

DAFTAR PUSTAKA

- Ahmed, I., dan Parasuraman, A. (1994). Environmental and positioned antecedents of management commitment to service quality: A conceptual framework. In T.A. Swarts, D.E. Bowen, and S.W. Brown (Eds.), *Advance in services marketing and management*, 3. Greenwich, CT: JAI, p.69-93.
- Arikunto. (2006). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Edisi ke-13, Penerbit Rineka Cipta, Jakarta.
- Arnett, D.B., Laverie, D.A., dan McLane, C. (2002). Using job satisfaction and pride as internal-marketing tools. *Cornell Hotel and Restaurant Administration Quarterly*, 43(2), p.87-96.
- Babakus, E., Yavas, U., Karatepe, O.M., dan Avci, T. (2003). The effect of management commitment to service quality on employees' affective and performance outcomes. *Journal of the Academy of Marketing Science*, 31(3), p.272-286.
- Bitner, M.J., Booms, B.H., dan Tetreault, M.S. (1990). The service encounter: Diagnosing favorable and unfavorable incident. *Journal of Marketing*, 54, p.71-84.
- Bohlander, G.W., dan Kinicki, A.J. (1988). Where personnel and productivity meet. *The Personnel Administration*, 33(9), 1988, p.122-130.
- Bombard, P.M. (1990). Commitment to the customer. *Bests' Review*, 91(6), p.141-144.
- Boshoff, C., dan Allen, J. (2000). The influence of selected antecedents on frontline staff's perception of service recovery performance. *International Journal of Service Industry*, 11(1), p.63-82.
- Bowen, David E. dan Robert Johnston. (1999). "Internal Service Recovery: Developing a New Construct." *International Journal of Service Industry Management* 10 (2): 118-131.
- Bowen dan Lawler (1992). "The Empowerment of Service Workers: What, Why, How, and When," *Sloan Management Review* 33 (Spring): 31-39.
- Bowen dan Lawler. (1995). "Empowering Service Employees?" *Sloan Management Review* 36 (Summer): 73-84.
- Chebat, J.C., Babin, B., dan Kollias, P. (2002). What makes contact employees perform? Reactions to employee perceptions of managerial practices. *Journal of Bank Marketing*, 20 (7), p.325-332.

- Cooper & Schindler. (2001). Business Research Methods. New York: Mc Graw- Hill Companies, Inc, 7th edition
- Dover, Kyle. (1999). "Avoiding Empowerment Traps?" *Management Review* (January): 51-55.
- Eylon, Dafna dan Peter Bamberger. (2000). "Empowerment Cognitions and Empowerment Acts: Recognizing the Importance of Gender." *Group & Organizational Management* 25 (4): 354-372.
- Forrester, R. (2000). Empowerment: Rejuvenating a Potent Idea. *Academy of Management Executive*, 14(3), p.67-80.
- Ghozali, I. (2008). *Structural Equation Modeling Metode Alternatif dengan Partial Least Square*. Edisi ke-2, Badan Penerbit Universitas Diponegoro.
- Hart, Christopher W. L., James L. Heskett, dan W. Eearl Sasser Jr. (1990). "The Profitable Art of Service Recovery." *Harvard Business Review* 68 (July-August): 148-156.
- Hartline, M.D., dan Ferrell, O.C. (1996). The management of customer-contact service employees: An empirical investigation. *Journal of Marketing*, 60(4), p.52-70.
- Jenkins, K.J. (1992). Service quality in the skies. *Business Quarterly*, 57(2), p.13-18.
- Jogiyanto, H.M. (2010). *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-Pengalaman*. Edisi Pertama, Cetakan ketiga, Penerbit BPFE, Yogyakarta.
- Keller, R.T., dan Szilagyi, A.D. (1976). Employee reactions to leader reward behavior. *The Academy of Management Journal*, 19(4), p.619-627.
- Lewis dan Sotiris Spyrapoulos. (2001). "Service Failures and Recovery in Retail Banking: The Customers' Perspective?" *International Journal of Bank Marketing* 19 (1): 37-47.
- Locke, E.A. (1976). The nature and causes of job satisfaction. In *Handbook of industrial and Organizational Psychology*. Chicago: Ran McNally.
- Malhotra, N., dan Mukherjee, A. (2004). The relative influence of organizational commitment and job satisfaction on service quality of customer-contact employees in banking call centres. *Journal of Services Marketing*, 18, p.162-174.

- Natalisa, D., dan Subroto, B. (2003). Effects of management commitment on service quality to increase customer satisfaction of domestic airlines in Indonesia. *Singapore Management Review*, 25(1), p.85-104.
- Pfeffer, Jeffrey. (1994). *Competitive Advantage Through People: Unleashing the Power of the Work Force*. Boston: Harvard Business School Press.
- Reitz, H.J. (1971). Managerial attitudes and perceived contingencies between performance and organizational response. In R.B. Higgens, P.V. Croke, & J.F. Varga (Eds.), *Proceeding of the 1971 National Academy of Management Meeting*, p 227-238.
- Restuningdiah (2009). Pengaruh Komitmen Profesional terhadap Kepuasan Kerja Akuntan Pendidik melalui Komitmen Organisasional. *Jurnal Ekonomi bisnis. Tahun 14 no.3 November 2009*.
- Robbins, Judge. (2008). *Perilaku Organisasi*. Edisi ke-12, Penerbit Salemba Empat, Jakarta.
- Rogg, Kirk L., David B. Schmidt, Carla Shull, dan Neal Schmitt. (2001). "Human Resource Practices, Organizational Climate, and Customer Satisfaction." *Journal of Management* 27:431-449.
- Saibang, P., dan Schwindt, R.C. (1998). The need for employee training in hotels in Thailand. *International Journal of Training and Development*, 2(3), p.205-214.
- Schneider, B., dan Bowen, D.E. (1985). Employee and customer perceptions of service in bank: Replication and extension. *Journal of Applied Psychology*, 70, p.423-433.
- Schneider, Susan S. White, dan Michelle C. (Paul. 1998). "Linking Service Climate and Customer Perceptions of Service Quality: Test of a Causal Model?" *Journal of Applied Psychology* 83 (2): 150-163.
- Schmit, Mark J. and Steven P. Allscheid. (1995). "Employee Attitudes and Customer Satisfaction: Making Theoretical and Empirical Connections." *Personnel Psychology* 48:521-536.
- Sekaran, Uma. (2000). *Research Methods for Business*. 3th ed. New York: John Wiley & Sons.
- Smith, Bolton dan Janet Wagner. (1999). "A Model of Customer Satisfaction With Service Encounters Involving Failure and Recovery?" *Journal of Marketing Research* 36 (August): 356-372.

- Spreitzer, Gretchen M., Mark A. Kizilos, dan Stephen W. Nason. (1997) "A Dimensional Analysis of the Relationship Between Psychological Empowerment and Effectiveness, Satisfaction, and Strain?" *Journal of Management* 23 (5): 679-704.
- Spreng, R.A., Harrell, G.D., dan Mackoy, R.D. (1995). Service recovery: Impact on satisfaction and intentions. *Journal of Services Marketing*, 9(1), p.15-23.
- Sugiyono. (2009). *Metode Penelitian Bisnis*. Cetakan ke-13, Penerbit Alfabeta, Bandung.
- Suliyanto. (2006). *Metode Riset Bisnis*. Edisi ke-1, Penerbit ANDI, Yogyakarta.
- Sunjoyo, Setiawan, Carolina, Magdalena, Kurniawan. (2013). *Aplikasi SPSS untuk SMART Riset*. Penerbit Alfabeta, Bandung.
- Sureshchandar, G. S., Chandrasekharan Rajendran, dan R. N. Anantharaman. (2002). "The Relationship Between Management's Perception of Total Quality Service and Customer Perceptions of Service Quality." *Total Quality Management* 13 (1): 69-88.
- Tax, Stephen S. dan Stephen W. Brown. (1998). "Recovering and Learning From Service Failures?" *Stoan Management Review* 39 (Fall): 75-88.
- Tavitiyaman (2004). The Effect of Management Commitment to Service Quality on Employees' Job Satisfaction and Prosocial Service Behaviors.
- Yavas dan Mahmoud M. Yasin. (2001). "Enhancing Organizational Performance in Banks: A Systematic Approach?" *Journal of Services Marketing* 15 (6): 444-453.
- Yoon, Mahn Hee, Sharon E. Beatty, and Jaebeom Suh. (2001). "The Effect of Work Climate on Critical Employee and Customer Outcomes?" *International Journal of Service Industry Management* 12 (5): 500-521.
- Zeithaml, V.A., Berry, L.L., dan Parasuraman, A. (1996). The behavioral consequences of service quality. *Journal of Marketing*, 60(April), p.31-46.

<http://ocbcnisp.com>
 (diakses hari Rabu tanggal 10 April 2013)

[http://konsulanstatistik.com](http://konsultanstatistik.com)
 (diakses hari Senin tanggal 13 Mei 2013)