the Code of Ethics on Work Motivation. The simple linear regression test aims to see the extent of the causal relationship between the causal factor variable (X) and the resultant variable (Y). The following are the results of the simple linear regression test calculation of the effect of the code of ethics on the motivation of PKH social assistants in PPKH Cianjur Regency:

Table 7. Test of Linier Regression Correlation Ethic Code to Work Motivation

Variable	R	R2	Equation	P value
Work Motivation	0,455	0,207	Ethic Code = 27,931+0,713(Work Motivation)	0,0005

Sources : Reseachar, 2020

The results of the analysis also showed that there was a significant relationship between the code of ethics and work motivation ($p = 0.0005$). The Pearson correlation value obtained is r arithmetic 0.455 which is greater than r table ($0.455 > 0.216$) which means that the relationship between the code of ethics and work motivation shows a moderate relationship and has a positive pattern so that if work motivation increases, the code of ethics will also increase.

CONCLUSION

Service quality and employee work motivation are the milestones for all elements or areas of service that are implemented, so that every service desired by the community can be fulfilled as expected, therefore the researcher suggests several things regarding the PPKH HR code of ethics so that it can be taken into consideration in making further policies. .

Based on the results of research conducted on PPKH human resources in Cianjur Regency, especially the social assistants, the researchers concluded that judging from the calculation of a simple linear regression test on the variable Code of ethics (X) has an index value of 85% and is included in the "Very High" category. This shows that the respondents in this study have understood the code of ethics and demonstrated the respondent's understanding (PPKH social assistants) to the values of the PPKH HR code of ethics that have been applied in providing services to beneficiaries, especially this is assessed during the Covid-19 pandemic. .

The same thing also occurs in the calculation of the Service Quality variable (Y1) which has an index value of 79% which is included in the "High" category. This shows that the respondents in this study have understood the quality of the intended service. Then the results of the calculation of a simple linear regression test on the Work Motivation variable (Y2) have a very high index value of 81% and that value is included in the "Very High" category. This shows that the respondents in this study have understood the work motivation referred to in the study.

Based on the calculation of the Product moment correlation coefficient, it shows that there is a positive influence between the code of ethics and the quality of service in PPKH Cianjur Regency. Because r_{count} is greater than r_{table} , the initial hypothesis stated before the study can be accepted. Then based on the calculation of the Product moment correlation coefficient it also shows that there is a positive influence between the Code of Ethics and Work Motivation at PPKH Cianjur Regency. Because r_{count} is greater than r_{table} , the initial hypothesis stated before the study regarding the relationship between the code of ethics and work motivation can be accepted.

Based on the results of the analysis, it is known that the magnitude of the influence of the code of ethics on service quality in PPKH Cianjur Regency is 35.3%, while 20.7% shows the magnitude of the influence of the code of ethics on work motivation. And other things are influenced by other factors outside of the results of this study. Furthermore, based on the results of the analysis, the value of $p = 0.0005$ and the calculated r value is greater than the r_{table} , namely $0.594 > 0.216$, so it can be concluded that there is a significant relationship between the code of ethics and service quality and shows a moderate relationship and a positive pattern. This means that by increasing the implementation of the code of ethics, the quality of service will also increase.

The results of the analysis also showed that there was a significant relationship between the code of ethics and work motivation ($p = 0.0005$). The Pearson correlation value obtained is $r_{arithmetic}$ 0.455 which is greater than r_{table} ($0.455 >$

0.216) which means that the relationship between the code of ethics and work motivation shows a moderate relationship and has a positive pattern so that if work motivation increases, the code of ethics will also increase.

From the research obtained, the authors found a code of ethics for human resources as a support for achieving quality services and as one of the drivers of employee motivation in PPKH Cianjur Regency, where the value is already high, namely 85% and can still be improved again to maximize optimal service from PPKH HR.

It is hoped that this PPKH HR code of ethics must continue to be improved in its application to trigger an increase in service quality and work motivation of PPKH HR in providing services to beneficiaries so that this good application does not only occur during the Covid-19 pandemic, but is expected to continue to increase under conditions anything. For researchers who will research on similar problems are expected to include other variables outside the variables that already exist in this study so that this research can continue to grow.

REFERENCES

Books

- Anggara, Sahya. 2014. *Kebijakan Publik. Bandung* ; CV Pustaka Setia
- Arikunto, Suharsini.1993. *Prosedur Penelitian: Suatu Pendekatan Praktis*. Jakarta : PT Rineka Cipta
- Gaol, L. Jimmy. 2014. *Manajemen Sumber Daya Manusia*. Jakarta : Grasindo
- Hasibuan, Malayu S.P.2008. *Manajemen Sumber Daya Manusia*.Jakarta : Bumi Akasara
- Hariandja, Mariot, T.E. 2002. *Manajemen Sumber Daya Manusia*. Jakarta : Grasindo
- Imron, Ali. 2012. *Manajemen Peserta Didik Berbasis Sekolah*. Jakarta : Bumi Aksara
- Kotler, Philip. 2002. *Manajemen Pemasaran di Indonesia : Analisis, Perencanaan, Implementasi dan Pengendalian*. Jakarta : Salemba Empat.
- Lubis, Suhwardi K. 1994. *Etika Profesi Hukum*. Jakarta : Sinar Grafika
- Mangkunegara, Anwar Prabu. 2002. *Manajemen Sumber Daya Manusia*. Bandung : PT. Remaja Rosda Karya
- Mathis, Robert L. Jackson, John Harold. 2003. *Human Resource Management*. Shouth Western: Shouth Western College Publishing
- Moleong L. 2004. *Penelitian Kualitatif*. Bandung: Remaja Rosdakarya
- Munandar, M.2010.*Budgeting Perencanaan Kerja Pengkoordinasian Kerja. Pengawasan Kerja*. Yogyakarta : BPFE
- Pasolong, Harbani. 2007. *Teori Adnistrasi Publik*. Bandung ; Alfabeta
- Peraturan Presiden No 96 Tahun 2015 tentang Percepatan Penanggulangan Kemiskinan
- Putra, Fadillah.2003. *Paradigma Kritis dalam Studi Kebijakan Publik*.Yogyakarta ; Pustaka Pelajar
- Ritonga, Hamonangan.2003. *Perhitungan Penduduk Miskin*. Jakarta : BPS
- Robbins SP, dan Judge.2008. *Perilaku Organisasi*. Jakarta : Salemba

- Sekaran, Uma. 2006. Metodologi Penelitian Untuk Bisnis Edisi 4. Jakarta :Salemba Empat
- Singarimbun dan Masri. 1988, Metode Penelitian Pendidikan. Jakarta: University Press. Salemba.
- Sondang P. Siagian . 2011. Manajemen Sumber Daya Manusia. Jakarta : Bumi Aksara
- Sugiyono. 2006. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : CV ALFABETA
- Sugiyono. 2011. Metode Penelitian Kuantitatif Kualitatif dan R&D. Bandung ; Alfabeta
- Sugiyono. 2011. Metode Penelitian Kuantitatif, Kualitatif, dan R&D cetakan ke-13. Bandung : CV ALFABETA
- Sulastiyono, Agus. 2011. Manajemen Penyelenggaraan Hotel . Bandung : Alfabeta
- Sumarsono, Sonny. 2003. Ekonomi Manajemen Sumber Daya Manusia dan Ketenagakerjaan. Yogyakarta : Graha Ilmu
- Suparlan, Parsudi. 2004. Kemiskinan di Perkotaan. Jakarta : Yayasan Obor
- Sutrisno, Edy. 2014. Manajemen Sumber Daya Manusia. Jakarta: Pranada Media Group
- Tjiptono, Fandy. 2001. Strategi Pemasaran. Edisi Pertama . Yogyakarta: Andi Offset
- Wahab, Solichin A. 2008. Pengantar Analisis Kebijakan Publik. Malang; UMM Press
- Wexley, KN. Yukl, G. 1997. Organizational Behavior and Personnel Psychology. Illinois : Home Wood
- William N. Dunn. 2000. Analisis Kebijakan Publik. Yogyakarta; Gadjah Mada University Press
- World Bank. 2005. Doing Business in 2005 : Removing Obstacle to Growth. A Copublication of the World Bank, the IFC, and Oxford University.

Thesis

- Bertha Lubis. 2019. Peningkatan Kualitas Pelayanan Publik dengan Menerapkan Kode etik Pelayanan kepada Pegawai di Layanan Publik. Jakarta : Institut Pemerintahan Dalam Negeri
- Choerunisa, Indah. 2019. Pagaruh Kualitas Pelayanan Terhadap Kepuasan Penerima Manfaat PKH di Kelurahan Beji, Depok. Jakarta : UIN Syarif Hidayatullah
- Julianti, Noni Vili. 2018. Analisis Kinerja Pendamping PKH dalam Upaya Pengentasan Kemiskinan di Kota Medan . Medan : Universitas Sumatera Utara
- Mohram. Punna. 2014. Pengaruh Kemampuan Sumber Daya Manusia terhadap Pelayanan Publik. Aceh Barat: Universitas Teuku Umar
- Suryawati, Chriswardani. 2005. Memahami Kemiskinan secara Multidimensional. Yogyakarta : Universitas Gadjah Mada
- Triwulandari. 2018. Evaluasi Pelaksanaan PKH di Kelurahan Gulak-Galik Bandar Lampung. Bandar Lampung : IAIN Raden Intan Lampung

Lain-lain

- _____. Peraturan Direktur Jenderal Perlindungan Dan Jaminan Sosial Kementrian Sosial Republik Indonesia Nomor 01/LJS/08/2018 Tentang Kode Etik Sumber Daya Manusia (SDM) Program Keluarga Harapan (PKH)
- _____. 2007. Strategi Pemasaran. Edisi Pertama. Yogyakarta: Andi Offset.
- Bappenas. 2004. Rencana Strategis Penanggulangan Kemiskinan di Indonesia. Jakarta
- BPS. 2004. Monitoring dan Kajian Terhadap Program Kemiskinan di Indonesia. Jakarta
- Nurbaiti, Dewi. 2013. Pengertian Etika, Kode etik dan Fungsi Kode Etik Profesi. [http://cyberlawncrime.blogspot.com/2013/03/ Pengertian-Etika-Kode-etik-dan-fungsi-Kode -Etik-Profesi.html?m=](http://cyberlawncrime.blogspot.com/2013/03/Pengertian-Etika-Kode-etik-dan-fungsi-Kode-Etik-Profesi.html?m=) (diakses pada 12 Juli 2020)
- UU No 13 tahun 2011 tentang Fakir Miskin
- UU No 20 tahun 2003 tentang Sistem Pendidikan Nasional
- <https://widyago.wordpress.com/2011/04/03/pengertian-regresi-dan-korelasi/> (diakses pada 12 Juli 2020)
- <https://skripsi-manajemen.blogspot.com/2011/02/pengertian-definisi-kualitas-pelayanan.html> (diakses pada 12 Juli 2020)
- <https://www.universitaspikologi.com/2018/10/pengertian-motivasi-kerja-dan-meningkatkan-motivasi-kerja.html>
- [PENINGKATAN KUALITAS PELAYANAN PUBLIK DENGAN MENERAPKAN KODE ETIK PELAYANAN KEPADA PEGAWAI DI LAYANAN PUBLIK | Lubis | MEDIA BINA ILMIAH \(binawakya.or.id\) \(diakses pada 20 Juli 2020\)](#)
- [Kinerja Pendamping Program Keluarga Harapan \(PKH\) Di Kota Bandar Lampung | Utami | JSHP : Jurnal Sosial Humaniora dan Pendidikan \(poltekba.ac.id\) \(diakses pada 20 Juli 2020\)](#)