### Saudi Journal of Business and Management Studies

Abbreviated Key Title: Saudi J Bus Manag Stud ISSN 2415-6663 (Print) | ISSN 2415-6671 (Online) Scholars Middle East Publishers, Dubai, United Arab Emirates Journal homepage: https://saudijournals.com/journal/sibms/home

Original Research Article

# Transfer of Profession in Islamic Perspectives: Analysis of Behavior Changes Towards Life Change

Dwi Songgo Panggayudi\*

University of Muhammadiyah Surabaya, Jl. Raya Sutorejo No.59, Dukuh Sutorejo, Mulyorejo, Kota SBY, Jawa Timur 60113, Indonesia

\*Corresponding author: Dwi Songgo Panggayudi DOI: 10.36348/sjbms.2019.v04i03.004

| **Received:** 04.03.2019 | **Accepted:** 10.03.2019 | **Published:** 30.03.2019

#### **Abstract**

One effort to improve competence and provide opportunities to develop employees is to provide a competitive remuneration package. The purpose of this study is to understand and uncover the behavior of Seafarers in shipping companies. Seafarers who take over professions. The approach of this research is qualitative methods, with the model of the fenomological approach (Alfraed Schutz), religious phenomenology, conventional (Bogdan Biken) and IFIAS which see social behavior as behavior oriented to the past, present and future of someone who has switched professions. The results of this study show about seaman behavior. 1. Behavior change is formed by predisposing factors, enabling factors, driving factors and information factors, 2. Transfer of aspirational professions and religiosity in pursuing life as a form of career and professional motivation, 3. For seafarers age is a very strategic consideration, where in his life he has left all the life of his social interaction in the general public, 4. The profession has experienced the initial conditions of a high tension of life caused by desire and anxiety, 5. Transfer of the profession done by someone due to a different social status with others.

Keywords: Profession Transfer, Behavior Change, Age.

Copyright © 2019: This is an open-access article distributed under the terms of the Creative Commons Attribution license which permits unrestricted use, distribution, and reproduction in any medium for non-commercial use (Non-Commercial, or CC-BY-NC) provided the original author and source are credited.

#### Introduction

Role as an agent of change means that Human Resources must be able to be the pioneer of change and make change as a culture in the organization, if this role does not work arises resistance problems that affect the transfer of professions or intention-over. According to Zeffane [1] turnover intention is the tendency of employees to stop working from their jobs according to their own choices. Mobley *et al.*, [2] stated that the desire to move can be used as an initial symptom of turnover in a company.

Many researchers' opinions regarding the process of running the conditions of the work, employee turnover behavior is still a concern among the research [3]. Culpepper [4] states that turnover intention is the best predictor for identifying turnover behavior that will occur to employees. Intention turnover can be influenced by job satisfaction factors that are felt in the workplace [5].

Intention turnover causes companies not to get the benefits and benefits of performance improvement programs, because the costs used are quite large for recruitment, selection and training of new employees [6]. Kurnia's opinion [7], the discharge of employees from the organization has an impact on the company because the work must be replaced by other employees, with the consequences borne by the company both in the form of cash flow and employee time. According to Mobley [8], employee turnover is stopped working starting from the presence of thoughts and desires to stop working and make efforts to find new jobs. Ajzen [9] states that desire is an individual's intention to do something definite, directing behavior to be realized at the right time and opportunity. Intention turnover that is realized by turnover and working with new jobs, the work is totally different from the initial work both knowledge and skill means there has been a transfer of professions.

The purpose of this study is to understand and reveal the behavior of Seafarers in Seafarers' shipping companies who carry out professions. The approach of this research is qualitative methods, with the model of the fenomological approach (Alfraed Schutz), the phenomenology of religion, conventional (Bogdan Biken) for someone who switches professions.

#### THEORETICAL FOUNDATION

#### **Factors of Behavior Change**

Experts have a different understanding of Human Resources. According to Fathoni [10] that Human Resources is the most important capital and

wealth of every human activity. Hasibuan [11] states that Human Resources are integrated capabilities of the power of thought and physical power that an individual has. Rivai [12] states that Human Resources are people who are ready to be willing and able to contribute to the achievement of organizational goals. According to Zainun [13], the simple matter of what is meant by Human Resources is power derived from humans which can be called power or power (energy or power). Hariandja [14] that Human Resources is one of the most important factors in a company besides other factors such as capital. Silalahi and Silalahi [15] state that humans are creatures who want to play a role or function.

There are individual differences including the stable nature of each individual. Some differences in individuals who have been examined as precursors to OCB include: personality (eg awareness and friendliness), ability, experience, training, knowledge, indifference to rewards, and the need for autonomy [16]; Motivation [17], personality [18, 19, 20] needs, and individual values [16-22].

A person's attitude is important Azwar [23] states that attitude is the readiness to react to an object in a certain way, the form of reaction with positive and negative attitudes includes likes and dislikes, approaches and avoids situations, objects, people, groups, and social wisdom [24]. Actions are influenced by three factors, namely predisposition manifested in knowledge, attitudes and beliefs [25].

Based on behavioral changes, there are several stages that go through, so that we can experience behavioral changes. Green [26] states these stages include the following: Knowledge, understanding, application, analysis, synthesis and evaluation stages.

# **Human Resources Professional Concepts and Theory**

Professionalism is a job that requires training and mastery of a particular knowledge. A profession usually has professional associations, codes of ethics, and certification and licensing processes that are specific to the profession. Professional meaning according to KBBI is a field of work based on certain skills (vocational, vocational, etc.) education. The profession is part of the job, but not every job is a profession, but the job requires the profession to continue to renew his skills according to technological developments.

A person who has a certain profession is called a professional. Even so, the term professional is also used for an activity that receives payments, as opposed to words from amateurs. special employment groups, activities that require high and complex skills and expertise to meet human needs, the rules of use in a way that is highly skilled and expertise, can only be achieved by having mastery of knowledge with a broad scope is a profession, because it includes human nature, historical trends and the environment and the existence of ethical disciplines developed and applied by groups of members who carry the profession.

Schein [27] profession is a collection or set of work that builds a very special set of norms that originate from its specific role in society. Bell [28] states that profession is an intellectual activity that is studied including training held formally or informally and obtaining certificates issued by a group/body responsible for science in serving the community, using professional service ethics by implying competence to spark ideas, authority technical and moral skills and that nurses assume levels in society.

Profession is a job or activity carried out by a person and becomes a source of income for life that requires expertise, proficiency, or skills that meet certain quality standards or norms and requires professional education (RI Law No.14 of 2005 Article 1 Item 4). This implies that a job or position called a profession cannot be held by any person, but still requires a preparation through education and training developed specifically for that.

#### Job as a Profession

Work is not the same as the profession. The term that is easily understood by ordinary people is: a profession is definitely a job, but a job is not necessarily a profession. The profession has mechanisms and rules that must be fulfilled as a provision, whereas the opposite, work does not have such complicated rules. This is what must be straightened out in the community, because almost everyone assumes that work and profession are the same.

According to Gibson [29] states the special characteristics that actually referred to a profession. He explained that there are four characteristics inherent in the profession, namely; 1. Community recognition of certain services that can only be done by groups of workers is categorized as a profession. 2. It has a set of science fields that form the basis of a number of unique techniques and procedures. 3. The need for deliberate and systematic preparation before people are able to carry out a professional job. 4. Ownership of professional organizations, in addition to protecting the interests of its members from competitors, outside groups also functions not only guarding, but always trying to improve the quality of services to the community including professional ethical actions to its members.

Someone working to survive in a company has several reasons and vice versa. And to find out the reasons why we always move to work or just the opposite, we must know the right reasons first. Conflict with coworkers, boredom, and so on, is actually not the

right reason. If finally this happens again in a new workplace, isn't it in vain our choice to resign from a previous job?

There are two factors why someone chooses to stick to the work that he is currently doing, namely extrinsic factors and intrinsic factors. If our reason for staying afloat is because extrinsic factors are called extrinsic, such as salary, compensation packages, benefits, comfortable workplaces and so on, then loyalty is always in the comfort zone. But if it comes from intrinsic factors, this is a sign of our quality loyalty. Because the factors from within are more emotional. Like feeling satisfied because of the achievement and recognition of the results of work, the opportunity to take greater responsibility.

## **DISCUSSION ANALYSIS**

#### **Analysis of Seafarers' Behavior Changes**

The portrait of life that is being experienced by a sailor is in the past and present with various models of the social, cultural and economic life of the seafarers 'family, so that is the factor that has the potential to influence changes in seafarers' behavior. This research has revealed factors that influence behavior change that are formed by three main factors and one additional factor, namely: predisposing factors, enabling factors, driving factors and information factors. The four factors in this study carried out an analysis that is very possible to find other factors as a lever factor in the profession's change in behavior change.

The predisposing factor for a worker is the tendency to accept or reject something based on his experience and norms. Predisposing factors for profession transfer are the tendency of a person to change his career path or profession which is different from the initial profession, both influenced by life experience, knowledge, values, norms, attitudes, beliefs and culture. The results of the study show that behavioral changes that led to the transfer of professions are very clear and appear strong due to the influence of the unique experience of the family and he feels that continues to influence in every action carried out by the actors of the profession. This is in line with the opinion of Skinner [30] that among the factors that influence the formation of attitudes is personal experience. To be able to become the basis for forming attitudes, personal experience must leave a strong impression, because that attitude will be easier to form if the personal experience involves emotional factors, appreciation of a deep experience so that it lasts longer.

This shows the existence of a connection between the profession in predisposing factors, where there is a close relationship between cultural patterns, family behavior, one's life experience of his behavior. This predisposition leads to behavioral maturity that will continue to carry on to adulthood and even has extraordinary power to try to prove it. In addition, the

results of the study show that the perpetrators of profession switching before deciding to take action over the profession even about life problems that might occur towards the future have been far thought through while taking lessons from the past. This is brought about by past life experiences where others do not feel it except themselves. This unique experience occurred in the past both in childhood, adolescence or as an adult.

The results of the study of the transfer of professions as a result of behavioral change due to enabling factors are a result of the influence in personality development to decide the behavior of profession transfer. Personality as a permanent psychological structure and process, which composes individual experiences and forms various actions and individual responses to their environment [31]. As mentioned, including the enabling factors are age, social status, economy, education, facilities and infrastructure and resources.

Based on the results of the study that the occurrence of professions carried out by someone due to social status that is different from other people (feeling less honorable), their rights are reduced differently from their peers, life alienated by playmates and so on makes the power in him increasingly strong, which will be realized later in the future, while others give their views that they are transferring professions because the target in his mind is the target of age (age) who wants to change professions at the age of 40-50 years.

According to Jung's theory that the stages of human development are four stages, namely: 1. Childhood. 2. Youth. 3. Middle lungs. 4. Twilight age [32]. The results showed that a person who was raised with economic sufficiency, sufficiency of affection, rights that were not taken away, psychological undisturbed made his behavior normal. Everything is passed without any unique experience. Her childhood is flat so that the adult life in her personality is also normal, the turmoil to make a profession is not clear and not phenomenal.

The children's phase is also divided into three phases by Jung, namely: 1. Anarchic phase. 2. The monarchical phase and 3. The dualistic phase. Anarchic phase (0-6 years) is characterized by chaos and sporadic awareness. The monarchical phase (6-8 years) is characterized by ego development and begins to think logically and verbally. The dualistic phase (8-12 years) is characterized by the division of ego into two, namely objective and subjective. At this stage awareness continues to develop which sees itself as the first person and realizes its existence as a separate individual.

The results showed that children who came from families who were full of limitations but had a

strong will and divine gift in the form of intelligence, the person was able to make his personality grow faster than his peers. This is where the role of the closest person must accompany by directing his behavior so that the child's behavior development does not deviate from the value of goodness. This role has become the greatest force in future behavior changes.

The second stage of human development is youth. Hall and Linzey [33] state that youth begins from puberty to middle age (12-35 years). This change in adolescent behavior is characterized by physical changes and sexuality. The life formulas that have been dreamed of might change.

The results showed that a child who is usually fulfilled by his parents' needs is less consistent, which means that his interests can change according to what he sees, hears and feels from the heart and the influence of information. Actors are easily attracted to something that attracts their hearts physically and quickly changes their ideals earlier. But it is different with children who grow up with all limitations and alienation. This child remains consistent to seize the future in accordance with his own wishes (ideals) even though he does not know the way and direction to get to the destination. His spiritual journey will lead to reaching the final goal to be achieved. The driver of his soul is a person who is capable of being a figure of himself who gives support or support even though it is not giving funds, but is sufficient to provide mental and moral support because he will move on his own to the point he determines.

The figure certainly has good terms. A good child or teenager will certainly look for a good figure, on the contrary a child who has good deeds is not good, then the example adopted is the same as the one in his chest. Here is the role of examples or figures because only God-fearing people can take lessons. The next personality for the development of his life is dependent on him to adjust to his social environment. It is at this time that humans continue to move slowly up to their fear of facing life by gaining wealth that is until it reaches the age of 40, so that the fear of life that creates a high love for wealth makes it hard to work with all its strength and potential.

Seafarers at the age of 35-40 are a very potential period because at this age thinking maturity has been tested with many life lessons, already established social and economic status, education is at its peak. But it is at this age that people begin to experience increased mental anxiety but also become an amazing potential age. According to Jung at this age humans are in middle age [32].

Islam even far away has shown about the privilege of being 40 years old. A human child is considered independent, can be responsible and his parents have given full trust in all his decisions. The

Prophet Muhammad was also appointed as a Prophet and Prophet also at the age of 40 years. Spiritual values also develop at the age of 40 years following his piety, even his views in seeking fortune have tended to the halal. Materialistic understanding has begun to wear off. The results of the study showed that the age of seafarers taking over professions also occurred around the age of 40 years.

The age of 40 years is the age of independence in making decisions, the maturity of attitudes and behaviors for human children. If he reaches the age of 40 years do not make changes to him by working hard towards the better, then the condition of the next age will not be far from now. the emergence of spiritual values, that is, needs which are always part of the soul which in the youth is ruled out. So 40 years of age is a golden age called self-realization age [32].

The results of the study show that for seafarers age is a very strategic consideration, in which in his life he has abandoned all life social interactions in the general public. It could be that the child himself is not known in terms of nature, character and deeds (ahlaq) because of his busy life. The feeling of emptyness that began to sag in his mind also became a series of histories of his life's journey. Feelings of wanting to return to life in the midst of society deliver the thought of moving professions by working on land. Awareness of increasing age means decreasing physical power and ending all activities of life with death make seafarers prepare themselves in a more increasing spiritual awareness, this is a factor that facilitates the transfer of professions where the age of 40 years and over, begins the decline in work power to the company, as well as fulfillment of the desire for inner and outer happiness.

The results of the study show that the strongest impulse in the transfer of professions comes from the encouragement of a wife, child, or parent. Strong family pressure calls for more attention from a father or mother to make a sailor experience personality shocks. Purwanto [34] states that to understand a person's personality can be seen from his behavior, both those that appear and those that are not visible there are expressed behaviors or hidden, there are behaviors that realized and the. On page 207 depicted the condition of behavior that does not appear but tries to be realized in action even for a long time. Based on its behavior can be divided into two indications, namely external indications and indications. Outside indications in the form of charitable activities that can be in the form of speech or deeds. Indications in can be grouped into two groups, namely indications in the invisible but can be indicated by knowledge in the form of intellect, while indications in which are not visible and difficult to indicate with knowledge categorized as deeds of heart.

There is something interesting and needs to be looked at more about a seaman's wife. The mental

readiness of a wife who is confirmed bravely to risk the future life that is considered better, which is conveyed to the husband terust erang, is proven to be able to change the personality of a husband. For good employees, the meaning of a proud life is closely related to how much sacrifice it is for happiness. This is what motivates husbands to immediately transfer professions. Motivation is a condition in a person who encourages an individual to do something to achieve goals [35].

But for seafarers who used to hold excess money when sailing it seemed difficult to adjust to a landed lifestyle. In fact, according to the informant's statement, they almost returned to their initial profession because of the economic pressure they considered heavy. But the wife again showed her sacrifice so that the husband could still work on land. God describes the power of a wife is very extraordinary to be able to change anything done by a husband, even a husband will be able to command him into hell with full awareness. This event is enshrined in the Qur'an Al-Lahab 111 verses 1-5. Behind that there is also the power of a wife who can calm her husband from the chaos of his personality as Khadija calms the Prophet because of his fear after receiving the first revelation.

#### Tension Life Is High Because Of Desire And Anxiety

Based on the results of the study that someone did the profession experienced the initial who conditions there was a high tension of life caused by desire and anxiety. That situation is very much in accordance with Sullivan's personality dynamics theory. Sullivan [36] views human life as an energy system whose main concern is how to eliminate stress caused by desire and anxiety. The theory illustrates that energy can be tangible in the form of stress or behavior manifested in the form of tension (tension) or energy transformation. Tension can be considered as a need to transform special energy, which will eliminate stress often accompanied by changes in mental state, namely a change in consciousness called satisfaction, while energy transformation is a voltage transformed into open or closed behavior [32]. High tension is due to the fear of the profession of the perpetrator in his survival and family.

Life welfare is the real impact it faces directly from a life. Such a lifestyle according to Islam is the love of the world (hubbuddun-ya) or the lifestyle of hedonism which rests on the pleasures of the world. The pattern of life that emphasizes the life of the world will bring out the projections of thoughts about life that the perpetrators want. Humans will chase the shadow of life as if it is fun and always try to avoid the shadow of life that is painful, even though God gives instructions to rely on life to Him by trying his best and believing in earnest that the chanting is achieved, the prayer spoken is believed to be granted by Allah SWT .

Islam prescribes lowering tension that is very easy but requires spiritual strength, the strength of good and right personality behaviors to carry it out. Tension can be classified into two parts, namely needs and anxiety. According to Sullivan, needs are stresses that arise due to biological imbalances in the individual. Needs are satisfied by returning balance, after obtaining satisfaction the voltage will decrease / disappear, but one day it can reappear. Anxiety and loneliness are unique from an experience, where anxiety will produce behavior that prevents people from learning mistakes and experiences and wanting security.

In the initial phase, someone who takes over the profession experiences tension, consequently requires love, tenderness to keep getting positive energy. While the biggest source of positive energy is the nature of submission to God so that all stresses can be relaxed.

Actors over the profession must have strong mental and spiritual provisions to face new challenges. Quality profession transfers must come from one's internal strength. This is in line with the results of research that the process of transferring professions that are so strong that cannot be prevented by any model is the transfer of professions that have been built by the seamen's internal personal power even since he saw the world with his life ideals supported by other forces.

#### **Influence of Information on Professional Transfer**

Besides that, the correct information also has an influence on the perpetrators of professional transfer. This speed of information brings changes in behavior, especially those whose hearts have certain tendencies such as seafaring who want to transfer professions, especially if there is knowledge, competence and friendship networks that are built both as a source of new employment information. The results show that high competency is hight technologically because the availability of seafarers who make little information that is open to being accepted by people widely into a hidden power emerges in its own way. Information comes by itself without having to be searched for, but the network that is capable of flowing information is the power of friendship or ukhuwah. This is the importance of ukhuwah.

Doing good must certainly be based on God not because of remuneration, colleagues means having a good relationship like you. Allah also reminded that friends are also able to destroy our lives.

Sheikh Abu Zahra's opinion in his interpretation of Zuhra At-tafasir explained that it implicitly explained the cause of damage among humans in the world, namely 1. A bad friend is a friend of shaytan which facilitates the path of shaytan to dominate humans. 2. Bad opinions resulting from bad associations and solicitation of people who are evil and

harassing goodness whose effects endanger our safety in the world and the hereafter.

#### Conclusion

- Changes in behavior are formed by three main factors and one additional factor, namely: predisposing factors, enabling factors, driving factors and information factors. The four factors carried out an analysis that is very possible to find other factors as a lever factor in the profession in changing behavior.
- Transfer of aspirational professions and religiosity in pursuing life as a form of career and professional motivation.
- For seafarers age is a very strategic consideration, where in his life he has left all life social interactions in the general public. People do the profession because the target is the age of those who want to change professions at the age of 40-50 years.
- Someone who takes over the profession experiences the initial condition of having a high tension of life caused by desire and anxiety. That situation is very much in accordance with Sullivan's personality dynamics theory.
- Transfer of profession done by someone due to social status that is different from other people (feeling less honorable), their rights are reduced differently from their peers, life isolated by playmates and so on makes the strength in him stronger, which realized later in the future.
- The strongest impulse in transferring professions is from the encouragement of a wife, child or parent.

#### REFERENCES

- Zeffane. (2003). Organizational Behavior A Global Perspective. John Wiley and Sons Australia Ltd. Australia.
- 2. Mobley, W. H., Horner, S. O., & Hollingsworth, A. T. (1978). An evaluation of precursors of hospital employee turnover. *Journal of Applied psychology*, 63(4), 408-414.
- 3. Nadiri, H., & Tanova, C. (2010). An investigation of the role of justice in turnover intentions, job satisfaction, and organizational citizenship behavior in hospitality industry. *International journal of hospitality management*, 29(1), 33-41.
- 4. Culpeper, J. (2011). *Impoliteness: Using language to cause offence* (Vol. 28). Cambridge University Press.
- Abdillah, F. (2012). Hubungan Kohevitas Kelompok dengan Intensi Turnover Pada Karyawan. *Journal of Social and Industrial* Psychology, 1(2), 52-58.
- dan Kadiman, R. D., & Ratnawati, I. (2012). Pengaruh Budaya Organisasi, Komitmen Organisasi, dan Kepuasan Kerja Terhadap Turnover Intension Karyawan (Studi Kasus Pada PT. Nyonya Meneer Semarang). Juraksi 1(1), 6-31.

- 7. Kurnia, R. (2010). Pengaruh Kepuasan Kerja Terhadap Intensi Keluar dengan Komitmenn Profesi sebagai Moderating. *Ultima Accounting*, 2(1).
- 8. Mobley, W. H. (1986). *Pergantian Karyawan:* Sebab Akibat dan Pengendaliannya. PT. Pustaka Binaman Pressindo. Jakarta.
- 9. Ajzen, I. (2005). *Attitude, Personality and Behavior*. Open University Press. New York.
- 10. Fathoni, A. (2006). Metodologi penelitian dan teknik penyusunan skripsi. *Jakarta: Rineka Cipta*.
- 11. Hasibuan, M. S. P. (2003). *Manajemen Sumber Daya Manusia*. Salemba Empat. Bandung.
- 12. Rivai, V., & Mulyadi, D. (2003). Kepemimpinan dan perilaku organisasi. *Jakarta: Raja Grafindo Persada*.
- 13. Zainun, B., (1993). *Manajemen sumber Daya Manusia*. Cetakan 2. Gunung Agung. Jakarta.
- 14. *Hariandja*, M. T. E., (2002). *Manajemen Sumber Daya Manusia*. Grasindo. Jakarta.
- 15. Silalahi, B. N., & Silalahi, R. B. (1995). Manajemen keselamatan dan kesehatan kerja. *Jakarta: PT. Pustaka Binaman Presindo*.
- Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational citizenship behaviors: A critical review of the theoretical and empirical literature and suggestions for future research. *Journal of management*, 26(3), 513-563.
- 17. Folger, R. (1993). Justice, motivation, and performance beyond role requirements. *Employee Responsibilities and Rights Journal*, 6(3), 239-248.
- 18. Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of applied psychology*, 68(4), 653-663.
- 19. Van Dyne, L., Graham, J. W., & Dienesch, R. M. (1994). Organizational citizenship behavior: Construct redefinition, measurement, and validation. *Academy of management Journal*, *37*(4), 765-802.
- 20. Organ, D. W., & Lingl, A. (1995). Personality, satisfaction, and organizational citizenship behavior. *The journal of social psychology*, *135*(3), 339-350.
- 21. Schnake, M. (1991). Organizational citizenship: A review, proposed model, and research agenda. *Human relations*, 44(7), 735-759.
- 22. Burton, E., Jenks, M., & Williams, K. (2003). *The compact city: a sustainable urban form?*. Routledge.
- 23. Azwar, S. (1997). Reliabilitas dan validitas (edisi ke 3). *Yogyakarta: Pustaka Pelajar*.
- 24. Atkinson, A. C. (1993). Stalactite plots and robust estimation for the detection of multivariate outliers. *Data Analysis and Robustness*, 275-294.
- 25. Notoatmodjo, S. (2003). *Pendidikan Dan Perilaku Kesehatan*. Rineka Cipta. Jakarta.
- 26. Green, L. (1980). *Health Education Planning A Diagnostic Approach*. Mayfield Publishing Co. The John Hopkins University. Baltimore.

- Schein, E. H. (2002). Organizational Culture and Leadership. Jossey Bass Publiser Inc. San Francisco.
- 28. Bell, W. J., Burk, T., & Sams, G. R. (1973). Cockroach aggregation pheromone: directional orientation. *Behavioral biology*, 9(2), 251-255.
- 29. Gibson, D. W. (1965). Social Perspective on Education. Wileyand Sons. New York.
- 30. Skinner, B. F. (1938). *The Behavior of Organisms: An Experimental Analysis*. B. F. Skinner Foundation. Cambridge. Massachusetts.
- 31. Najati, M. U. (2002). Jiwa dalam pandangan para filosof muslim. *Bandung: Pustaka Hidayah*.
- 32. Jaenudin, U. (2015). *Dinamika Kepribadian* (*Psikodinamik*). Pustaka Setia. Bandung
- 33. Hall, C. S., & Linzey, G. (1993). Teori-Teori Psikodinamik (Klinis), terj. *Supratiknya*,(*Yogya*, *Kanisius*, 1994).
- 34. Purwanto, E. A. (2007). Metode penelitian kuantitatif untuk administrasi publik dan masalahmasalah sosial. Gava Media.
- 35. Ratnawati, Y. (2009). Studi Deskriptif Resistensi Individu Terhadap Perubahan Peraturan di Kantor Pelayanan Pajak Pratama Candisari Semarang. *Intuisi: Jurnal Psikologi Ilmiah*, *I*(1), 27-33.
- 36. Sullivan, H. S. (1953). *The Interpersonal Theory of Psykiatry*. Norton. New York.