



Analysis Behavior Education Personnel Administration In Utilization E-Office As Embodiment Paperless Offices

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Abstract

The purpose of this research is to find out and analyze the administrative behavior of educational staff using an e-office as a paperless office at the Faculty of Economics and Business, Surabaya State University. This research uses a quantitative descriptive research approach. This research method is survey research. The population in this research is the educational staff of the Faculty of Economics and Business, Unesa. The results showed that of the three factors as a whole, the Enabling Factor (supporting factor) had the highest contribution (41%) in the administrative behavior of educational staff in the use of e-office as a form of paperless office at the Unesa Faculty of Economics and Business. Effective and efficient administrative behavior will affect the dynamics of the organization in realizing the goals that have been set before. Educational staff is one of the actors (administrative staff) in the administrative work of an educational institution. So the urgency of this research is to find out how the administrative behavior of the educational staff is in the use of e-office as a form of paperless office at the Faculty of Economics and Business, Surabaya State University.

Keywords : Administration Behavior, E-Office, Administration Education

1. INTRODUCTION

The rapid development of technology has changed the pattern of life and human behavior. Chris Stephenson (Ramadhan, 2021) describes the five phases of technological





change and their impact on human behavior as seen from the number of years of the period. The surfacing phase (1950-1995), was marked by the use of internet-connected computers to help users get information. Organizing phase (1990-2015), where technology users organize information from the internet that is accessed globally and have universal added value. The extracting phase (2010-2025), is marked by the use of operating systems and search engines, smart devices, the internet of things, artificial intelligence, and virtual assistants so that connectivity becomes faster throughout the world. The anticipating phase (2020-2035), is the phase where systems with artificial intelligence are able to learn deeper (deep learning) that are able to understand human desires. The elevating phase (2030-2050), is characterized by the use of devices with artificial intelligence that can change human behavior in interactions.

Since 2017, the Unesa Faculty of Economics and Business has utilized e-office technology in administrative work, one of which is in correspondence with the aim of creating a paperless office. Operationally the administrative staff at the Unesa Faculty of Economics and Business as individuals receive a stimulus to the use of e-office technology and the existence of a work environment encouragement in the aim of paperless offices. Then there will be an interpretation of the stimulus from administrative work and environmental encouragement for the realization of a paperless office. Is the administrative work environment enjoyable or not? How is the interaction between individuals? Do they interact with each other in the administrative work? Do leaders and policies on the use of e-office technology change administrative work? The results of this interpretation give rise to a reaction or what is referred to as behavior in the field of administration.

Prior to using the e-office, the correspondence process was still manual, conventional, relying on ledgers for data collection and still using HR administration staff for delivery and disposition between units. However, problems arise when the intensity of correspondence is high. Certainly it will cause problems such as: 1) the position of the letter is difficult to trace, 2) the response is slow because the destination of the recipient of the letter is often not in place, 3) problems in disposition due to the slow response of incoming letters, 4) difficulties in monitoring letters and dispositions, because need staff who have to standby so it is considered less efficient. 5) there was an error in numbering the letters, caused by human error and the manual system (a agenda book) was considered ineffective, and 6) piles of archives/files that could interfere and make work uncomfortable. If we analyze again,





these problems are caused by the use of a manual system, also caused by behavior in administrative activities.

From the description above, it can be concluded that by using the e-Office application in administrative activities, it can shorten the flow of correspondence bureaucracy in the Faculty of Economics and Business, Surabaya State University, so that the process of correspondence and disposition becomes easier, more effective and efficient.

2. LITERATURE REVIEW

2.1 Behavior Administration

Behavior can be interpreted as a way of acting, referring to a person's behavior (Kars and James E. Roseszweig, 2002). Behavior is individual activities, in a broad sense consisting of over behavior and inner behavior. Each person's behavior pattern may be different but the process of occurrence is fundamental for all individuals, that is, it can occur because it is caused, driven and shown to the target (Kars and James E. Roseszweig, 2002). So it can be concluded that behavioral factors in administrative work besides the way of acting which refers to knowledge, attitudes and practices are also influenced by external factors, namely leadership. According to theory (Arikunto, 2014) states that behavior is influenced by two main factors, namely behavioral factors (behavior causes) and factors outside of behavior (non-behaviour causes). Humans are a special factor in administration, because humans regulate and humans are controlled. Administrative behavior appears in the behavior of an administrator in daily work. The administrator in this study was an administrative staff (educational staff) in the Unesa Faculty of Economics and Business.

Administration is better known as administrative activities which include notes, bookkeeping, correspondence, making agendas, and so on. This is as revealed by Admosudirjo (in Nawawi, 2009), "Administration in a narrow sense is more appropriately called administration (clerical work/office work). Administration in a narrow sense or administration which is essentially the job of controlling (the handling) of information. According to The Liang Gie (in Nawawi, 2009) that the point of administrative activity is a service task in the form of a pattern of collecting, recording, processing, holding, sending, and storing in terms of information.





2.2 E-Office

Along with the rapid development of information technology, it will certainly bring up various kinds of new innovations that can help our various daily activities. Both our activities at home or our work activities in the office, even activities in various agencies/organizations, ranging from government, educational institutions, and up to companies. Lots of innovations have emerged and can be utilized according to what we need, one of which is an e-office application. E-office is an office administration application service, official correspondence for every company/agency employee electronically (Juairiyah et al., 2017). This e-Office application web-based and *mobile application* that can help and facilitate the process of correspondence and disposition in an agency/organization. Besides agency governance, activity correspondence and dispositions are also numerous carried out in educational institutions, as well as in the faculties of Economics and Business at Surabaya State University.

at the moment In this modern and digital era, higher education is required for more fast in To do respond to system correspondence for more effectively and efficiently. The solution to problem is to use the system application *e-Office*, in order to obtain various benefits, such as: 1) Easy letters found, because stored in the database, 2) security letter from theft and damage guaranteed, because digital and stored systems in server, 3) Disposition could conducted where only and when course, 4) Number letter go out automatic, so minimize error in numbering letter, 5) Table clean from archive / file, because letter no printed, and 6) Save budget shopping paper and save cost for room storage. Benefit use The main *e-office* that is *time saving and cost saving* (Juairiyah et al., 2017). From the description above, can concluded with use *e-Office* applications in activity administration, yes abbreviate plot bureaucracy correspondence in the Faculty _ Economics and Business Surabaya State University, so the process of the letter correspondence and disposition Becomes more easy, more effective and efficient.

2.3 Paperless Offices

A paperless office or also known as a paper-free office is a system created to manage administration by reducing or eliminating the use of paper and switching to digital documents. Or more simply, a paperless office, namely using paper to a minimum by switching to digitizing documents. The application of a paperless office has many advantages, not only from an environmental point of view but also for the internal functions



of the organization and for office purposes. Paperless offices will affect the productivity and behavior of office employees. It can be seen from the completion of tasks that can be done quickly without requiring a long time and in accordance with the specified time. As well as in its implementation several users can carry out procedures simultaneously and increase information to enable monitoring procedures and requests to be made (Herdiana, 2019).

2.4 Previous Research

In state of the art, examples of previous research are taken as a guide or as a reference for comparison in conducting research. Although not many have conducted research on administrative behavior, there are several sources that are used as state of the art in this research. Researchers get bibliometric data with the keywords administrative behavior and organizational behavior. A total of 168 articles worldwide were obtained from Scopus metadata from 2015 to 2022.

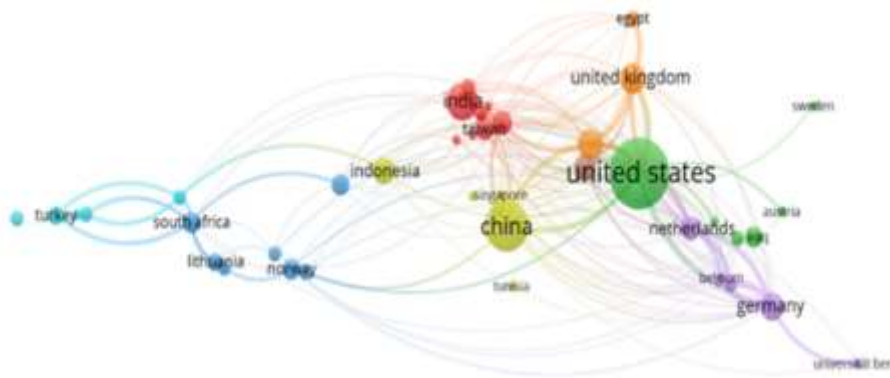


Figure 1. Network Visualization Bibliography Results (Vosviewer)

Based on the keywords administrative behavior and organizational behavior, the United States is the number one country with 44 published documents, while Indonesia only has 6 published documents and 1 citation (2015-2022). There is not much research on administrative behavior, citing the results of research by Favero (2006) entitled An Examination of the Relationship Between Academic Discipline and Cognitive Complexity in Academic Deans' Administrative Behavior. The findings show that the effects of discipline cannot be discounted in framing studies of administrators' perceptions of their leadership context and the behavior which necessarily flows from those perceptions. This can be

interpreted that the discipline of the leader is one of the influencing factors on the perception and behavior of administration within the organization. Still agree with the results of the study (Masrohatin & Tobing, 2019), "Transformational leadership style, organizational culture, locus of control and its influence on the organizational citizenship of employee behavior: State Institute of Islamic Studies of Jember. International Journal of Scientific and Technology Research, 8(6), 163–171. His article provides findings that transformational leadership style, organizational culture, and locus of control influence the behavior of university employees.

However, it is contrary to the results of research (Sandhu & Rashmi, 2017), "Emotional intelligence and motivation as determinants of administrative behavior in educational institutions". International Journal of Applied Business and Economic Research, 15(1), 349–361. His article provides findings that emotional intelligence has a large contribution to administrative behavior but vice versa, where the motivational behavior of leaders has a low contribution to administrative behavior. Furthermore, there is an article entitled "Energy use, behavioral change, and business organizations: Reviewing recent findings and proposing a future research agenda" (Andrews & Johnson, 2016) from the journal Energy Research and Social Science. This article provides findings about behavior change in organization is an interesting thing to develop in future research. This is supported by bibliometric results which show data that research on behavior is still very small at the end of 2022.

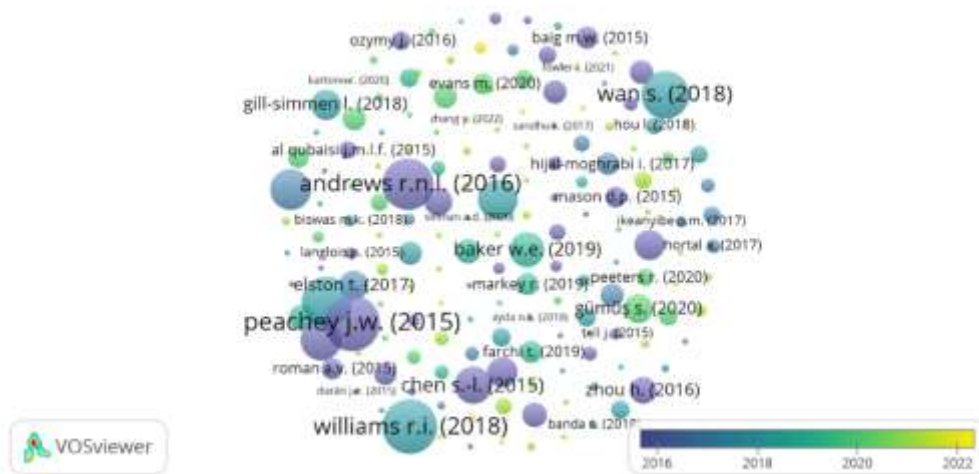


Figure 2. Citation of the author (overlay visualization)



According to Bruck et al., (2015) states that, "The administrator must act rationally, but it is a limited type of rationality for the achievement of proximate goals. (He does not maximize, he "satisfies.") It follows from this assumption that to examine administrative action, one must analyze the premises of decision." It can be interpreted that an administrator must behave rationally, but rationality is limited to achieving short-term goals. Not giving the maximum but quite satisfying. The assumption is to test administrative behavior, an administrator considers the factors as a rationale in making decisions. Administrative Behavior, remains a complex, demanding and rewarding research source (Kerr & Simon, 2007). Likewise according to (Andrews & Johnson, 2016), providing findings about behavior change is an interesting thing to develop in future research. Therefore, this study examines the administrative behavior of educational staff in the use of e-office as a form of paperless office at the Faculty of Economics and Business, State University of Surabaya.

3. RESEARCH METHOD

This research uses a quantitative descriptive research approach. This type of descriptive research is a type of research that describes actual or real current phenomena (Arikunto, 2014). The population in this research is the educational staff of the Faculty of Economics and Business, Unesa. The sampling technique in this study was purposive sampling. The criteria in this study are educational staff who have the scope of administrative work (administrative staff) at the Unesa Faculty of Economics and Business). The total educational staff of the Unesa Faculty of Economics and Business is 35 people and 20 people who have e-office-based administration (administrative) scope of work (administrators). The data was taken from the results of a questionnaire given online to Unesa Faculty of Economics and Business education staff using the Google form. The research data collection technique was through a questionnaire in the form of answers using a Likert scale and divided into 4 categories, namely 4 = very good, 3 = good, 2 = not good, 1 = not good. Before being used to collect research data, the research instrument in the form of a questionnaire needs to be tested to determine the level of validity and reliability of the items. This is done so that items that do not meet the requirements are not included as part of the instrument.



The data analysis used in this study was divided into several stages, namely data reduction, data presentation was carried out by transferring the answers contained in the questionnaire to tabulations or tables. From the data collected in this study, a quantitative descriptive analysis was then carried out with percentages, namely by describing or giving an assessment. Errors that may arise in making measurements, especially in the field of social sciences, can come from measuring instruments, methods of measuring and the object being measured. Therefore, this research in the social humanities field uses the assessment category according to Djemari Mardapi (2008), assessment is basically the activity of systematically determining the number of an object. The characteristics contained in the object being measured are transferred into numbers so that it is easier to assess. aspects contained in humans such as cognitive, affective and psychomotor are converted into numbers. Therefore, errors in quantifying these aspects should be as small as possible.

The formula used is as follows:

Mi (Rerata ideal)	= $\frac{1}{2}$ (skor maksimum ideal + skor minimum ideal)
Sdi (Simpangan deviasi)	= $\frac{1}{6}$ (skor maksimum ideal - skor minimum ideal)

Then each component is categorized into four categories as follows:

Table 1. Categories Evaluation

No.	Formula	Category
1.	$x \geq Mi + 1.SDi$	Very good
2.	$Mi sd \leq x < Mi + 1.SDi$	Well
3.	$Mi - 1.SDi \leq x < Mi$	Less Good
4.	$x < Mi - 1.SDi$	Not Well

Source : Djemari Mardapi (2008)

After the data is analyzed and grouped for each category, then find the percentage of each data with the following formula:

$$P = \frac{f}{N} \times 100\%$$

Description :

P = Percentage



f = Frequency (number answer respondent)

N = *Number of cases* (total respondent)

After To do calculation results questionnaire , stages last in the data analysis techniques in this study is to draw conclusions from the results of research and discussion. Data from questionnaires and documentation were concluded descriptively.

4. RESULT AND DISCUSSION

4.1 Predisposing Factors

Predisposing factors are factors that facilitate or predispose a person's behavior (Juairiyah et al., 2017). Predisposing factors consist of knowledge and attitudes. Based on the results of the research, it shows that knowledge indicators contribute well to administrative behavior with a percentage of 55%. It can be said that behavior based on knowledge will be better and long lasting than behavior that is not based on knowledge. Although in fact an increase in knowledge does not always describe a change in behavior. While the attitude indicator has a very good and good percentage of 65%. It can be said that attitude is a predisposition (a state of being easily influenced) towards one's behavior. Attitudes will be perceived by educational staff towards administrative work and the results of this perception will be reflected in the attitude taken by those concerned in administrative behavior.

The research results are relevant to the opinion of Notoadmodjo (2012), which explains that the factors that influence a person's behavior are knowledge and attitudes, but the formation of the behavior itself is not solely based on this but is influenced by many very complex factors. Besides that, according to (Juairiyah et al., 2017) knowledge is a knowledge or understanding of a person that is obtained after that person has conducted a research on a particular object. In general, knowledge is everything that is known regarding what is seen or information heard throughout his life. The knowledge gained can have a positive impact on a person's behavior if the person uses his knowledge well (Juairiyah et al., 2017). So it can be interpreted that the knowledge of education staff can influence administrative behavior and this behavior depends on the personality of the education staff whether the knowledge obtained is used properly in the use of e-office as a form of paperless office. This is supported by the statement items in the knowledge indicator with the highest average value of 3.85 stating that educational staff who have knowledge of the administrative system can help compile priority lists according to tasks and create a sense of responsibility.





Attitudes and behavior are often said to be closely related, and research results also show that there is a strong relationship between attitudes and behavior. One theory that can explain the relationship between attitudes and behavior put forward by (Juairiyah et al., 2017) states that between attitudes and behavior there is one psychological factor that must exist for both to be consistent, namely intention. This statement is proven by the results of calculating attitude indicators with an average of 3.70 stating that educational staff consistently follow e-office-based administrative system procedures in administrative work and consistently use e-office in administrative work as a realization of a paperless office

4.2 Enabling Factors

Enabling Factors are factors that enable or facilitate behavior or action, meaning that supporting factors are facilities and infrastructure or facilities for administrative behavior to occur (Juairiyah et al., 2017). In another sense, Enabling Factors are factors that enable predisposing factors that are already conducive to turn into behaviors or actions, such as facilities and infrastructure, and the availability of human resources (Trisutrisno et al., 2022). In this study, the supporting indicators are the availability of administrative facilities (facilities and infrastructure) and training to improve the quality of human resources. The results showed that the contribution of very good and good criteria was 55%, it could be interpreted that the availability of administrative facilities showed a contribution to administrative behavior. This is relevant to research (Juairiyah et al., 2017) explaining that the availability of adequate infrastructure will create pleasant conditions for employees to complete their duties.

Adequate infrastructure has an important role in improving the administrative behavior of educational staff in administrative work as the realization of a paperless office. This is supported by the statement items on the infrastructure indicator with the highest average of 3.55 which states that the accuracy of the e-office helps find letters quickly. The existence of infrastructure in a job must be fulfilled including its components In addition, the supporting factors for administrative training for educational staff contributed in the very good and good categories by 70% in influencing administrative behavior. Opinion (Juairiyah et al., 2017) explains that training is something that refers to matters related to planned efforts carried out to achieve mastery of skills, knowledge, and attitudes of employees or members of the organization





The definition of training according to the Center for Development Management and Productivity explains that learning is to change the behavior of people in carrying out their work. So that training activities are basically carried out to produce changes in the behavior of the people who take part in the training. The change in behavior in question can be in the form of increasing knowledge, expertise, skills, and changes in attitudes and behavior (Juairiyah et al., 2017). In accordance with the results of research on statement items that have the highest average of 3.90, it is stated that the accuracy of training in accordance with work objectives can influence administrative behavior in utilizing e-office as a manifestation of a paperless office properly.

4.3 Reinforcement Factor

Reinforcement factors (reinforcement factors) include laws, regulations, supervision and so on (Notoadmodjo, 2012). The results of the study show that policies or regulations set for educational staff regarding e-office-based administrative systems contribute to administrative behavior in a positive direction with very good and good criteria with a percentage of 65%. Administrative implementation that is arranged systematically (not overlapping) can make education staff achieve the goals set efficiently and effectively by completing administrative work in a timely manner (Juairiyah et al., 2017). In accordance with the item statement with the highest average of 3.60 stating that the availability of information about e-office-based administration system policies can increase the productivity of administrative work. So that the regulations applied to educational staff regarding the use of e-office as a form of paperless office can contribute to improving administrative behavior.

The results of other studies show that indicators of administrative procedures carried out by educational staff in an e-office-based administration system contribute to administrative behavior in a positive direction, with very good and good criteria with a percentage of 65%. So that it can be interpreted that the existence of procedures established by agencies is able to have a positive impact on educational staff in utilizing e-office because procedures are able to make employees responsible for administrative work in accordance with their duties and authorities (Juairiyah et al., 2017).

The results of the average calculation on the administrative procedure indicator statement item with the highest score of 3.75 stated that the clarity of the mechanism for





evaluating work results in accordance with procedures can affect the administrative behavior of educational staff in utilizing e-office as a paperless office embodiment

The next indicator is supervision, this is directly related to leadership. The results of the measurement of a leader's supervision indicator contribute to administrative behavior in the very good and good categories of 70%.

In this case the researcher has the assumption that the leader's supervision of educational staff is good because most employees have utilized e-office as a manifestation of a paperless office in accordance with the item statement of oversight indicators which states the role of the leader in carrying out office work in accordance with procedures, the role of the leader in evaluating performance related to e-office-based administration systems, the role of leaders in providing information and training opportunities for administrative development.

4.4 Analysis Behavior Education Personnel Administration In Utilization *E-Office* As Embodiment *Paperless Offices* .

The results of the analysis of the administrative behavior of educational staff in the use of e-office as a manifestation of a paperless office at the Unesa Faculty of Economics and Business can be seen in the diagram below. The Enabling Factor has the highest contribution percentage of 41% compared to the Predisposing Factors contribution of 26% and the Reinforcement Factor of 33%. The results of this study support (Sandhu & Rashmi, 2017), "Emotional intelligence and motivation as determinants of administrative behavior in educational institutions". International Journal of Applied Business and Economic Research, 15(1), 349–361. His article provides findings that emotional intelligence has a large contribution to administrative behavior but vice versa, where the motivational behavior of leaders has a low contribution to administrative behavior.

Predisposing Factors consisting of knowledge and attitudes have contributed to the administrative behavior of educational staff at the Unesa Faculty of Economics and Business. Likewise with the Reinforcement Factor which consists of indicators of regulations, procedures, and supervision that are directly related to leadership. However, with regard to the use of e-office as a form of paperless office, the Enabling Factor, which consists of indicators of the availability of administrative and training facilities, makes a higher contribution to the administrative behavior of educational staff at the Unesa Faculty of Economics and Business. With this research, it is necessary to increase predisposing factors





and reinforcement factors so that they can contribute and benefit the organizational dynamics in a higher education environment, especially in terms of administrative behavior which is closely related to academic services.

5. CONCLUSION

Administrative behavior is influenced by 3 factors, namely 1) Predisposing Factors consisting of knowledge and attitudes, 2) Enabling Factors consisting of the availability of administrative and training facilities, and 3) Reinforcement Factors consisting of regulations, procedures and supervision that are directly related to leadership. The results showed that of the three factors as a whole, the Enabling Factor (supporting factor) had the highest contribution (41%) in the administrative behavior of educational staff in the use of e-office as a form of paperless office at the Unesa Faculty of Economics and Business.

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