

DAFTAR PUSTAKA

- Ahire, S., Golhar, D. and Waller, M. (1996), "*Development and validation of TQM Implementation constructs*", *Decision Sciences*, Vol.27,No.1, pp 23-56
- Brown, R. B. (1996) *Organizational commitment/; Clarifying the concept and simplyfying the existing construct typology*, *Journal of Vocational Behavior*. pages 49,51-230
- Budi, Hendrik. 2009. *Corporate Social Responsibility*. Cetakan kedua. Jakarta:Sinar Grafika Offset.
- Bourgeois, L. and Eisenhardt, K. (1988), "*Strategic decision processes in high velocity environments: four cases in the microcomputer industry*", *Management Science*, Vol. 34 No. 7, pp. 816-35.
- Cole, R., Barcdayan, P. and White, B. (1993), "*Quality, participation and competitiveness*", *California Management Review*, Vol. 35 No. 3, pp. 68-81.
- Dale, B.G. and Duncalf, A.J. (1984), "*Quality-related decision making: a study in six British companies*", *International Journal of Operations & Production Management*, Vol. 5 No. 1, pp. 15-25.
- Dominic, Cooper. 2006. *The Impacts Management Commitment on Employee Behaviour A Field Study*, *American Society of Safety Engineers, Middle East Chapter, Proffessional Development Conference and Exhibition, Kindom of Bahrain*.
- Effendi, Muh.Arief. 2009. *The Power of Good Corporate Governance*.Cetakan pertama. Jakarta:Salemba Empat.
- Ferdows, K. and Demeyer, A. (1990), "*Lasting improvements in manufacturing performance: in search of a new theory*", *Journal of Operations Management*, Vol. 9 No. 2, pp. 168-83.
- Ghozali, Imam. 2005. *Aplikasi Analisis Multivariate dengan Program SPSS*. Edisi5. Semarang:Badan Penerbit Universitas Dipenogoro.
- Hoffman, R.C. and Hagerty, H. (1994), "*Top management influence on innovation: effects of executive characteristics and social culture*", *Journal of Management*, Vol. 19 No. 3, pp. 549-74.
- Jogiyanto. 2010. *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-Pengalaman*. Edisi Pertama. Yogyakarta: BPFE
- Johne, A. and Snelson, P. (1989), "*Product development approaches in established firms*", *Industrial Marketing Management*, Vol. 18 No. 2, pp. 113-24.

- Keith, Goffin and Marek Szwejezewski Is Management Commitment to Quality Just “A Given”?. *The TQM Magazine*, 1996, vol 8,issue 2 pages 26-31
- Kerstin V. Siakas¹ and Elli Georgiadou, 2002, *The Role of Commitment for successful Software Process Improvement and Software Quality Management*
- Nakajo, T. and Kono, T. (1989), “Success through culture change in a Japanese brewery”, *Long Range Planning*, Vol. 22 No. 6, pp. 29-37.
- O'Reilly, C. and Chatman, J. (1986) *Organizational Commitment and Psychological Attachment: The Effects of Compliance, Identification, and Internalization on Prosocial Behavior*, *Journal of Applied Psychology*, 71, 492-499.
- Sugiyono 2011. *Metode Penelitian Administrasi*. Bandung : ALFABETA.
- Sugiono. 2006. *Statistik untuk Penelitian*. Cetakan kedua. Bandung:Alfa Beta.
- Sutedi, Adrian. 2011. *Good Corporate Governance*. Cetakan pertama. Jakarta:Sinar Grafika Offset.
- Senge, P.M. (1990), “*The leader’s new work: building learning organizations*”, *Sloan Management Review*, Vol. 32 No. 1, pp. 7-23.
- Semuel, Hatane. 2011. *Pengaruh Sistem Manajemen Mutu Iso Terhadap Kinerja Karyawan Melalui Budaya Kualitas Perusahaan*.*Jurnal Ilmiah Akuntansi* Vol.2 No.3.
- Setyarini, Yulia dan Melvie Paramitha. 2011. *Pengaruh Mekanisme Good Corporate Governance Terhadap Corporate Social Responsibility*. *Jurnal Ilmiah Akuntansi* Vol.5 No.2.
- Widjaya, Gubawan dan Yeremia Ardi Pratama. 2008.*Pengaruh CSR Dalam Perundang-Undangan di Indonesia Dikaitkan Dengan Kepastian Hukum Bagi Perusahaan Dalam Penerapan CSR*. *Fakultas Ekonomi*. Universitas Sumatra Utara, hal. 52.
- www.ptpn13.com/tata-kelola-perusahaan.html
- www.knkg-indonesia.com
- www.bi.go.id/web/id/Peraturan/Perbankan
- www.telkom.co.id
- www.mallenbaker.net