

DAFTAR PUSTAKA

- Abbas, Q., & Yaqoob, S. (2009). Effect of Leadership Development on Employee Performance in Pakistan. *Pakistan Economic and Social Review*, 47(2), 269-292.
- Abdullah, A. A., & Wan, H. L. (2013). Relationships of Non-Monetary Incentives, Job Satisfaction and Employee Job Performance. *International Review of Management and Business Research Journal*, 2(4), 1085-1091.
- Aftab, H., & Idrees, W. (2012). A Study of Job Satisfaction and IT's Impact on the Performance in the Banking Industry of Pakistan. *International Journal of Business and Social Science*, 3(19), 174-180.
- Allen, S. V. (2013). *State of American Workplace: Employee Engagement Insights for U.S. Business Leaders*. Washington, D.C.: Gallup, Inc.
- Arikunto, S. (2006). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Armstrong, M. (2006). *A Handbook of Human Resource Management Practice* (10 ed). England: Cambridge University Press.
- Armstrong, M. (2006). *Performance management: Key strategies and practical guidelines* (3 ed.). USA: Thomson-Shore, Inc.
- Astuti, Herni Justiana. "Analisis Kepuasan Konsumen (SERVQUAL Model dan Important Performance Analysis Model)." *Media Ekonomi* 7, no. 1 (2012).
- Baron, R. A., & Greenberg. (2003). *Behavior in Organizations*. New Jersey: Prentice Hall.
- Bernal, J. G., Castel, A. G., Navarro, M. M., & Torres, P. R. (2005). Job Satisfaction: Empirical Evidence of Gender Differences. 20(4), 279-288.

- Birch, A. J., Cooper, C. L., & Robertson, I. T. (2012). Job and Work Attitudes, Engagement and Employee Performance. *Leadership & Organization Development Journal*, 33(3), 224-232.
- Bisokhan, R., Chegini, M. G., & Dizgah, M. R. (2012). Relationship between Job Satisfaction and Employee Job Performance in Guilan Public Sector. *Journal of Basic and Applied Scientific Research*, 2(2), 1735-1741.
- Borman, W. C., & Motowidlo, S. J. (1993). *Expanding The Criterion Domain to Include Elements of Contextual Performance*. New York: Jossey-Bass.
- Borman, W. C., & Motowidlo, S. J. (1997). Task Performance and Contextual Performance: The Meaning for Personnel Selection Research. *Human Performance*, 10, 99-109.
- Byars, L. L., & Rue, L. W. (2006). *Human Resource Management* (8 ed.). New York: McGraw-Hill.
- Campbell, J. P. (1990). *Modeling The Performance Prediction Problem in Industrial and Organizational Psychology*. Palo Alto: Consulting Psychologists Press.
- Cataldo, P. (2011). *Focusing on Employee Engagement: How to Measure It and Improve It*. White Paper, UNC Kenan-Flagler Business School, UNC Executive Development, North Carolina.
- Chinmetepituck, P., Crossman, A., & Sarker, S. J. (2003). The Relationships of Age and Length of Service with Job Satisfaction: An Examination of Hotel Employees in Thailand. *18(7)*, 745-758.
- Cooper, D. R., & Schindler, P. S. (2006). *Metode Riset* (Vol. 1). Jakarta: PT Media Global Edukasi.
- Cooper, D. R., & Schindler, P. S. (2006). *Metode Riset* (Vol. 2). Jakarta: PT Media Global Edukasi.

- Crawford, E. R., Lepine, J. A., & Rich, B. L. (2010). Job Engagement: Antecedents and Effects on Job Performance. *Academy of Management Journal*, 53(3), 617-635.
- Crossman, A., & Zaki, B. A. (2003). Job Satisfaction and Employee Performance of Lebanese Banking Staff. *Journal of Managerial Psychology*, 18(4), 368-376.
- Desai, M., Majumdar, B., & Prabu, G. P. (2010). A Study on Employee Engagement in Two Indian Business. *Asian Journal of Management Research*, 1(1), 81-97.
- Efferin, S. (2002). *Metode Penelitian Kuantitatif dan Kualitatif*. Bandung: Alfabeta.
- Finney, M. I. (2010). *Engagement: Cara Kerja Membuat Karyawan Mencerahkan Kemampuan Terbaik untuk Perusahaan*. Jakarta: PPM.
- Frese, M., & Sonnentag, S. (2002). Performance Concepts and Performance Theory. *Psychological Management of Individual Performance*, 1-24.
- Fu, W., & Deshpande, S. P. (2013). The Impact of Caring Climate, Job Satisfaction, and Organizational Commitment on Job Performance of Employees in a China's Insurance Company. *Journal of Business Ethics*, 1-11.
- Gibson, J. L., Ivancevich, J. M., & Donnelly, J. H. (2000). *Organizations: Behavior, Structure, Processes* (10 ed.). Boston: McGraw-Hill.
- Giri, V. N., & Kumar, B. P. (2010). Assessing The Impact of Organizational Communication on Job Satisfaction and Job Performance. *Journal of Psychology*, 89(1), 137-143.
- Giritli, H., Horman, B., & Sertyesilisik, B. (2013). An Investigation into Job Satisfaction and Organizational Commitment of Construction Personnel. *Journal of Social Science*, 2(1), 1-11.

- Greguras, G. J., Schleicher, D. J., & Watt, J. D. (2004). Reexamining The Job Satisfaction-Performance Relationship: The Complexity of Attitudes. *Journal of Applied Psychology*, 89(1), 165-177.
- Groen, B. A., Wilderom, C. P., & Wouters, M. J. (2012). Why do Employees Take More Initiatives to Improve Their Performance after Co-developing Performance Measures? A Field Study. *Management Accounting Research*, 23, 1-52.
- Haid, M., & Sims, J. (2009). *Employee Engagement: Maximizing Organizational Performance*. Philadelphia: Right Management, Inc.
- Hariandja, M. E. (2007). *Manajemen Sumber Daya Manusia*. Jakarta, Indonesia: PT Gramedia.
- Heriyati, P., & Ramadhan, A. S. (2012). The Influence of Employee Satisfaction in Supporting Employee Work Performance and Retention Moderated by the Employee Engagement Factor of an Instituion (An Empirical Study of Binus Business School). *Journal of Economics and Management*, 6(1), 191-200.
- Hyz, A. (2010). Job Satisfaction and Employee Performance of Greek Banking Staff: An Empirical Investigation. *Journal of Economy*, 239, 85-96.
- Indayati, N., Thoyib, A., & Rofiaty. (2012). Pengaruh Keterlibatan Karyawan, Budaya Organisasi, dan Gaya Kepemimpinan terhadap Komitmen Organisasional dalam Meningkatkan Kinerja Karyawan. *Jurnal Aplikasi Manajemen*, 10(2), 344-356.
- Indriantoro, N., & Supomo, B. (2002). *Metodologi Penelitian Bisnis*. Yogyakarta: BPFE-Yogyakarta.
- Ivancevich, J. M. (2007). *Perilaku dan Manajemen Organisasi*. Jakarta: Erlangga.

- Janssen, O., & Yperen, N. W. (2004). Employees' Goal Orientation, The Quality of Leader-Member Exchange, and The Outcomes of Job Performance and Job Satisfaction. *Academy of Management Journal*, 47(3), 368-384.
- Jogiyanto. (2008). *Metode Penelitian Sistem Informasi*. Yogyakarta: CV Andi Offset.
- Jones, M. K., Jones, R. J., Latreille, P. L., & Sloane, P. J. (2008). Training, Job Satisfaction and Workplace Performance in Britain: Evidence form WERS 2004. *IZA Discussion Paper No. 3677*, 1-45.
- Kinicki, A., & Kreitner, R. (2001). *Organizational Behavior*. New York: McGraw-Hill Companies, Inc.
- Macey, W. H., Schneider, B., Barbera, K. M., & Young, S. A. (2009). *Employee Engagement, tools for Analysis, Practice, and Competitive Advantage*. Chichester, West Sussex, United Kingdom: Wiley-Blackwell.
- Malhotra, N. K. (2009). *Riset Pemasaran* (4 ed., Vol. 1). Jakarta: PT Indeks.
- Markos, S., & Sridevi, M. S. (2010). Employee Engagment: The Key to Improving Performance. *International Journal of Business and Management*, 5(12), 89-96.
- McCook, K. D. (2002). *Organizational Perceptions and Their Relationships to Job Attitudes, Effort, Performance, adn Organizational Citizenship Behaviors*. Doctor of Philosophy Dissertation, Lousiana State University, The Department of Psychology, Louisiana.
- Motowidlo, S. J., & Schmit, M. J. (1999). *Performance Assessment in Unique Jobs*. San Fransisco: Jossey-Bass.
- Nawawi, I. (2012). *Manajemen Pengetahuan*. Bogor, Indonesia: Ghalia Indonesia.
- Organ, D. W. (n.d.). *Organizational Citizenship Behavior: The Good Soldier Syndrome*. Lexington: Lexington Books.

- Priyatno, D. (2011). *Buku Saku SPSS Analisis Statistik Data*. Yogyakarta: MediaKom.
- Robbins, S. P. (2003). *Organizational Behavior*. New Jersey: Prentice Hall.
- Robbins, S. P., & Coulter, M. (2010). *Manajemen* (10 ed., Vol. 1). Jakarta: Penerbit Erlangga.
- Robertson, I. T., Birch, A. J., & Cooper, C. L. (2012). Job and Work Attitudes, Engagement and Employee Performance: Where does Psychological Well-Being Fit in? *Leadership & Organization Development Journal*, 33(3), 224-232.
- Sarwono, J. (2012). *Metode Riset Skripsi Pendekatan Kuantitatif (Menggunakan Prosedur SPSS) Tuntutan Praktis dalam Menyusun Skripsi*. Jakarta: PT Elex Media Komputindo.
- Schiemann, W. A. (2011). *Alignment Capability Engagement*. Jakarta: PPM.
- Sekaran, U. (2006). *Metodologi Penelitian untuk Bisnis* (1 ed.). Jakarta: Salemba Empat.
- Silalahi, U. (2002). *Pemahaman Praktis Asas-Asas Manajemen*. Bandung: CV Mandar Maju.
- Simamora, H. (2004). *Manajemen Sumber Daya Manusia* (3 ed.). Yogyakarta: BP. STIE YKPN.
- Sinambela, L. P. (2012). *Kinerja Pegawai Teori Pengukuran dan Implikasi*. Yogyakarta: Graha Ilmu.
- Sonnentag, S., & Frese, M. (2002). Performance Concepts and Performance Theory. *Psychological Management of Individual Performance*.

- Sugiyono. (2009). *Metode Penelitian Administrasi*. Bandung: Alfabeta.
- Suliyanto. (2011). *Ekonometrika*. Yogyakarta: CV ANDI.
- Sunyoto, D. (2013). *Manajemen Sumber Daya Manusia*. Yogyakarta: Center for Academic Publishing Service.
- Wibowo. (2013). *Manajemen Kinerja*. Jakarta: Rajawali Pers.
- Yousef, D. A. (1998). Satisfaction with Job Security as a Predictor of Organizational Commitment and Job Performance in a Multicultural Environment. *International Journal of Manpower*, 19(3), 184-194.
- Zolin, R., Frutchter, R., & Hinds, P. (2003). Communication, Trust & Performance: The Influence of Trust on Performance in A/E/C Cross-functional, Geographically Distributed Work. *Center for Integrated Facility Engineering*, 1-37.