

THE ROLE OF ADVOCACY SERVICES, TALENT DEVELOPMENT AND MEMBER SATISFACTION WITH THE PERFORMANCE OF THE SERANG REGENCY SPN MANAGEMENT

Mulyadi¹, Tata Rustandi² and Suparmoko³

¹ Employees of PT. Pou Chen, Banten, Indonesia

^{2,3} Lecturer Department Master of Management Bina Bangsa University, Banten Indonesia

Email : andharoeys86@gmail.com, Tata.rustandi1965@gmail.com

Abstract

Low Human Resource Performance is a common problem in developing countries such as Indonesia, from a survey conducted in February 2022 by BPS Banten Province. Human development indicators are indisputable, especially in attack districts, which are related to very small performance, which is only 66.38%. It is in the third lowest order after pandeglang district and lebak district. And the performance of the SPN organizational management is one of the problems that needs to be examined related to the performance of human resources in Serang regency. Efforts to improve HR performance are the responsibility of all levels of society and especially for workers and the management of worker organizations in the SPN Organization. For this reason, this research was carried out in order to provide solutions to improve the performance of SPN management to make it even better. With research variables, the role of advocacy services, talent development, member satisfaction, and the performance of SPN management. In data analysis, the author applied the calculation method of *structural equation modelling partial least square (SEM-PLS) analysis*. with a total sample of 398 employees who are members of SPN throughout Serang Regency and use *Stratified Random Sampling* data analysis tools using Smart PLS and SPSS using Likert calculation guidelines. The exogenous variables in this study are advocacy services using 10 indicators, talent development 13 indicators, the role of satisfaction 10 indicators, and endogenous performance variables administrators with 11 indicators. The number of hypotheses tested in this study was 7 hypotheses. The results of the outer model test show that of the 44 indicators used, there are 4 invalid instruments because they have a loading factor value of < 0.70 , while the rest are as many as 40 indicators are valid. The conclusion of the hypothesis test results obtained 5 hypotheses accepted and 2 hypotheses in has no effect, with details, there is no significant influence between Advocacy services and satisfaction, there is a significant influence between talent development and satisfaction. There is a significant influence between Advocacy Services and Performance. There is a significant influence between Talent development and performance. There is a significant influence between Satisfaction and Performance. There is no significant influence between Advocacy for Performance through Satisfaction. There is a significant influence between talent development on performance through satisfaction.

Keywords: *Advocacy, Talent, Satisfaction, Performance, National Trade Union*

1. INTRODUCTION

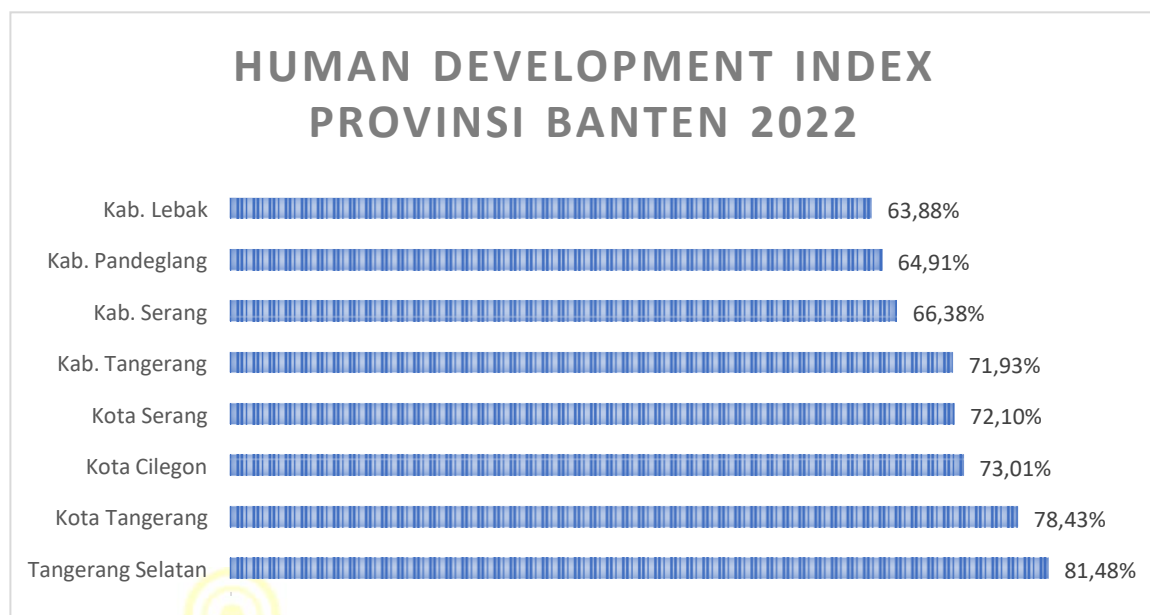
In the era of globalization, Sumber Daya Manusia (HR) has an important role in determining the progress of an organization. performance management According to Karden Garner (2018) HR explores how performance indicators are disseminated and used in different approaches to enforce accountability or stimulate motivation for the improvement and articulate of the types of system architectures and processes necessary to advance the implementation of Hal ini applicable to private and government associations. For private associations, a

strong and skilled administration should be able to offer individuals this type of assistance appropriately, quickly, and professionally.

Human development indicators are in Banten, especially in attack districts, which are related to very small performance, which is only 66.38%. It is in the third lowest order after pandeglang district and lebak district.

From the table above, it can be interpreted that the activeness of the SPN management is only 20% of the Management who help the running of the wheels of the organization.

Human Development Index Regarding 2022 Performance



Source: Badan Pusat Statistik Provinsi Banten 2022

HR is the main part of an association or organization, besides that HR is needed as a driving element for various parts contained in an association, without HR duties in agencies or office work. can't be done in a coordinated and fun way. In the realm of work, each association or organization has various guidelines and approaches to direct existing

HR. This creates new difficulties and tremendous open doors for associations and public organizations to understand and conceptualize the administration of a strong and productive agency through its human assets (HR). Human development indicators are indisputable, especially in attack districts, which are related to very small performance, which is only 66.38%. It is in the thirdlowest order after pandeglang district and lebak district.

HR is the main part of an association or organization, besides that HR is needed as a driving element for various parts contained in an association, without HR duties in agencies or office work. can't be done in a coordinated and fun way. In the realm of work, each association or organization has various guidelines and approaches to direct existing HR. This creates new difficulties and tremendous open doors for associations and public organizations to understand and conceptualize the administration of a strong and productive agency through its human assets (HR).

Total Management of SPN Serang Regency 2022

NAMA PSP SPN	JUMLAH PENGURUS SPN		
	LAKI-LAKI	PEREMPUAN	TOTAL YANG AKTIF
PT.Nikomas Gemilang	24	10	9
PT.Parklan World Indonesia (PWI) I	22	7	4

PT.Parklan World Indonesia (PWI) 2	24	6	5
PT.Buditexindo Prakarsa	7	2	3
PT.Century Metalindo	15	0	5
PT.Yin Hwa Indonesia	7	3	4
PT.Tozen Mecanical Product	7	0	3
PT.Lung Cheong Brother Inds	12	3	2
PT.King Sun Indo Utama	7	0	1
PT.Eagle Nice Indonesia	12	5	5
PT.United Kingland	10	1	2
PT.Win Bright Technology	3	5	2
PT.Citra Baru Steel	15	0	3
PT.Luhai Industrial	9	1	2
Dpc Spn Kab Serang	9	3	3
	186	43	46

Source: DPC SPN Kabupaten Serang 2022

2. LITERATURE REVIEW

a. Management Performance

Performance Concept

Bastian (2018) explains that Performance is a picture of an outcome that is expected to be realized from the same goals and expectations in the agency. Performance can be said to be the result of related components carried out and from the existing subdivisions of the organizational system. In addition, its implementation is also the result of a series of cyclical exercises carried out for common purposes in an agency (Wasilawati: 2019).

Bastian (2018) explains that Performance is a picture of an outcome that is expected to be realized from the same goals and expectations in the agency. Performance can be said to be the result of related components carried out and from the existing subdivisions of the organizational system. In addition, its implementation is also the result of a series of cyclical exercises carried out for common purposes in an agency (Wasilawati: 2019).

Satrio Muntazeri (2020) explains performance as a form of individual creation in both quantity and quality in an association. Performance can

be in the form of individual performance or *Team work*. Job performance is not limited only to senior officials, staff and subordinates but also to the entire range of personnel in the organization.

Performance is a way of behaving or movement carried out by a worker while working that is coordinated with the goals and objectives of the association (Motowidlo, Borman and Schmit: 2019). performance has Two kinds of representative ways of behaving are important for *Organizational Effectiveness*, especially *task performance* and *Contextual Performance*. *task performance* refers to actions that are directly related to the creation of labor and products, or exercises that offer systematic giving to the specific processes of association centers (Borman and Motowidlo: 2020). According to (Werner: 2019) this behavior is directly related to *the Reward System* in the association. Meanwhile, context-oriented execution is a single effort that is indirectly related to the main business capability. In any case, this behavior is very important given the fact that it frames hierarchical, social

and mental settings, occurs as a significant impetus to each action and workprocess (Werner, 2020).

b. Member Satisfaction

Definition of Member Satisfaction

A good company is one that gives satisfaction to its workers. it implies that the hard work of the workman is so valued that the worker feels "enough" (Stephen P. Robbins: 2018). Member satisfaction is one of the important components that will make the system of a company or organization can function as it should. Member satisfaction is a positive attitude with respect to a solid change of work to working circumstances and environment, including wage issues, social condition, physical condition and mental state.

Davis (2019) member satisfaction is a generalization of attitudes that are a consequence of some explicit perspectives on variabel self-adaptation, work and its relationships to social environments outside the world of work.

Robbins and Judge (2018) argue that member satisfaction is also a general consequence of the level of preference or rejection of the work towards different parts of the work. In the end, fulfillment affects the way workers view work.

c. Talent Development

Definition of Talent Development

Each organization has been established with a specific goal to be achieved. The development of the

talents of an employee is always needed in order to boost the performance of the employee himself. Ivanova (2021) says that The development of workers' talents means the improvement of the capacity of society and associations in general. Continuous ability improvement exercises are very important for workers, as training is constantly carried out, it shows that the organization se lalu pays attention about its workers and believes that they should develop.

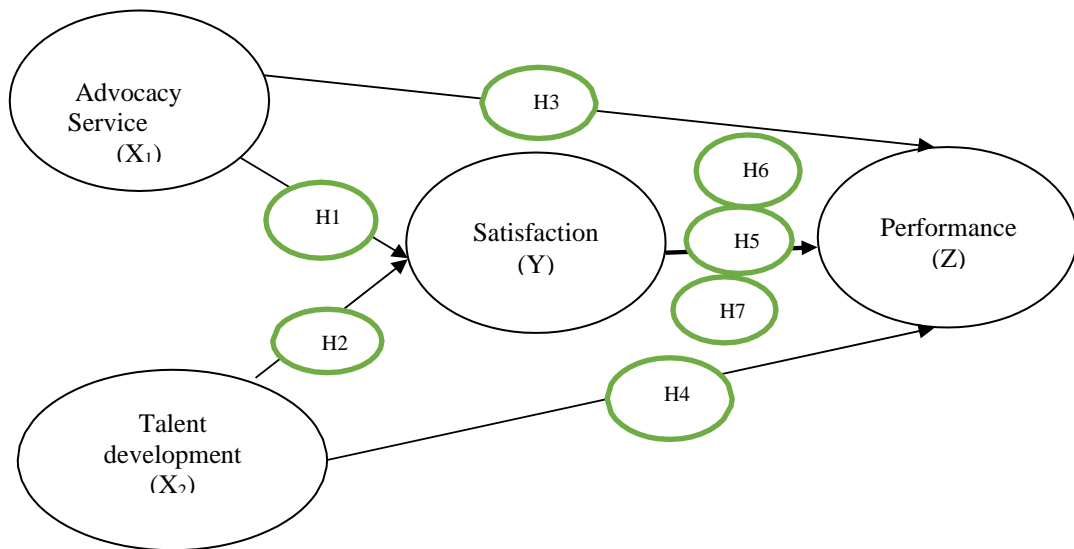
Wilson (2018) Persiapkan self-training is the process of following or further developing representative abilities to provide a decent job.

d. Advocacy

Definition of Advocacy

In the opinion of Wang, X. X., & He, A. Z. (2022), The meaning of Advocacy in the general way is a type of activity that asks for protection, offers assistance, as a dynamic help related to the law. Meanwhile, according to Scheneider (2018), advocacy will not be completed without meeting clear rules (*clarify*), measurable (*measurable*), limited (*limited*), coordinated activities (*action oriented*), and focus on an activity. It can be concluded that Advocacy is a work or activity related to coordinated and directed legal protection.

The entire framework thinking above when depicted in the form of a model diagram will appear as follows. For the author in conducting the research described through the following flow:



The calculation structure of the test above presents the idea of developing a satisfaction performance model as a mediation variable that affects advocacy services on the performance of administrators (Z), advocacy services (X₁) on the role of satisfaction (Y), talent development (X₂) to satisfaction (Y), satisfaction with the performance of the administrator (Z), and the mediation relationship between the advocacy service (X₁) to the performance of the administrator (Z) and the role of satisfaction (Y).

Furthermore, the relationship between the factors expected by researchers aims to uncover whether the existence of satisfaction (Y) influenced by advocacy services (X₁) and talent development (X₂) can improve the performance of administrators (Z).

3. RESEARCH METHODS

The type of research used in this study is quantitative research. Quantitative research method is one type of research whose specifications are systematic, planned and clearly structured from

the beginning to the creation of the research design. Quantitative research methods, as stated by Sugiyono (2019) namely: "Research methods based on the philosophy of *positivism*, are used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative / statistical, with the aim of testing predetermined hypotheses".

a. Population

The population is the entire research subject (Arikunto, 2020). The population according to Djarwanto & Subagyo (2020) is the object of research as a target to obtain and collect data. According to Ferdinand (2019) that population is a combination of all elements in the form of events, things or people who have similar characteristics that become the center of attention of a researcher because it is seen as a research universe. The target population is the main focus of a researcher, which is a collection or element that has the information sought by the researcher and the results of his research will show an inferential conclusion for the group

or population. The target population must be defined when a researcher finds his research problems and problems (Ferdinand, 2019). The population in this study were all

members of the SPN in Serang Regency.

NO	NAME PSP SPN	Member
1	PT. Nikomas Gemilang	50.400
2	PT. Parklan World Indonesia (PWI) I	7.400
3	PT. Parklan World Indonesia (PWI) 2	6.511
4	PT. Buditexindo Prakarsa	136
5	PT. Century Metalindo	230
6	PT. Yin Hwa Indonesia	68
7	PT. Tozen Mecanical Product	39
8	PT. Lung Cheong Brother Inds	570
9	PT. King Sun Indo Utama	62
10	PT. Eagle Nice Indonesia	2.809
11	PT. United Kingland	100
12	PT. Win Bright Technology	60
13	PT. Citra Baru Steel	289
14	PT. Luhai Industrial	130
		68.804

b. Sample

The sampling technique used in this study is the sampling technique used in this study is non-probability sampling. According to Sugiyono (2015:122), non-probability sampling is a sampling technique that does not provide equal opportunities or opportunities for each element or member of the population to be selected as a sample. In this study, sample calculations were used according to the Slovin . formula The sample was taken based on the total population of member the trade union in Serang district with a total 68.804 member. Meanwhile, for more details, the sampling carried out in this study was to use the formula calculation of Slovin with the results of a sample of 398 member.

c. Data type and Sources

Most of the research objectives are to obtain relevant, reliable and accountable data. In the preparation of this study the authors obtained data from two sources, namely:

1. Primary data

According to Sugiyono (2018:456) Primary data is a data source that directly provides data to data collectors. The primary data of this study were obtained from questionnaires to respondents, namely SPN members which were arranged in the form of statements or questions related to the indicators of research variables including Advocacy Services, talent development, member satisfaction and the performance of SPN

administrators.

2. Secondary Data

Secondary data is a source that does not directly provide data to data collectors. This data and information the authors obtained from the literature study, namely by studying the literature and from other sources that are related and relevant to the problems being studied.

d. Method of Collecting Data

Data collection methods are the

1.1 Interview (interview),

Namely data collection techniques by collecting company data about the topic of the problem being studied. Interviews were conducted with respondents when filling out questionnaires to get answers to the problems studied.

2.3. Questionnaire (questionnaire)

That is a data collection technique that is done by giving a set of written statements to respondents to answer. For the purposes of this analysis, the authors collect and process the data obtained from each question and

3. Secondary Data

Secondary data is a source that does not directly provide data to data collectors. This data and information the authors obtained from the literature study, namely by studying the literature and from other sources that are related and relevant to the problems being studied.

d. Method of Collecting Data

Data collection methods are the methods used to obtain data and

1.2 Interview (interview),

Namely data collection techniques by collecting company data about the topic of the problem being studied. Interviews were conducted

methods used to obtain data and information needed in research. Data collection methods used in this study are:

1. Library Research Study

Namely data collection is done by reading and studying literature, reports or scientific journal writings, lecture notes and agendas or library files, all of which have a direct relationship with the problem under study.

2. Field research studies statement.

The measurement scale used in the questionnaire in this study is an interval rating scale, which is a data measuring device that produces data that has a range of values that have meaning, even though the absolute value is less meaningful. The interval scale used is agree-disagree. This scale is another form of bipolar adjective, by developing statements that result in agree-disagree answers in various value ranges (Ferdinand, 2017). In this study, the score used is a range of 1 to 5 which states strongly disagree to strongly agree.

information needed in research. Data collection methods used in this study are:

3. Library Research Study

Namely data collection is done by reading and studying literature, reports or scientific journal writings, lecture notes and agendas or library files, all of which have a direct relationship with the problem under study.

4. Field research studies

with respondents when filling out questionnaires to get answers to the problems studied.

2.3. Questionnaire (questionnaire)

That is a data collection technique

that is done by giving a set of written statements to respondents to answer. For the purposes of this analysis, the authors collect and process the data obtained from each question and statement.

The measurement scale used in the questionnaire in this study is an interval rating scale, which is a data measuring device that produces data that has a range of values that have meaning, even though the absolute value is less meaningful. The interval scale used is agree-disagree. This scale is another form of bipolar adjective, by developing statements that result in agree-disagree answers in various value ranges (Ferdinand, 2017). In this study, the score used is a range of 1 to 5 which states strongly disagree to strongly agree.

4.RESULT AND DISCUSSION

The research hypothesis test aims to find out whether the results of the hypothesis in the study are in accordance with the hypothetical model that was built at the beginning of the study. Where in this study there are 7 hypotheses proposed. Measurement of the significance of the model is used using T-Statistics and P Values. T-statistical values > 1.96 and P values < 0.05 indicate that there is a significant relationship in the hypotheses model 1 to 5 (direct relationship) and the T-statistical value > 1.98 and P values < 0.05 indicate that there is a significant relationship in the hypothesis model 6 and 7. The results of PLS Bootstrapping from the research model that were built showed that the seven hypotheses of each relationship had values as shown in Table 1. :

A. The first hypothesis of the Advocacy service variable on satisfaction, shows that there is no significant effect between

Advocacy services on satisfaction.

- B. The second hypothesis of the talent development variable on satisfaction shows that there is a significant effect between talent development on satisfaction.
- C. The first hypothesis of the Advocacy service variable on satisfaction, shows that there is no significant effect between Advocacy services on satisfaction.
- D. The second hypothesis of the talent development variable on satisfaction shows that there is a significant effect between talent development on satisfaction.
- E. The third hypothesis of the Advocacy service variable on performance shows that there is a significant effect between Advocacy Services on performance.
- F. The fourth hypothesis of the talent development variable on performance shows that there is a significant influence between talent development on performance. The fifth hypothesis of the satisfaction variable on performance shows that there is a significant effect between satisfaction on performance.
- G. The sixth hypothesis of the Advocacy variable on performance through satisfaction shows that there is no significant effect between Advocacy on Performance through Satisfaction.
- H. The seventh hypothesis of the talent development variable on the performance of the

management through satisfaction shows that there is a significant effect between talent development on performance

through satisfaction.

Table 1. Results of Hypothesis-testing

	Sample Original (O)	Mean Sample (M)	Standar Deviation (STDEV)	T Statistik (O/STDEV)	P Values
ADVOCACY -> SATISFACTION	0,069	0,067	0,039	1,768	0,078
ADVOCACY -> PERFORMANCE	-0,077	-0,077	0,032	2,385	0,017
SATISFACTION -> PERFORMANCE	0,773	0,777	0,045	17,161	0,000
TALENT -> SATISFACTION	0,796	0,799	0,035	22,897	0,000
TALENT -> PERFORMANCE	0,222	0,218	0,052	4,249	0,000

	Original sample (O)	Mean sample (M)	Standar Deviation (STDEV)	T Statistik (O/STDEV)	P Values
ADVOCACY -> SATISFACTION -> PERFORMANCE	0,053	0,052	0,030	1,752	0,080
TALENT -> SATISFACTION -> PERFORMANCE	0,615	0,621	0,046	13,468	0,000

From Table 4.22 above, the seven hypotheses can be interpreted as follows

5. CONCLUSION AND RECOMMENDATION

This study aims to find out whether Advocacy and talent development services affect the performance of NES administrators. by making Satisfaction as a mediating variable for SPN members who work for companies in Serang Regency. This study is a quantitative research by appointing 398 Respondents Members of the SPN in Serang Regency as participants in this study.

This research departs from the problem of the declining performance of the Serang Regency SPN management and the number of SPN members who switch to other unions. This research was conducted to serve as a basis for policy making as an effort to improve the performance of the management and

maintain the sovereignty of the NES organization. Based on the results of this study, structural equations were obtained which illustrate that Advocacy Services and talent development of members can play a role in improving the performance of the SPN administrators of Serang Regency. with the mediating effect of increased satisfaction of SPN members through work programs and maximum services.

Researchers identify to increase the role of effective organizational functions and to increase the satisfaction of SPN members by improving good service, member talent development activities, intense communication between organizational management and members, equitable education and training for all members. employees and increase work productivity.

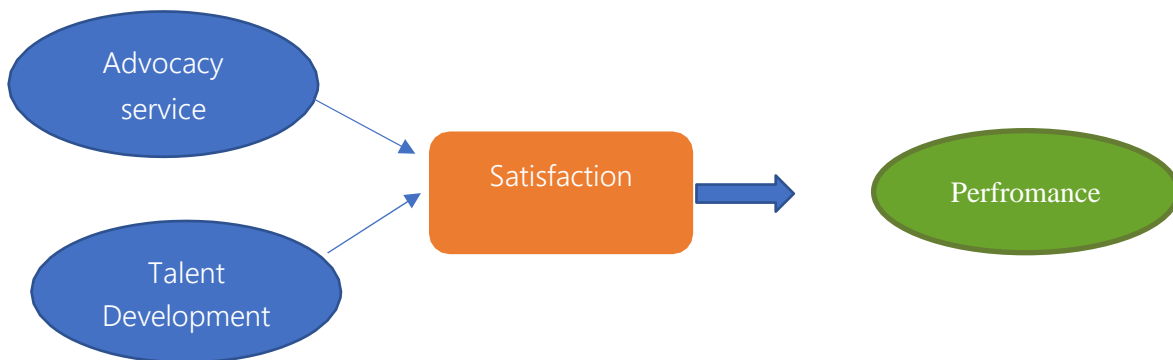


Figure 4. Improved Performance

From the picture above, it can be concluded that the higher the satisfaction obtained from the advocacy services of SPN Members, the more improved the Management Performance in the SPN organization will be. In the end, the welfare of members, families and communities will be created and the achievement of organizational goals as expected.

Recommendation

In this study, the authors could not prove that Advocacy and talent development services have a significant effect directly on performance. Need to multiply references and develop new research to explore, develop and retest the relationships of variables that researchers get with different results that have not had a significant effect with different loci and samples. For the National Trade Union, it further maximizes member satisfaction by efforts to improve heart to heart service, education and training for all SPN members in Serang Regency as a whole and sustainably. Improving management performance and increasing capacity

in accordance with the demands of change.

6. REFERENCES

- Journal*
 Anoraga (2019). The Relationship Between Emotional Intelligence And Clinical Teaching Effectiveness In Nursing Faculty. *Journal Of Professional Nursing*, 28(4), 231–240.
- Apriana, D., Kristiawan, M., & Wardiah, D. (2019). Headmaster's competency in preparing vocational school students for entrepreneurship. *International Journal of Scientific & Technology Research*, 8(8), 1316-1330.
- Arikunto, S. (1989). *Organisasi dan Administrasi Pendidikan Teknologi dan Kejuruan*. Jakarta: Rajawali Pers.
- Arikunto, S. (2006). *Prosedur Penelitian Suatu Tindakan Praktik*. Jakarta: RinekaCipta.
- Borman & Motowidlo (2018). *Science Study*. Jakarta: The Japan Grant Foundation. Brief.

- (2016). *Supervision And Teacher: A Private Coldwar*. New York: Berkeley. Mc Cutchan.
- Cadiz, D. M., Brady, G., Rineer, J. R., & Truxillo, D. M. (2019). A review and synthesis of the work ability literature. *Work, Aging and Retirement*, 5(1), 114-138.
- Campbell. (2020). *The Business Case For Emotional Intelligence*. Consortium For Research On Emotional Intelligence In Organizations, 4(5).
- Carrillo-Tudela, C., Launov, A., & Robin, J. M. (2021). The fall in German unemployment: A flow analysis. *European Economic Review*, 132, 103658.
- Caruth, M. T., Arrivillaga, C., Rey, L., & Extremera, N. (2021). The Role Of Emotional Intelligence, The Teacher-Student Relationship, And Flourishing On Academic Performance In Adolescents: A Moderated Mediation Study. *Frontiers In Psychology*, 12.
- Chen, S., Xu, K., & Yao, X. (2022). Empirical study of employee loyalty and satisfaction in the mining industry using structural equation modeling. *Scientific Reports*, 12(1), 1-15.
- Chen, Y. Y., Li, C. M., Liang, J. C., & Tsai, C. C. (2018). Health information obtained from the internet and changes in medical decision making: questionnaire development and cross-sectional survey. *J Med Internet Res*, 20(2), e47.
- Chin, & Brewer, J. (1998). Emotional Intelligence: A Vital Prerequisite For Recruitment In Nursing. *Journal Of Nursing Management*, 9(6), 321-324.
- Churchill, B., & Khan, C. (2021). Youth underemployment: A review of research on young people and the problems of less (er) employment in an era of mass education. *Sociology Compass*, 15(10), e12921.
- Coleman R. P., & Tormey, R. (2013). Does Emotional Intelligence Predict Student Teachers' Performance? *Teaching And Teacher Education*, 35, 34-42.
- Davis Gracia Soanes, S. M. (2019). Influence of Emotional Intelligence on Teacher Effectiveness of Science Teachers. *International Journal of psicologi. saincetific research publishing*.
- Day, L. T., Gore-Langton, G. R., Rahman, A. E., Basnet, O., Shabani, J., Tahsina, T. & Lawn, J. E. (2020). Labour and delivery ward register data availability, quality, and utility-Every Newborn-birth indicators research tracking in hospitals (EN-BIRTH) study baseline analysis in three countries. *BMC healthservices research*, 20(1), 1-14.
- De Mesel, B. (2018). Competence in Compensating for Incompetence: Odo Marquard on Philosophy. *Pluralist*, 13(2), 50-71.
- Depdiknas. (2009). UU No, 20 Tahun 2003 tentang sistem pendidikan nasional. jakarta: sinar grafika.
- Depdiknas. (2009). UU No, 20 Tahun 2003 tentang sistem pendidikan nasional. jakarta: sinar grafika.

- Desler, N., & Leshem, S. (2017). Developing Emotional Intelligence Competence Among Teachers. *Teacher Development*, 21(1), 21–39.
- Despotovic, D., Cvetanovic, S., Nedic, V., & Despotovic, M. (2016). Economic, social and environmental dimension of sustainable competitiveness of European countries. *Journal of environmental planning and management*, 59(9), 1656-1678.
- Dimian, G. C., Aceleanu, M. I., Ileanu, B. V., & Şerban, A. C. (2018). Unemployment and sectoral competitiveness in Southern European Union countries. Facts and policy implications. *Journal of Business Economics and Management*, 19(3), 474-499.
- Djarwanto, P., & Subagyo, P. (2005). Statistik Induktif. Edisi Kelima. Bpfe. Ferdinand, A. (2006). Structural Equation Modeling Dalam Penelitian Manajemen, Aplikasi Model-Model Rumit Dalam Penelitian Untuk Tesis Magister & Disertasi Doktor. Semarang: Undip Press.
- Ghazali, I., & Latan, H. (2014). Smart Pls. Semarang: Undip Press.
- Ghozali, I. (2020). Aplikasi Analisis Multivariat Dengan Program Spss. Semarang: Undip Press.
- Gibson. (2016). Emotional Intelligence: Mengapa EI Lebih Penting daripada EQ, terj. T. Hermaya. Jakarta: Gramedia.
- Griffittin . (2013). working with emotional intelligence: kecerdasan emosi untuk mencapai puncak prestasi. Terj Alex Trikantjono Widodo. Jakarta: Gramedia.
- Haihua, W., Zhenglong, P., & Xucan, J. (2017). Influencing factors of innovation resource sharing under open innovation pattern. *Science Research Management*, 33(3), 49.
- Hair, J. F. J., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2014). A Primer On Partial Least Squares Structural Equation Modeling (Pls-Sem). Sage Publications. *European Journal Of Tourism Research*, 6(2), 211–213. <https://ejtr.vumk.eu/index.php/about/article/download/134/133>
- Hambali, M., & Luthfi, M. (2017). Manajemen kompetensi guru dalam meningkatkan daya saing. *Journal of Management in Education*, 2(1), 10-19.
- Hamidi, Z., & Zhao, C. (2020). Shaping sustainable travel behaviour: Attitude, skills, and access all matter. *Transportation Research Part D: Transport and Environment*, 88, 102566.
- Hasibuan (2015). Potential Predictors Of Student Teaching Performance: Considering Emotional Intelligence. *Issues In Educational Research*, 21(2), 145–161.
- Hollebeek, L., & Rather, R. A. (2019). Service innovativeness and tourism customer outcomes. *International Journal of Contemporary Hospitality Management*. <https://pusaka-community.org/?p=111>
- Sekilas Tentang Teori Advokasi

- Huang, K. F. (2019). Technology competencies in competitive environment. *Journal of Business Research*, 64(2), 172-179.
- Huang, N., Burtch, G., Hong, Y., & Pavlou, P. A. (2020). Unemployment and worker participation in the gig economy: Evidence from an online labor market. *Information Systems Research*, 31(2), 431-448.
- Huffman, T. J., Strimel, G. J., & Grubbs, M. (2018, June). Determining the Engineering Knowledge Dimension: What all High School Students Should Know to be Engineering Literate (Fundamental). In *2018 ASEE Annual Conference & Exposition*.
- Hunter, R. J. (2020). Kepemimpinan Kepala Madrasah Dalam Menjalinkan Kerjasama Sekolah dan Masyarakat di MTS Nurul Huda MUaro. Jambi.
- Hwang, J., & Park, K. (2021). Competitive Strategy and Resource Sharing Innovation: Moderating Effects of Strategic Contexts. *Journal of the Korea Academia-Industrial cooperation Society*, 22(1), 138-148.
- Klemmer, C. L., Arayasirikul, S., & Raymond, H. F. (2021). Transphobia-based violence, depression, and anxiety in transgender women: The role of body satisfaction. *Journal of interpersonal violence*, 36(5-6), 2633-2655.
- Lee, B. R. (2022). Mediating Effect of Self-esteem in the Relationship of Empowerment and Job Satisfaction of Specialists in Rehabilitation Centers. *Journal of Digital Convergence*, 20(4), 645-649.
- Mangkunegara, A. A. (2004). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: \Rosdakarya.
- Marinescu, I., & Rathelot, R. (2018). Mismatch unemployment and the geography of job search. *American Economic Journal: Macroeconomics*, 10(3), 42-70.
- Mudjijah, S., Surachman, S., Wijayanti, R., & Andarwati, A. (2022). The Effect of Entrepreneurial Orientation and Talent Management on Business Performance of the Creative Industries in Indonesia. *The Journal of Asian Finance, Economics and Business*, 9(1), 105-119.
- Murphy, K. R. (2020). Performance evaluation will not die, but it should. *Human Resource Management Journal*, 30(1), 13-31.
- Oyerinde, A. J., & Adeyemi, S. N. (2022). Appraisal Of Talent Management Impact on Some Selected Small and Medium Enterprises in Lagos State, Nigeria.
- Robbin & Judges (2018). Competence And Performance In Language Teaching. *Relc Journal*, 41(2), 101-122.

- Robert, M., Giuliani, P., & Gurau, C. (2022). Implementing industry 4.0 real-time performance management systems: the case of Schneider Electric. *Production Planning & Control*, 33(2-3), 244-260.
- Ronal Regan (2020). *Model-Model Pembelajaran Mengembangkan Profesionalisme Guru*. Bandung: CV. Alfabeta.
- Rusek, A. (2015). Competitiveness and Unemployment in the Eurozone. *International Journal of Economics and Finance*, 7(4), 99-104.
- Safitri, N. A. (2021). *Pengaruh kompetensi dan kinerja dosen terhadap keterserapan kerja lulusan: Penelitian di UIN Sunan Gunung Djati Bandung Jurusan Pendidikan MIPA* (Doctoral dissertation, UIN Sunan Gunung Djati Bandung).
- Schepers, J., & Nijssen, E. J. (2018). Brand advocacy in the frontline: how does it affect customer satisfaction?. *Journal of Service Management*.
- Schepers, J., & Nijssen, E. J. (2018). Brand advocacy in the frontline: how does it affect customer satisfaction?. *Journal of Service Management*.
- Sugiyono. (2015a). *Metode Penelitian Kuantitatif, Kualitatif Dan R & D*. Alfabeta.
- Sugiyono. (2015b). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, Dan R&D*. Alfabeta.
- Wang, X. X., & He, A. Z. (2022). The impact of retailers' sustainable development on consumer advocacy: A chain mediation model investigation. *Journal of Retailing and Consumer Services*, 64, 102818.
- Warren, T., & Lyonette, C. (2018). Good, bad and very bad part-time jobs for women? Re-examining the importance of occupational class for job quality since the 'great recession' in Britain. *Work, Employment and Society*, 32(4), 747-767.
- Wasilawati, Lian, K., Hong, P., Liu, S., Lin, R.-M., & Lian, R. (2019). Teachers' Emotional Intelligence And Self-Efficacy: Mediating Role Of Teaching Performance. *Social Behavior And Personality: An International Journal*, 47(3), 1-10.
- Werner, G., & Willmott, E. (2020). *Competence-Based Teacher Education: Approaches And Issues*. *Cambridge Journal Of Education*, 21(3), 309-318.
- Wijaya, M. O., & Utami, E. D. (2021, November). Determinan Pengangguran Lulusan SMK di Indonesia Tahun 2020. In *Seminar Nasional Official Statistics* (Vol. 2021, No. 1, pp. 801-810).
- Zehner, R., Holton Iii, E., Lynham, S., & Egan, T. (2003). Development And Validation Of An Instrument For Early Assessment Of Management Potential. *Proceedings Of The Academy Of Human Resource Development*, 936-943.

Zhao, X., Lynch Jr., J. G., & Chen, Q. (2010). Reconsidering Baron And Kenny: Myths And Truths About Mediation Analysis. *Journal Of Consumer Research*, 37(2), 197–206.
<https://doi.org/10.1086/65125>.

Zhu, C., Wang, D., Cai, Y., & Engels, N. (2013). What Core Competencies Are Related To Teachers' Innovative Teaching? *Asia-Pacific Journal Of Teacher Education*, 41(1), 9–27.



