

THE RELATIONSHIP BETWEEN EDUCATIONAL BACKGROUND AND CAREER DEVELOPMENT (CASE STUDY BANK SULUTGO TONDANO BRANCH)

HUBUNGAN ANTARA LATAR BELAKANG PENDIDIKAN DAN PENGEMBANGAN KARIR (STUDI KASUS TERHADAP BANK SULUTGO CABANG TONDANO)

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Abstract: Educational Background is important for most human resources as well as companies in general. Most companies have set educational background conditions for prospective employees who want to apply for jobs at the company. This study aims to determine whether there is a relationship or there is no relationship between educational background and career development. The study used qualitative methods with data collection techniques using in-depth interview methods. Population this study is employees of Bank SulutGo Tondano Branch. The sample of this study is 10 respondents. The finding of this research shows educational background and career development are related. Recommended to Bank SulutGo Tondano Branch should continue to monitor the work of each employee to develop their career but not forget and help employees who do not have a college degree but prioritize their abilities, perseverance and personality.

Keywords: *educational background, career development, human resources*

Abstrak: Latar belakang pendidikan penting bagi sebagian besar sumber daya manusia maupun perusahaan pada umumnya. Sebagian besar perusahaan telah menetapkan kondisi latar belakang pendidikan untuk calon karyawan yang ingin melamar pekerjaan di perusahaan. Penelitian ini bertujuan untuk mengetahui apakah ada hubungan atau tidak ada hubungan antara latar belakang pendidikan dan pengembangan karir. Penelitian ini menggunakan metode kualitatif dengan teknik pengumpulan data menggunakan metode wawancara mendalam. Populasi penelitian ini adalah karyawan Bank SulutGo Cabang Tondano. Sampel penelitian ini adalah 10 responden. Temuan penelitian ini menunjukkan latar belakang pendidikan dan pengembangan karir saling terkait. Direkomendasikan kepada Bank SulutGo Cabang Tondano harus terus memantau pekerjaan setiap karyawan untuk mengembangkan karir mereka tetapi tidak melupakan dan membantu karyawan yang tidak memiliki gelar sarjana tetapi memprioritaskan kemampuan, ketekunan, dan kepribadian mereka.

Kata Kunci: *latar belakang pendidikan, pengembangan karir, sumber daya manusia*

INTRODUCTION

Research Background

Every human being has various reasons for looking for work. The most basic reason or goal is to make a living, which is to get the basic things that humans need to be able to continue to live, such as food, clothing and shelter. To get all of that, costs are needed and people need to work to be able to pay the fees. This shows that humans as human resources need a company or work. The same thing applies to for companies because companies need human resources to support company activities even though there are many facilities, infrastructure and other resources but human resources remain the most important role in the company. Every company or organization must have the objectives to be achieved, and to achieve these objectives the company or organization must choose the right strategy, especially for human resource planning carried out by management. The existence of optimal human resources is equipped with the capabilities / skills desired by the company to be the right combination in running the company. In the past, career is a term that is quite foreign because only people who have bachelor degrees and business people are also officials who easily discuss careers. Because to get a job in the past is not as easy as finding a job like now with more advanced technology, everyone can find job vacancies just by using gadgets. In today's modern era, careers have become one of the important aspects of human life that already has jobs. Work that has been occupied by someone is not a career. In the current era, it is very difficult to get a job with an educational background that does not meet the requirements of the company making every graduate of high school or fresh graduate apply for a job in the company and accept even though they are placed in different fields with their educational background. This is supported by research from Tombakan (2017) which states that most companies will accept job applicants with a higher level of education such as those who already have a Bachelor, Master, and Professor Degree compared to high school graduates.

North Sulawesi is one of the provinces with the third highest UMP in Indonesia in effect from January 1, 2019. This is one reason why it is difficult for job applicants to be accepted by companies because of the high competition between prospective workers. One of the large regional-owned companies in North Sulawesi that receives prospective workers from various educational backgrounds is the Bank SulutGo. As it is known, most banks accept job applicants from various educational backgrounds they have, including Bank SulutGo. Nevertheless, there are advantages for the sons and daughters of the region to be accepted by Bank SulutGo as a representation of the shareholders' territory, but not to neglect existing competencies. Bank SulutGo's vision is to be an innovative, highly competitive bank and oriented to customer satisfaction. Therefore, Bank SulutGo will certainly improve the quality of its human resources. Because to make Bank SulutGo remain very competitive, reliable and competent human resources are needed to make human resources as one of the key factors to achieve success in achieving the vision of Bank SulutGo.

Research Objective

Based on the research problem, the purpose of this research is To know The Relationship between Educational Background and Career Development at Bank SulutGo Tondano Branch.

THEORETICAL REVIEW

Human Resources

Human resources is the design of formal systems in an organization to ensure effective and efficient use of human talent to achieve organizational goals (Mathis and Jackson,2006).

Human Resources Management

Human resource management is the process of obtaining, training, assessing and compensating employees, paying attention to employee work relations, health, security and justice issues (Dessler 2006).

Human Capital

Human capital is the know how, skill, and capabilities of individual in organization. Human capital reflect the competencies people bring to their work (Hall 2003).

Educational Background

Education is a conscious and planned effort to realize learning atmosphere and learning process so that students actively developing his potential to possess religious spiritual ability, self-control, personality,

intelligence, noble character, and skills needed himself, society, nation and state (Republic of Indonesia Law No.20 of 2003 concerning the National Education System Chapter I).

Career Development

Career development is a formal and sustainable activity that is an organizational effort to develop and enrich human resources by aligning their needs with the needs of the organization (Byars and Rue,2000). Career Development is a formal sustainable activity that is an organizational effort of Bank SulutGo to develop and enrich human resources by aligning their needs with the needs of the organization. Successful career development is important to individuals' personal and economic well-being, social mobility and both economic productivity and social to justice.

Previous Research

Ayres (2006). About Education and opportunity as influences on Career Development: Findings from a preliminary study in Eastern Australian Tourism. This research discusses several problems in human resources for the tourism industry, namely that every organization needs to recognize the problem of professional and personal development to maintain the high skills of workers into the tourism industry. This research aims to gather the stories of PT senior and middle managers' careers while working in the tourism industry in an effort to reveal the strategies underlying their careers.

Betz (1987) about Concept of agency in Educational and Career Development. This research discusses the Agency concepts in Education and Career Development using qualitative research methods. This research resulted in the development of steps perceived competence and self-efficacy with respect to the concept of agency in responding to potentially influential situations in the development of education and career. The results show that male and female students are similar in agent competency and self-efficacy and are only minimally proactive in situations that have potential relevance for education and career development.

Mcwhirter (1997) about Perceived Barriers to Education and Career: Ethnic and Gender Differences. In this research, ethnic and gender differences in perceived educational and career barriers took a sample of 1,119 junior and senior secondary schools from the United States and Europe-America. This research has different perceived obstacles and uses Manova and Anova procedures. The results of this research indicate that in relation to their future work, female respondents were more likely to anticipate sex discrimination and less likely to anticipate ethnic discrimination than their male counterparts. Because most sex discrimination occurs against women, this gender difference seems realistic.

Conceptual Framework



Figure 1. Conceptual Framework

Sources: *Data proseed,2019*

Type Research

This research approach is qualitative. According to Bogdan & Biklen (1992) explains that qualitative research is one of the research procedures that produces descriptive data in the form of speech or writing and the behavior of the people observed.

Place and Time of Research

The study was conducted in Bank SulutGo Tondano Branch between March – April 2019.

Population

Population is the object of research that will be carried out in the form of humans, animals, plants, symptoms, events that become the center of attention. According to Sugiyono (2011) Population is geographic

generalization there are: object/subject has quality and certain of characteristic that set by researcher to learning then make the conclusion. According to Bungin (2011) Population is the whole of the object of research that can be in the form of humans, animals, plants, air, symptoms, values, events, attitudes, etc., so that these objects can be a source of research data. The population in this study proved 54 employees of Bank SulutGo Tondano Branch with a total of 31 internal employees.

Data Collection

In this research the primary data collected by the researcher from the participants using in-depth interview method. In-depth interviews are a process of digging in depth, open and free with problems and research focus and directed at the research center (Moleong 2005).

Operational Definition and Research Variables

In this research, it was used to establish the relationship between Educational Background and Career Development at Bank SulutGo Tondano branch.

This research define the variables into:

1. Educational background (X) is about how the effects into career development.
2. Career development (Y) is about how to improve career development with various educational backgrounds and other factors.

RESEARCH METHOD

Qualitative Research

Qualitative research methods are often called naturalistic research methods because the research is carried out under natural conditions, also called the ethnographic method, because initially this method was used more for research in cultural anthropology. Qualitative Research is an inquiry process of understanding based on distinct methodological traditions of inquiry that explore a social or human problem (Cresswell 1998).

Sampling Techniques

This study using purposive sampling technique as the sampling techniques. Purposive sampling is a sampling technique that aims so that the objectives of the researcher can be fulfilled with special consideration using criteria that have been determined by the researcher to choose a sample. Purposive sampling is a method of determining the sample by selecting certain samples that are assessed according to the objectives or research problems in a population (Nursalam 2008). Characteristics of participants are:

1. Participants are BSG internal employees
2. Have worked at BSG \pm 1 year

Instrument of Research

In qualitative research or qualitative studies, the main instrument it is the researcher itself. The definition of research instruments is a tool used by researchers to measure natural and social phenomena that are in accordance with Sugiyono's (2011) research variables.

Reliability and Validity

The validity in the qualitative research tested is the data. In qualitative research, findings or data can be declared valid if there is no difference between what the researcher reported and what actually happened to the object under study. Azwar (1997) states that validity comes from the word validity which means the extent to which the accuracy and accuracy of a measuring instrument (test) in performing its measurement function. Reliability in qualitative research is often said to be subjective and reflective. In qualitative research no standard instrument is used but the researcher acts as an instrument. Verbally collected data is enriched and deepened with the results of observations, hearings, perceptions, understanding / appreciation of the researcher. Reliability is the degree of compatibility between the conceptual constraints provided with the operational assistance that has been developed (Walizer 1987).

RESULT AND DISCUSSION**Result**

The results of this research were that the educational background and career development of the Bank SulutGo Tondano Branch employees was related, this research prove that the most important thing to be able to develop a career at the Bank SulutGo Tondano branch is to have the willingness to work hard, ability, curiosity, honesty, and successfully pass every test made by Bank SulutGo after the employee participates in the training process which can be followed a maximum of 3 times in each material if the employee feels that has not sufficiently understood the material given and also educational background is important because it is a supporting factor in the career development of employees at Bank SulutGo employees Tondano branch. In the past, Bank Sulutgo did not establish educational background requirements for its job applicants as evidenced by the number of high school graduates who were accepted and could develop careers to have certain positions but currently Bank Sulutgo stipulates that job applicants at Bank Sulutgo are graduates but if there are applicants with high school graduates, of course, with the process, they can first be accepted and appointed as permanent employees of Bank Sulutgo, Tondano branch but will only be placed in an administrative position. Participants 1- participant 10 can be categorized as participants who are internal employees and have worked more than 1 year to 30 years at Bank SulutGo Tondano Branch in accordance with the categories that researchers had made in purposive sampling. All employees confirm that having an educational background is very important because all the basic knowledge they have is generated from all the education that every human being goes through, whether only high school graduates then decide to work directly for various reasons that they have or have have a bachelor / master / professor degree even with different fields then work.

Participant 1: M

Participant 1 is a 43-year-old Human Resources and General Human Capital Manager who has a Bachelor of Economics education with a 5-year undergraduate education. With a degree already owned, Participants already have basic knowledge of economics especially specifically Banking (because Banking is in the field of Economics) and has become one of the advantages for participants because it works in the appropriate field. Every training made by Bank SulutGo already has sections or divisions that require employees to take part in the training and not all employees can attend any training. Employees in certain divisions must attend training in accordance with the division where they work and cannot follow training in other fields or divisions. Likewise, external employees at SulutGo Bank can only attend training or if external employees will be appointed as internal employees, they will occupy the administrative field. According to participants the educational background and career development at the Bank SulutGo Tondao Branch are related because it is a part of managing time, self and company to move forward, which means that everything must be arranged so that it is not chaotic or in accordance with existing rules.

Participant 2: C

Participant 2 is a Marketing Manager, an educational background with a Bachelor of Marine Sciences (S.Ik) education for 4 years. Participants said that they would like to continue their education to a higher level taking a major in Management or related to banking to further explore or get more knowledge about banking. According to participants, SulutGo Bank does not have educational background requirements because if anyone applies for a job and does not have a bachelor's degree, it can be accepted but placed in the administrative field or according to company needs. Then for alternative education is only intended for certain positions and employees who are considered capable and specifically appointed by Bank SulutGo for the development of Human Resources are required to attend alternative education or in the form of seminars or workshops, both internal Bank SulutGo and external. Participants give their opinions on educational background and career development that is there is a connection but back again to the ability, willingness, curiosity of the employee to the job or field.

Participant 3: Y

Participant 3 is the 53-year-old Operational Manager, who has worked at Bank SulutGo for approximately 30 years but before the participants have worked first in the Regional Government of the Municipality. The participants themselves took part in the lecture but did not continue their education because they had the opportunity to work full time at SulutGo Bank, even though they were only high school graduates. Participants began their careers at Bank SulutGo with high school graduates who, according to him, received different treatment with those who held a bachelor's degree at that time, had to attend training training related to

banking required by SulutGo Bank to prospective employees who did not have a bachelor's degree. According to participants even though they only graduated from high school but were able to prove that participants could get their position up to now with hard work, honesty was the main capital because so many held bachelor degrees at SulutGo Bank but did not yet get positions like participants. Participants expressed their opinions on educational background and career development at Bank SulutGo related but returned to ability, honesty as well as refresher on the trainings that had been passed before.

Participant 4: A

Participant 4 occupies a commercial credit analyst position and is 31 years old. Participants took college for 4 years and earned a Bachelor of Laws degree. Participants said they had the desire to continue their education to a higher level or continue their education with a department related to banking because to develop a career at Bank SulutGo the participant needed in-depth knowledge of banking which was clearly different from the Law he got while in college. Participants have worked at Bank SulutGo for 5 years, who had previously worked at other companies for 3 years and according to participants there was no difference in treatment with him from the company because he did not have an economics education background but also SulutGo Bank did not require participants to attend education other alternatives. According to participants, the educational background and career development at Bank SulutGo are not related because even though they have different educational backgrounds from their occupations, participants feel that the training made by Bank SulutGo and the desire to continue learning or deepen the main tasks of work are key to completing work and proving themselves. That the participant is able to develop a career with a Bachelor of Law education background.

Participant 5: C

Participant 5 is an assistant in the field of human and general resource administration who expresses his desire to develop a career at Bank SulutGo so he can reach a shareholder position. The participants themselves did not continue their education to higher education and chose to directly seek employment after graduating from high school. Participants said that when applying for a job at Bank SulutGo and accepted even with a high school diploma because education in senior high school was still able (and participants were one of them) but now the educational background requirements of Bank SulutGo employees are Bachelor's. The participants themselves felt that their special abilities were in the field of administration and filing, but even though they had the expertise of participants, they still did not master their job assignments because there were still things being studied, because the main tasks were not only about administration but also knowledge to analyze costs, knowledge of employees and responding to or addressing staffing problems. According to participants Bank SulutGo Tondano Branch educational and career development background is related to the attitudes, behavior, employee's educational background and employee's performance needed in developing a career.

Participant 6: J

Participant 6 is a Bank SulutGo employee in the administrative field who explained her desire to develop a career to reach a manager position. Participants are economics graduates who have studied until they have earned a 3-year bachelor's degree. The participants also expressed their desire to continue their education to a higher level, become one of the reasons they want to develop a career at Bank SulutGo. According to the participants, there are educational background requirements that must be owned by Bank SulutGo employees, namely a bachelor's degree. Participants argued that educational background and career development are related because they must have fundamental knowledge or knowledge in the field of economics and if they want to develop careers each employee must further explore the economic or banking sector.

Participant 7: J

Participant is one of Bank SulutGo's employees who occupies the RO Funding position. Participants clearly expressed their desire to be able to develop careers to reach the position of directors. The participant is a Law Bachelor whose education was pursued during the year, but participants still want to continue their education to a higher level besides to develop a career at Bank SulutGo, participants also want to add their insights. Participants themselves have worked at Bank SulutGo for 7 years with work assignments which according to the participants were sufficiently mastered with the main points of work knowledge, namely products and interest on savings deposits and checking accounts. Then according to participants the educational background and career development are related because law and banking are extremely related.

Participant 8: V

Participant 8 is a 42-year-old customer service manager with a Diploma III / Economics education background. Education pursued to get a diploma is 4 years. The participants themselves expressed their desire to be able to develop careers to reach the position of directors of course with hard work and loyalty to Bank SulutGo. The last participant's degree before applying to Bank SulutGo was Amd and participants still had the desire to continue their education to a higher level because education is one of the factors in career development. According to participants in the education and career development backgrounds at the Tondano branch of Bank SulutGo, it is related because for more specific educational backgrounds, for example IT education can develop a career in the information and technology work units of the company.

Discussion

The purpose of this study is to see from employee perceptions whether there is a relationship that leads to the influence, effect or impact of educational background variables on career development variables. In this study the only other perspective of education that can influence career development is related to formal or informal education that is followed by employees to help the process of developing their careers. One example of formal education and training that can be attended by bank employees outside of education and training prepared by Bank SulutGo, is the education program of the Indonesian Educational Development Institute (LPPI) which aims to improve the quality of sound and quality banking and financial services. In addition, it was quoted from (KABARSULAWESI, 2018) PT North Sulawesi and Gorontalo Regional Development Bank (Bank SulutGo) carried out cost efficiency in developing Human Resource capacity by inaugurating the Excellent Center building which will become an employee training center. The inauguration was carried out by Governor North Sulawesi Olly Dondokambey as the bank's majority shareholder representative. In his speech, Olly said, "In preparing HR, this training building is to be more optimized so that all personnel at Bank Sulut Go are more professional, with the establishment of the BSG Excellent Center, there is efficiency because the training conducted in Jakarta will all be centered here, resulting in savings big enough".

In addition to discussing the variables in this study, this is also the result of this research where the discussion in this study is the data obtained from the results of interviews with 10 participants of Bank SulutGo Tondano branch employees consisting of 7 men and 3 women from different career levels or positions. Based on interviews with all participants in this case, the researchers found that the employees who had been interviewed differed from each educational background possessed by the participants. Although all employees have different educational backgrounds but there are differences of opinion regarding whether or not an educational background is required for employees. Participants 1, 3, 4, 5, 6, 9, 10 state that bank sulutgo establishes educational background conditions for those who apply for jobs at the bank, while participants 2, 7 and 8 state that Bank SulutGo does not specify educational background conditions for employees. Participant 1 stated that they had the skills to socialize with anyone, then participants 2, 3 and 8 stated their skills were working teams and participants 4, 5, 6, 7, 9, 10) stated their skill is according to the field of work. Another job demand for a employee is their work experience in this case the indicator for work experience is their duration and period of work. All participants stated that the duration of work at Bank Sulutgo Tondano Branch was 8 hours starting at 8 am and finished at 4 pm. Then different from the duration of work, the period work of each employee is different. Participants 9 and 10 have period work under 5 years while the rest have exceeded 5 years and some have reached 30 years and this makes some participants feel they have mastered the main tasks of their work and knowledge such as participants 3, 6, 7 and 10. In accordance with all the answers from the participants, the results of this study indicate that the educational and career development background (Case Study Bank Sulutgo Tondano branch) has a relationship, although it is not the main requirement in career development but Bank Sulutgo through human resource management prioritizes employees with bachelor degrees develop his career and also because all answers given by participants are perceptions of educational background and career development is an interpretation of the questions that have been given. The impact or influence of the relationship between these two variables on employees is easier and surely the process of career development but of course accompanied by the personality of employee, situation at the company and human resource management itself which determines an employee can get an increase in career level. Other impacts is the employees have the opportunity to grow and occupy certain positions that require certain educational background conditions, can achieve career goals if there are career opportunities in other companies or organizations and in addition, the salary increase process becomes clearer if it has been determined in accordance with the level of education it has. The impact is certainly felt by employees who are only high school graduates who obviously cannot develop careers at the Bank SulutGo Tondano branch.

Conclusion

Based on the results of qualitative research with purposive sampling and snowball sampling techniques, interviews and documentation that have been carried out at Bank Sulutgo Tondano Branch about the relationship between educational background and career development can be drawn some conclusions which are:

1. Educational background and career development of employees at Bank Sulutgo Tondano Branch is related but educational background is not a major factor or the main requirement for employees to develop their careers but is still a supporting factor or requirement because Bank Sulutgo prioritizes employees with a bachelor's degree to be able to develop their careers and place high school graduate employees in administration only but has consequences to employees of high school graduates who have already worked first in a career at Bank Sulutgo before management determines the conditions for receiving prospective employees and the placement of employees of high school graduates is only in administration field.
2. All employees confirm that having an educational background is very important because all the basic knowledge they have is generated from all the education that every human being goes through, whether only high school graduates then decide to work directly for various reasons that they have or have have a bachelor/master/ professor degree even with different fields then work.
3. Every career level that is achieved by employees is not only based on the educational background of the employee but there is a training and test process after participating in training as well as personality of employees, ability, willingness to work hard, curiosity to add knowledge insights about banking is all the main capital for an employee to develop his career at the Bank Sulutgo Tondano branch.

Recommendations

This research has been conducted in order to know the relationship between educational background and career development in Bank SulutGo Tondano branch. Based on the result, the recommendations of this research are:

1. For companies, they must continue to monitor the work of each employee to develop their careers but not forget and help employees who do not have a college degree but prioritize their abilities, perseverance and personality.
2. For employees, it is the responsibility of each employee to be able to master any additional training or educational material that has been given and not quickly feel satisfied with the knowledge they already have. also for high school graduates even though management prioritizes bachelor-level employees should still show the best personality as employees and always adhere to the rules that have been made and especially to always be honest in work.
3. For researchers, it is recommended to increase the number of participants or get more samples to get more effective results from various views and responses of participants regarding the relationship between educational background and career development so that management of the company pay more attention and do not discriminate between employees in terms of appointment of certain positions but also management in terms of communication or delivery of transfers employees.

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