

DAFTAR PUSTAKA

- Akbar, M., & Parvez, N. (2009). *Impact of Service Quality, Trust, and Customer Satisfaction on Customer Loyalty*. *ABAC Journal*, 29 (1), pp 24-38.
- Ali Ramezani Ghotbabadi et. al., (2015). *Service Quality Measurements: A Review*. *International Journal of Academic Research in Business and Social Sciences*. pp:267-268
- Almasi, N. &. (2018). *Investigation of the Relationship Between Emotional Intelligence And Effectiveness Of Educational Administration In City Of Isfahan*. *Humanities & Social Sciences Reviews*, 6(1), 19-24. <https://doi.org/10.18510/hssr.2>.
- Alter, S. (2010). *Viewing Systems as Services : A Fresh Approach in the IS Field*. *Communications of the AIS*, 26(11), pp.195-224.
- Anoraga, P. (1992). *Psikologi Kerja*. Jakarta: Rineka Cipta.
- Aranya. (1981). *Community Size, Socialization, and the Work Needs of Professional*. *Acedemy of Management Journal*, pp. 272.
- Ariani, D. W. (2015). *Employee Satisfaction and Service Quality : Is there Relations?* *International Journal of Business Research and Management*. pp.33-35
- Ariati, N. K. (2010). *Pengaruh Penempatan dan Komunikasi serta Lingkungan Kerja Fisik terhadap Kinerja Karyawan PT. Bank BPD Bali Kantor Cabang Bangli Denpasar*. Tesis. Magister Manajemen Universitas Udayana. Denpasar Bali .
- Arifin, Z. (1991). *Evaluasi Instruksional*. Bandung. Jakarta: PT. Remaja Rosdakarya.
- Astri Ayu Purwati, O. S. (2018). *The Effect Of Service Quality, Satisfaction And Incentives Toward Word Of Mouth Behavior On Stie Pelita Indonesia Pekanbaru Students*. *Journal of Economic, Business and Accounting (COSTING) Volume 1, Nomor 2*. Pp.124-136.
- Azman Ismail, Y. S. (2016). *Service quality as a predictor of customer satisfaction and customer loyalty*. *LogForum* 12 (4). Pp. 269-283,.
- Bambacas, M. (2008). *Interpersonal communication skills that enhance organizational commitment*. *Journal of Communication Management*, 12 (1). pp.51-72.
- Buchari, A. (2006). *Pemasaran dan Pemasaran Jasa*. Bandung: Alfabeta. pp.73
- Byrne, B. M. (2001). *Structural Equation Modeling With AMOS, EQS, and LISREL: Comparative Approaches to Testing for the Factorial Validity of a Measuring Instrument*. *International Journal of Testing*, 1:1, DOI: 10.1207/S15327574IJT0101_4. pp.55-86.

- Carter, L. (2011). *The relationship between interpersonal relational competence and employee performance: A developmental model*. International Journal of Interdisciplinary Social Sciences, Vol.6 No.3: pp. 217.
- Chatterjee, A., & Kulakli, A. (2015). *A study on the impact of communication system on interpersonal conflict*. International Conference on Leadership, Technology, Innovation and Business Management Procedia - Social and Behavioral Sciences 210. pp.320 – 329
- Ching-I Teng, P. (2009). *Professional Commitment, Patient Safety, and Patient-Perceived Care Quality*. Journal of Nursing Scholarship. Sigma Theta Tau International. pp.301-309.
- Chou, P. L., & Chang, Y. (2014). *Effects of service quality and customer satisfaction on customer loyalty in highspeed rail services in Taiwan*. Transportmetrica A: Transport Science, 30. Pp.83–103.
- Christopher Lovelock, J. W. (2013). *Pemasaran jasa: manusia, teknologi, strategi: perspektif Indonesia Jilid 2*. Jakarta: Erlangga.
- Cohen, A. (2007). *Dynamics between occupational and organizational commitment in the context of flexible labor markets: A review of the literature and suggestions for a future research agenda*. Bremen: Bremen Insitute Teknik and Bildung Universitaeit Bremen.
- Colquitt, J. (2011). *Organizational Behavior*. New York: McGraw-Hill .
- Colquitt, J., & Wesson, J. A. (2011). *Organizational Behavior : Improving Performance and Commitment in the Workplace*. New York: MacGraw Hill. Pp.64-66
- Day, C. E. (2005). *Reform, standards and teacher identity: Challenges of sustaining commitment*. Teaching and Teacher Education, 21 (5). Pp. 563 577.
- Deddy, M. (2005:40). *Ilmu Komunikasi: Suatu Pengantar*. Bandung.: Remaja Rosda Karya.
- DeVito, J. A. (2011). *Komunikasi Antarmanusia*. Tangerang: Karisma Publishing Group. Pp:259-263
- Dodi. (2013). *Pengaruh Iklim Organisasi, Etos Kerja dan Disiplin terhadap Kinerja Karyawan serta Dampaknya pada Kinerja PT. Arun NGL Lhokseumawe Aceh*. Jurnal Manajemen. Volume 2, No 1, pp 98 – 107.
- Eko Julu Santoso. (2012). *Good Ethics*. Jakarta: PT. Gramedia Jakarta.
- Fadillah, C. (2010). *Tingkat Pendapatan dan Pengaruhnya terhadap Etos Kerja Guru dalam Mengajar pada Syarif Hidayatullah*. Tesis.
- Fandy Tjiptono. (2016). *Service Quality and Satisfation* . Yogyakarta: PT Andi Yogyakarta.

- Ferdyan, F. (2014). *Pengaruh komitmen profesional Komitmen organisasional, motivasi kerja dan locus of control terhadap kepuasan kerja auditor*. Media Riset Akuntansi, Auditing & Informasi, Vol.14 No.2, Agustus . pp.75-112.
- Fred, L. (2011). *Organizational Behavior : An Evidence-Based Approach*. New York: McGraw-Hill. .
- Gajendra, S. a. (2013). *Customer Satisfaction in Web 2.0 and Information Technology Development*. Information Technology and People, scheduled for pp.26:40.
- Gary, B. S. (1993). *Human Capital : a theoretical and empirical analysis, with special reference to education* . London: The University of Chicago Press, 3rd edition. Ltd.
- George N. Kenyon dan Kabir C. Sen (2015). *The Perception of Quality : Mapping Product and Service Quality to Consumer Perceptions*. 2015. Springer-Verlag London. Pp. 173
- Gaspersz, V. (2010). *Total Quality Management (TQM)*. Jakarta:: PT. Gramedia.
- Gasperz, V. (1997). *Manajemen Kualitas Penerapan Konsep-Konsep Kualitas dalam Manajemen Bisnis Total*. Jakarta: PT Gramedia Pustaka Utama.
- Georghia, N. (2012). *The role of the nonverbal communication in interpersonal relations*. C Y-ICER 2012-Procedia - Social and Behavioral Sciences 47. Pp. 552 – 556.
- Gibson. (2009). *Organizational: Behavior Structure*. New York: The McGraw Hill Companies, Inc.
- Gibson, Ivancevich, & Donnelly. (1996:). *Organisasi Perilaku Struktur dan Proses*. Jakarta: Bina Rupa.pp. 104-110
- Gliffort Greertz. (1974). *The Interpretation of Culture*. New York: New York: Basic.
- Goetsch, D. A. (2010). *Quality Management for Organizational Excellence Introduction to Total Quality*. Upper Saddle River,,: NJ Pearson Education Inc.
- Greenberg. (2011). *Behaviour in Organizations 10th edition*. Essex: England.: Pearson Education Limited.
- Gronlund, & Linn. (1990). *Measurement and Evaluation in Teaching*. New York: Sixth Edition. : Macmillan Publishing Company.
- Hadiansyah, A., & Yanwar, R. P. (2015:152). *Pengaruh Etos Kerja Terhadap Kinerja PT AE*. Jurnal AL-AZHAR INDONESIA SERI HUMANIORA, Vol .3, No. 2.
- Hadjon, P. (2011). *Hukum Administrasi dan Tindak Pidana Korupsi*. Yogyakarta: UGM Press.
- Handayani, L. (2019). *Pengaruh Kinerja Pegawai, Komunikasi Interpersonal dan Lingkungan Kerja Fisik Terhadap Kepuasan Masyarakat Melalui Kualitas Pelayanan*. . Economic Education Analysis Journal EEAJ 8 (2), pp. 743-757.

- Hardhienata, S. (2017). *The Development of Scientific Identification Theory to Conduct Operation Research in Education Management*. IOP Conference Series: Material Science and Engineering, Vol. 166 10. pp.1777.
- Hardjati, S., & Febrianita, R. (2019). *The Power of Interpersonal Communication Skill in Enhancing Service Provision*. Journal of Social Science Research Vol 14 (2019) ISSN: 2321-1091 <https://rajpub.com/index.php/jssr>. pp. 3192-3199.
- Hayati, K., & Caniago, I. (2012). *Islamic Work Ethic: The Role of Intrinsic Motivation, Job Satisfaction, Organizational Commitment and Job Performance*. International Congress on Interdisciplinary Business and Social Science 2012 (ICIBSoS 2012), Procedia - Social and Behavioral Sciences 65. Pp. 272 – 277.
- Heni, H. F. (2018). *Kepemimpinan Situasional dan Komunikasi Interpersonal dalam Meningkatkan Komitmen Guru*. Jurnal Manajemen Pendidikan Vol.6, No.2, Juli 2018 P-ISSN 2302-0296 E-ISSN 2614-3313. Pp. 607-616.
- Hidayat, R. (2017). Peningkatan Aktivitas Komunikasi Interpersonal Dalam Organisasi. Jurnal Manajemen Pendidikan 4(2), pp. 161–170.
- Holle, E. (2011). *Pelayanan Publik Melalui E-Government : Upaya meminimalisir Praktek Maladministrasi dalam Peningkatan Publik Service*. Jurnal Sasi, pp. 21-30.
- Howard, S. (2011). A Primer on communication and communicative disardes (1st ed). Retrieved from <http://2012books.lardbucket.org/books/a-primer-on-communication-studies/index.html>. p.321
- Ikhsan, & Ihsak. (2005). *Belajar Dan Pembelajaran*,. Jakarta: PT. Dunia Pustaka Jaya,.
- Imam Ghozali., F. (2008). Structural Equation Modeling. Semarang: Badan Penerbit Universitas Diponegoro.
- Ivancevich, J. M. (2008). *Perilaku dan manajemen organisasi*. Jakarta: Erlangga.
- John P. Meriac, A. L. (2015). *Work ethic as a predictor of task persistence and intensity*. Learning and Individual Differences 3, pp. 249-254.
- Kasali, R. (2012). *Cracking Value*. Jakarta: Gramedia Jakarta.
- Kattara, H. S., Weheba, D., & Ahmed, O. (2015). The impact of employees' behavior on customers. African Journal of Hospitality, Tourism and Leisure Vol. 4 (2) Special edition, 1-12.
- Khikmah, S. N. (2005). *Pengaruh Profesionalisme terhadap Keinginan Berpindah Dengan Komitmen Organisasi dan Kepuasan Kerja Sebagai Variabel Intervening*. Jurnal Manajemen Akuntansi dan Sistem Volume 5. Agustus 2005.
- Knop, K. (2019:). *Evaluation of quality of services provided by transport & logistics operator from pharmaceutical industry for improvement purposes*. 13th International Scientific Conference on Sustainable, Modern and Safe Transport. pp.1081-1082

- Kotler, & Armstrong. (2013). *Prinsip-Prinsip Pemasaran*. Jakarta: Penerbit Erlangga.
- Kotler, & Amstrong, G. (2012). *Manajemen Pemasaran*. Jakarta: PT. INDEKS Kelompok Gramedia.
- Kreitner, R. (2013). *Perilaku Organisasi*. Edisi 9. Buku 1..
- Kumorotomo, W. (1992). *Etika Administrasi negara*, Jakarta: PT Raja Grafindo Persada.
- Kuncoro, A. (2019). Retrieved from www.feb.ui.ac.id: www.feb.ui.ac.id. Pp. 03 15
- Ladhari, R. (2009). *A review of twenty years of SERVQUAL research*. International Journal of Quality and Service Sciences, 1(2). Pp.172-198.
- Larkin, J.M. (1990). *Does gender affect auditor CPAs" Performance? The The Women CPA.*, pp. 20-21.
- Latan., H. (2013). *Structural Equation Modeling: Konsep dan Aplikasi Menggunakan Program Lisrel 8.80*. Bandung: Penerbit Alfabeta. Pp. 6
- Lee, e. a. (2013). *Recent Advances and Trends in Predictive Manufacturing Systems in Big Data Environment Manufacturing*.
- Luthan, F. (2011). *Organizational Behavior : An evidence-Based Approach 11th Ed*. New York: MacGraw Hill. Pp.147-148
- Marwan, M. S., & Abualrob, M. (2012). *Teacher collegiality and teacher professional commitment in public secondary schools in Islamabad, Pakistan* . Procedia - Social and Behavioral Sciences 46, pp. 950 – 954.
- Mayo, A. (2000). *The Role of Employee Development in the Growth of Intellectual Capital*. Personal Review, Vol.29 No.4, pp.521-533.
- Mira Asmal, H. F. (2012). *Interpersonal Communication Training To Enhance The Service Quality On General Hospital Nurses*. Jurnal Intervensi Psikologi. Pp.173-189.
- Muhyiddin, N. T., & Yulianita, M. I. (2017). *Metodologi Penelitian Ekonomi dan Sosial - Teori Konsep dan Rencana Proposal* . Jakarta: Salemba Empat.
- Nadira Martasubrata, S. (2016). *Academic service quality as determinant of student satisfaction*. Jurnal Pendidikan Manajemen Perkantoran Vol. 1 No. 1, Agustus 2016,136-143.
[Http://Ejournal.Upi.Edu/Index.Php/Jpmanper/Article/View/00000](http://ejournal.upi.edu/index.php/jpmanper/article/view/00000).
- Nata, A. (2001). *Paradigma Pendidikan Islam: Kapita Selektta Pendidikan Islam*. Jakarta: Garshindo.
- Nitisemito, A. S. (2001). *Manajemen Personalialia*. Jakarta: Edisi kedua, Ghalia Indonesia.

- Palan, R. (2007). *Competency Management, Teknik Mengimplementasikan Manajemen SDM Berbasis Kompetensi untuk Meningkatkan Daya Saing Organisasi*. Jakarta: Penerbit RPPM.
- Panggabean, & Prasetyo. (2008). *Manajemen Sumber Daya Manusia*. Bogor.: Ghalia.
- Panteloukas, G., Asopo, A. M., & Buwag, R. (2012). *A review of Perceived Service Quality : An empirical investigation of grocery stores' customers in Växjö, Sweden*. Swedia: School of Business and Economics Lineous University.
- Parasuraman, et. all. (1988). *Serqual : A Multiple Item Scale for Measuring Customer Perceptions of Service Quality*. Journal of Retailing 64, pp.12-40.
- Paulo, R. (2019). *The impact of e-service quality and customer satisfaction on customer behavior in online shopping*. Heliyon 5, e02690.
- Purwanto, D. (2003). *Komunikasi Bisnis*. Jakarta: Erlangga.
- Rasmadi. (2012). *Korelasi antara komunikasi antarpersonal, etos kerja, dan budaya*. Jurnal Pendidikan dan Kebudayaan, Vol. 18, Nomor 1, Maret 2012. pp.109-117.
- Rencana Strategis IPB. (2019-2023). Bogor: IPB.
- Rini Widyastuti, B. S. (2019). *Influence of System Quality, Information Quality, Service Quality on User Acceptance and Satisfaction and Its Impact on Net Benefits (Study of Information System Users Lecturer Performance Load)*. HOLISTICA Vol 10, Issue 3. pp.111-132 .
- Roganda, D. (2015). *Pola Komunikasi Interpersonal Teraupetik Dokter terhadap Pasien Anak*. Jurnal Bisnis dan Komunikasi Bissocio, pp.183-193.
- Rokhman, W. (2014). *Islamic work ethic as an antecedent of work outcomes: a study of islamic microfinance in Central Java*. Qudus International Journal of Islamic Studies Volume 2, Issue 1, February 2014. pp. 82-94.
- Ruffiah, & Muhsin. (2015). *Pengaruh Komunikasi Interpersonal, Pemanfaatan Teknologi Informasi, Budaya Organisasi, Dan Gaya Kepemimpinan Transformasional Terhadap Kualitas Pelayanan*. Economic Education Analysis Journal p-ISSN 2252-6544 e-ISSN 2502-356X. 1162-11. pp. 1162-1176.
- Rusyan, A. T. (2017). *Pendekatan dalam Proses Belajar Mengajar*. Bandung: Remaja Karya.
- Sachdev SB, H. V. (2004). *Relative Improvement of Service Quality Dimension : A mulisectoral Study*. Journal of Services Research Vol 4 No. 1 (April-September). pp 93-116.
- Sakar, M. C. (2014). *Evaluation of ethics perceptions' primary school teachers* . 5th World Conference on Educational Sciences - WCES 2013 Procedia - Social and Behavioral Sciences 116, pp. 2352 – 2356.

- Schenider., B., & Susan S White. (2004). *Service Quality Researach Persectives*. London: Sage Publication Inc. Pp. 14
- sdm.ipb.ac.id. (2020).
- Sharma, N., & Patterson, P. G. (1999). *The impact of communication effectiveness and service quality on relationship commitment in consumer, professional services*. Vol. 13 No. 2 1999. p. 151-170.
- Sinamo, J. (2011). *Delapan Etos Kerja Profesional*. Jakarta: Institut Mahardika.
- Smith, A., & Hall, M. (2008). *An Empirical Examination of a Three-Component Model of Profesional Commitment among Public Accountants*. Behavioral Research in Accounting, Vol. 20, No. 1. Pp. 75-92.
- Soendoro, H. (2005). *Sistem Informasi, Teknologi dan Manajemen*. Yogyakarta: Graha Ilmu.
- Spector, P. (2008). *Industrial and Organizational Psychology*. 2008,. New York: : John Wiley & Sons, .
- Standar Kompetensi Kerja Nasional Indonesia, S. (2007). *Standar Kompetensi Kerja Nasional Indonesia (SKKNI) Sektor Jasa Bidang Jasa Administrasi Perkantoran*. Republik Indonesia.
- Steward, D. M. (2010). *Designing Robust Service Encounters*. Michigan State University.
- Sugiyono. (2005). *Metode Penelitian Kualitatif*. Bandung: Alfabeta.
- Suhaimi, A. W., Marzuki, N. A., & Mustaffa, C. S. (2014). *The Relationship between Emotional Intelligence and Interpersonal Communication Skills in Disaster Management Context: A Proposed Framework*. The International Conference on Communication and Media 2014 (i-COME'14), 18-20 October 2014, Langkawi, MALAYSIA., pp. 110 – 114.
- Sujarweni, V. W. (2015.). *Statistik untuk Bisnis dan Ekonomi*. . Yogyakarta: Pustaka Baru Press.
- Sukadji, S. (2000). *Menyusun dan Mengevaluasi Laporan Penelitian*. Jakarta :UI-Press.
- Sunar, O. B., & Tabancali, E. (2012 : 2457-2461). *Ethic behaviours of schools administrations*. Procedia Social and Behavioral Sciences 46. Pp 2457 – 2461.
- Supriyono. (2002). *Akuntansi Biaya dan Akuntansi untuk Teknologi Maju dan Globalisasi*. Yogyakarta: BPFE .
- Susanto, Y. K., & Hastomo, A. (2012). *Organizational and Profesional Commitment and Their Effect on Job Satisfaction*. Journal of Economics, Business, and Accountancy Ventura Volume 15, No. 1, pp. 127 – 132.
- Sutrisno, E. (2009). *Manajemen Sumber Daya Manusia*. Jakarta.: Jakarta: PT Kencana.
- Tasmara. T. (2012). *Membudidayakan Etos Kerja Islami*. Jakarta: Gama Insani.

- Tjiptono, F. (2006). *Strategi Pemasaran*. Edisi Ketiga Yogyakarta: Penerbit Andi.
- Triguno. (2005). *Budaya Kerja*. Jakarta: Olden Trayon Press.
- Trisnaningsih, S. (2001). *Pengaruh Komitmen Terhadap Kepuasan Kerja Auditor : Motivasi Sebagai Variabel Intervening* (Studi Empiris Pda KAP di Jawa Timur). UNDIP, Semarang.
- Usman, H. (2009). *Manajemen teori, Praktik, dan Riset Pendidikan*. Jakarta : Bumi Aksara.
- Van den Hoff, B. (2004). *Knowledge sharing in context: the influence of organizational commitment, communication climate and CMC use on knowledge sharing*. Journal of Knowledge Management, 8 (6). Pp. 117-130.
- Van Vuuren, M. (2007). *Direct and indirect effects of supervisor communication on organizational commitment*. Corporate Communications. An International Journal, 12 (2). Pp. 116-128.
- Vecchio, R. P. (2006). *Organizational Behavior*. USA: Thomson South Western.
- Wijanto, S. (2008). *Structural Equation Modeling dengan LISREL 8.80 : Konsep dan tutorial*. Yogyakarta: Graha Ilmu.
- Wijaya, T. (2011). *Manajemen kualitas Jasa: Desain Servqual, QFD, dan Kano disertai Contoh Aplikasi dalam Kasus Penelitian*. Jakarta: PT. Indek.
- Wirawan. (2007). *Budaya Iklim Organisasi Teori Aplikasi dan Penelitian*. Jakarta: Salemba Empat.
- Yoo, D. (2007). *Perceived Service Quality – Analyzing Relationships amon Employees, Customers, and Financial Performance*. International Journal of Quality and Reliability Management. Pp. 24: 29.
- Yoo, D.K. and Park, J.A. 2007. *Perceived Service Quality – Analyzing Relationships amon Employees, Customers, and Financial Performance*, International Journal of Quality and Reliability Management (24: 9), pp. 908-926.
- Zarei, A. A. (2012). *Service quality of private hospitals: The Iranian patients' perspective*. Health Services Research 12(31). Pp. 1-7.
- Zeithaml, V. A. (1990). *The Nature and Determinants of Customer Expectations of Service*. Journal of the Academy of Marketing Science 21(1). pp. 1- 12.
- Zeithaml, V. A., & J. Bitner. (1996). *Service Marketing*. New Jersey: The McGraw-Hill Companies, Inc.
- Zeithmal, V. A. (1990). *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. New York: The Free Press.