

REFERENCES

- Abbas, Q., & Yaqoob, S. (2009). Effect of Leadership Development on Employee Performance in Pakistan. *Pakistan*, 47(2), 269–292
- Abdullah, J., & Djebavni, R. (2011). Determinants of Job Satisfaction in the UAE: A Case Study of Dubai police, vol. 40.
- Ahmad, K. Z., & Bakar, R. A. (2003). The association between training and organizational commitment among white-collar workers in Malaysia. *International journal of training and development*, 7(3), 166-185.
- Anwar, M., & Khurram, S. (2011). Impact of work-life conflict on perceived employee performance: evidence from Pakistan. *European Journal of Economics, Finance and Administrative Sciences*. ISSN 1450- 2275. Issue 31, Pp.82-87.
- Al-Nasser A., Abdallah, W., & Saad, M. (2020). Institutional characteristics, investment sensitivity to cash flow and Tobin's q: Evidence from the Middle East and North Africa region. *International Finance*.
- Alsarayreh, A. A., Al-Obaidi, M. A., Al-Hroub, A. M., Patel, R., & Mujtaba, I. M. (2019). Performance Evaluation of Reverse Osmosis Brackish Water Desalination Plant with Different Recycled Ratios of Retentate. In *Computer Aided Chemical Engineering* (Vol. 46, pp. 181-186). Elsevier
- Anderson E.S., Coffey S.B., & Byerly T.R. (2002). Formal Organizational Initiatives and Informal Workplace Practices: Links to Work-Family Conflict and Job-Related Outcomes. *Journal of Management* 28,787.
- Ardestani, A., & Amirzadeh, Y. (2014). The impact of total quality management practices on innovation performance and organizational performance. *Indian Journal of Fundamental and applied life sciences*, 4(4), 2050-2057.
- Bappenas, K. P. (2019). *Developments in the Indonesian and World Economy Quarter I Year 2019*.
- Beck, K., & Wilson, C. (2000). Development of affective organizational commitment: A cross-sequential examination of change with tenure. *Journal of Vocational Behavior*, 56(1), 114–136.
- Bhavna, A., & Swati, G. (2012). Maximum Success: Become an Employer of Choice. *Journal of Business Administrators*, 3, 114-126.
- Block, P. (1991). *The empowered manager: Positive political skills at work*. San Francisco, CA: Jossey-Bass.
- Bontis, N., & Fitz-enz, J. (2002) Intellectual Capital ROI: A Causal Map of

Human Capital Antecedents and Consequents. *Journal of Intellectual Capital*, 3, 223-247.

Buckingham, M. & Coffman, C. (1999). *First, break all the rules: What the world's greatest managers do differently*. New York: Simon & Schuster.

Carlson, D. S., Kacmar, K. M., Wayne, J. H., & Grzywacz, J. G. (2006). Measuring the positive side of the work–family interface: Development and validation of a work–family enrichment scale. *Journal of Vocational Behavior*, 68, 131–164

Caruth, D. L., & Handlogten, G. D. (2001). *Managing Compensation (and understanding it too): A handbook for the perplexed*. Westport, CT: Green Wood Publishing Group.

Denison, D. (2000). Organizational Culture: Can it be a key lever for Driving Organizational change?. *International Institute For Management Development*, Denison@imd. Chapter 2.

Feng, W. C. (2010). An empirical Study of Performance of University Teachers Based on Organizational Commitment, Job Stress, Health and Achievement Motivation Mental. *Canadian Journal of Social Science* Vol. No. 6. 4, 2010.

Folorunso, O.O., Adewale, A. J., & Abodunde, S. M. (2014). Exploring the Effect of Organizational Commitment Dimensions on Employees Performance: An Empirical Evidence from Academic Staff of Oyo State Owned Tertiary Institutions, Nigeria.

Gaspersz, V. (2006). *Continuous Cost Reduction Through Lean Sigma Approach*. Jakarta: Gramedia Pustaka Utama

Ghozali, I. (2011). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS Regresi*. Semarang: Badan Penerbit Univ. Diponegoro.

Goetsch, D. L., & Davis, S. B. (2016). *Quality Management for Organizational Excellence: Introduction to Total Quality Management*. 8th ed., New Jersey: USA, Prentice Hall.

Hasibuan, S. P. (2005). *Manajemen Sumber Daya Manusia*. Edisi Revisi. Jakarta : Bumi Aksara

Hafiz, A. Z. (2017). Relationship between Organizational Commitment and Employee's Performance Evidence from Banking Sector of Lahore.

Hamel, G., & Prahalad, C. K. (1994). *Competing for The Future*. Boston, Massachusetts: Harvard Business School Press.

Heizer, J., & Render, B. (2005). *Operations Management*. Jakarta: Penerbit Salemba Empat.

Hildebrandt, S., Kristensen, K., Kanji, G. And Dahlgaard, J. J. (1991). Quality culture and TQM. *Total Quality Management*, vol. 2, no. 1, pp. 1 - 15

Hodgetts and Luthans, F. (2003). *International Management: Culture, Strategy, and behaviour*. New York, McGraw-Hill/Irwin, Fifth Edition.

Hofstede, G. (1997). *Culture and organizations: Software of the mind*. New York: McGrawHill.

Hunger, J. D. & Wheelen, T.L. (1996). *Strategic management*. New York: Addison-Wesley.

Juran, J. M. (1995). *Quality designing, creating the new definition of quality into goods and services*.

Kasali, T. A. (2006). Financing small and medium scale industries for economic recovery. *Journal of management and enterprise Development*, 3(2).

Katz, D. & Kahn, R.L. (1978). *The social psychology of organizations*, 2nd edn. Wiley, New York

Katzenbach, J. and Smith, D. (1993). *The wisdom of teams: Creating the high performance organization*. Boston, MA: Harvard Business School Press.

Kawiana, I. G. P., Dewi, L. K. C., Martini, L. K. B., & Suardana, I. B. R. (2018). The influence of organizational culture, employee satisfaction, personality, and organizational commitment towards employee performance. *International research journal of management, IT and social sciences*, 5(3), 35-45.

Kelidbari, H. R., Dizgah, M. R., & Yusefi, A. (2011). The relationship between organization commitment and job performance of employees of Guilan Province social security organization. *Interdisciplinary Journal of Contemporary Research in Business*, 3(6), 555.

Kotter, J. P., (1996). *Leading Change*, Harvard Business Review Press.

Kotter, J., & Heskett, J. (1992). *Corporate Culture and Performance*. New York: Free Press.

Kretner, & Kinichi. (2014). *Organization Behaviour Ninth* .

Krishnanathan, P., & Mangaleswaran, T. (2018). Organizational Commitment and Employee Performance With Special Reference to Administrative Officers at the University of Jaffna, Sri Lanka. *Academic Research Publishing Group*, vol. 4(6), pages 82-86, 06-2018.

Larina, L. (2015). Practical application of total quality management system to education of international students. *Procedia - Social and Behavioral Sciences*, 215(8), 9-13.

Lawler, E. (1986). *High involvement management*. San Francisco, CA: Jossey-

Bass.

Lawrence, P. & Lorsch, J. (1967). *Organizational and Environment* Cambridge. Mass: Harvard University Press.

Littlejohn, S., & Foss, K. (2005). *Theories of human communication, 8th edn.* Thomson Wadsworth. Toronto.

Liao, B., Zhao, W., Beers, D. R., Henkel, J. S., & Appel, S. H. (2012). Transformation from a neuroprotective to a neurotoxic microglial phenotype in a mouse model of ALS. *Experimental neurology*, 237(1), 147-152.

Lukášová, R., & Nový, I. (2004). *Organizační kultura: od sdílených hodnot a cílů k vyšší výkonnosti podniku.* Grada Publishing as.

Mahmudah, E. W. (2016). Effect of ISO 900-2008 QMS, Total Quality Management and Work Environment on Job Satisfaction and Employee Performance at Pt Mount Dreams Indonesia in Gresik. *The International Journal Of Business & Management* (ISSN 2321 –8916).

Mangkunegara, A. P. (2005). *Evaluasi Kinerja SDM: Refika Aditama Bandung.*

McDonald, D. J., & Makin, P. J. (2000). The psychological contract, organisational commitment and job satisfaction of temporary staff. *Leadership & Organization Development Journal.*

Metin, K., & Asli, K. (2018). The Relationship between Organizational Commitment and Work Performance : a Case of Industrial Enterprises. *Journal of Economic and Social Development (JESD)*, 5(1), 46–50.

Meyer, J. P., & Allen, N. J. (1984). Testing the side-bet theory of organizational commitment: Some methodological considerations. *Journal of Applied Psychology*, 69(3), 372–378

Meyer, J. P., & Allen, N. J. (1991). The Measurement and Antecedents of Affective, Continuance and Normative Commitment to the Organizational. *Journal of Occupational Psychology*. 63 (1): 1- 18.

Meyer, J. P., & Allen, N. J. (1997). *Commitment in the Workplace: Theory, Research, and Application.* Sage Publications.

Meyer, J. P., Allen, N. J., & Topolnytsky, L. (1998). Commitment in a changing world of work. *Canadian Psychology/Psychologie canadienne*, 39(1-2), 83–93.

Meyer, J. R., Hoffman, C. A., Bartoli, F. J., Arnold, D. A., Sivananthan, S., & Fauri, J. P. (1993). Methods for magnetotransport characterization of IR detector materials. *Semiconductor Science and Technology*, 8(6S), 805.

Mintzberg, H. (1989), *Mintzberg on Management: Inside Our Strange World of*

Organizations, The Free Press, New York, NY.

Morrow, P. (1993) *The Theory and Measurement of Work Commitment*. JAI Press, Greenwich.

Mowday, R. T. et al., (1979). *The Measurement of Organizational Commitment*. *Journal of Vocational Behaviour*, Vol. 14: Pp 224-247.

Mowday, R., Porter, L., & Steers, R. (1982) *Employee—Organization Linkages: The Psychology of Commitment, Absenteeism, and Turnover*. Academic Press, New York.

Narayana, A. (2017). *A Critical Review of Organizational Culture on Employee Performance*. *American Journal of Engineering and Technology Management* 2(5):72.

Nasution, H. W., Purnama, E., Kosela, S., & Gunlazuardi, J. (2005). *Photocatalytic reduction of CO₂ on copper-doped Titania catalysts prepared by improved-impregnation method*. *Catalysis Communications*, 6(5), 313-319.

Obeidat, A. M., Al-Saffar, G., & Abdul, N. (2019). *The effect of total quality management practices on employee performance: the moderating role of knowledge sharing*. *Marketing Letters* 10(1):77-90.

Panggabean, R. (2008). Retrieved from diahkei.staff.ugm.ac.id/file/komitmen.

Paschal, A. O., & Nizam, I. (2016). *International Journal of Accounting & Business Management* Vol. 4 Issue 1.

Pettigrew, A. M. (1979). *On studying organizational cultures*. *Administrative science quarterly*, 24(4), 570-581.

Porter, L.W., Steers, R.M., Mowday, R.T. & Boultian, P.V. (1974). *Organizational Commitment, Job Satisfaction, and Turnover among Psychiatric Technicians*. *Journal of Applied Psychology*, 59: 603–9.

Porter, M. E. (1990). *The competitive advantage of nations: with a new introduction*. Free Pr.

Pradiansyah, A. (1998). *Corporate Restructuring: Mempertimbangkan Faktor Manusia*. *Usahawan*, 27, 15-18.

Prajogo, D. I., & Christopher, M. (2005). *The Relationship between Total Quality Management Practices and Organizational Culture*. *Journal of Operations & Production Management* Vol.25 No.11, 1101-1122.

Qardhawi, Y. (1997). *Norma dan Etika Ekonomi Islam*, Jakarta:Gema Insani \ Press.

Robbins, S. P., & Judge, T.A. (2011). *Organisational Behavior*, 14th Edition. New Jersey: Pearson Education, Inc.

- Robbins, S. P., & Judge, T.A. (2013). *Organisational Behavior*, 15th Edition. New Jersey: Pearson Education, Inc.
- Saffold, G.S. (1998). Culture Traits, Strength and Organizational Performance: Moving beyond Strong Culture. *The Academy of Management Review*, 13, 546-558.
- Satedjo, A. D., & Kempa, S. (2017). Pengaruh kompensasi dan disiplin kerja terhadap kinerja karyawan di pt modern widya technical. Vol 5 no 3 (2017).
- Schein, E. H. (1990). *Organizational culture* (Vol. 45, No. 2, p. 109). American Psychological Association.
- Schein, E. H. (2004). *Organizational Culture and Leadership*, Third Edition, Jossey –Bass Publishers, San Francisco.
- Sekaran, U. (2003). *Research methods for business* . Hoboken: NJ: John Wiley & Sons.
- Sekaran, U. (2016). *Research Methods for Business: A Skill-Building Approach* (Seventh Ed). John Wiley & Sons, Inc.
- Selznick, P. (1957). *Leadership in administration: A Sociological Interpretation*. Evanston, Illinois: Row, Peterson and Company.
- Senge, P. M. (1990). *The Fifth Discipline. The Art And Practice Of The Learning Organization*. New York: Doubleday Currency.
- Sheldon, M. (1971). Investments and involvements as mechanisms producing commitment to the organization. *Administrative Science Quarterly*, 16, 143-150.
- Simamora, B. (2007). *Panduan Riset dan Perilaku Konsumen*. Jakarta: Gramedia.
- Sobirin, A. (2007). *Budaya Organisasi: Pengertian, makna dan aplikasinya dalam kehidupan organisasi*. Yogyakarta: UPP, STIM YKPN.
- Sobirin, A. (2009). *Budaya Organisasi*. Edisi kedua. Yogyakarta: UPP STIM YKPN.
- Souza-Poza, A., Nystrom, H. and Wiebe, H. (2001). A cross-cultural study of the differing effects of corporate culture on TQM in three countries. *Intercultural Journal of Quality & Reliability Management*, vol. 18, no. 7, pp. 744-761.
- Sopiah, S. (2008). *Manajemen Bisnis Ritel*. Yogyakarta: Penerbit Andi.
- Spreitzer, G. (1995). "Psychological empowerment in the workplace: Dimensions, measurement, validation." *Academy of Management Journal* 38(5): 1442-1466.
- Spreitzer, G. (1996). "Social structural characteristics of psychological empowerment." *Academy of Management Journal* 39(2): 483-504.

- Stephen, I. D., Smith, M. J. L., Stirrat, M. R., & Perrett, D. I. (2009). Facial skin coloration affects perceived health of human faces. *International journal of primatology*, 30(6), 845-857.
- Sugiyanto, F. X. (2004). Faktor-faktor yang mempengaruhi perilaku kurs rupiah terhadap dollar Amerika di Indonesia tahun 1986-1997: Sistesisis pendekatan moneter dan pendekatan portofolio. *Program Pasca Sarjana Universitas Airlangga Surabaya. Disertasi. Tidak dipublikasikan.*
- Syed, I. A., & Khatoon, S. (2016). Implementation of Total Quality Management. *International Journal of Emerging Trends in Engineering and Development*. rpublication.com.
- Tessema, M.T., & Soeters, J. L. (2006). Challenges and practices of HRM in developing countries : testing the HRM-performance link in the Eritrean civil service. *Int. J.Hum. Res.*, 17(1): 86-105.
- Hidayati, T., & Rahmawati,. (2016). The Effect On The Job Satisfaction Organization, Performance Of Employees Commitment, and Service Performance. Volume 13, (1), 2016 ISSN print: 1907-3011, ISSN online: 2528-1127.
- Titiev, M. (1959). *Introduction to Cultural Anthropology*. New York: Henry Holt & Company.
- Tjiptono, F., & Diana, A. (2003). *Total Quality Management*. Edisi Revisi. Yogyakarta: Andi Offset.
- Tutuncu, O. & Demir, M. (2002) *Human Resources Management and Labor Turnover Analysis in Hotels*
- Uddin, M. J., Luva, R. H., & Hossian, S. M. (2012). Impact of Organizational Culture on Employee Performance and Productivity: A Case Study of Telecommunication Sector in Bangladesh.
- Wambugu, L. W. (2014). Effects of Organizational Culture on Employee Performance (Case Study of Wartsila - Kipevu Ii Power Pant).
- Wibowo, R. S., Yorino, N., Eghbal, M., Zoka, Y., & Sasaki, Y. (2011). FACTS devices allocation with control coordination considering congestion relief and voltage stability. *IEEE transactions on power systems*, 26(4), 2302-2310.
- Westbrook, J. D. (1993). Organizational culture and its relationship to TQM. *Industrial Management*, January/February 1993, pp. 1-3.
- Wright, P.M., Gardner, T.M., & Moynihan, L.M. (2003). The impact of HR practices on the performance of business. *Human Resource Management Journal*, 13, 21-36.
- Zahari, M. K., & Zakuan, N. (2016). The Effects of Total Quality Management on The

Employee Performance in Malaysian Manufacturing Industry. *International Journal of Management and Applied Science (IJMAS)* , pp. 158-163, Volume-2, Issue-12, Special Issue-1.

Zhang, L., Li, J., & Papadopoulos, C. T. (2016). Continuous improvement in manufacturing and service

Zulian, Y. (2002). *Manajemen Kualitas Produk dan Jasa Edisi kedua*. Jakarta & Bogor: Ekonosia & Ghalia Indonesia.

