

DAFTAR PUSTAKA

- Abid, H., R., Gulzar, A., and Hussain, W. 2015. "The Impact of Servant Leadership on Organizational Citizenship Behaviours with the Mediating Role of Trust and Moderating Role of Group Cohesiveness: A Study of Public Sector of Pakistan". *International Journal of Academic Research in Business and Social Sciences*, Vol. 5, 3.
- Baines Paul, Chris Fill, and Kelly Page. 2011. *Marketing*. New York: Oxford University Press.
- Brewer, Clay. 2010." Servant Leadership: A Review of Literature". *Online Journal of Workforce Education and Development*, Vol. IV, 2.
- Deddy Mulyana, 2004. *Metodologi Penelitian Kualitatif*, Bandung: PT, Remaja Rosdakarya.
- Dierendonck, D., V. 2011. "Servant Leadership: A Review and Synthesis". *Journal of Management*, Vol. 37, No. 4, July 2011, h. 1228-1261.
- Don Hellriegel, John W. Slocum Jr., 2008. *Organization Behavior*, South-Western Cengage Learning, ISBN-13: 978-1-4390-4225-0, 2008.
- Dorothea Wahyu Ariani. 2013. "Employee Satisfaction and Service Quality: Is There Relations?", *International Journal of Business Research and Management (IJBRM)*, Volume (6) : Issue (3) : 2015 p. 33.
- Fariba Azizzadeh, Karam Khalili, Iraj Soltani. 2013. "Service Quality Measurement in the Public Sector". *International Journal of Economics, Finance and Management*, VOL.2, No.I, p114-120.
- Feldman, R., S. 2008. *Understanding Psychology*. New York: McGraw-Hill.
- Gibson, J., I., J., M., Ivancevich, J., H., Donnelly, Jr, dan R. Konopaske. 2006. *Organisasi: Perilaku, Struktur dan Proses*. New York: McGraw-Hill.
- 2006. *Organization: Behavior, Structure and Processes*. New York: McGraw-Hill.
- Haider Raza Abid, Amir Gulzar dan Waqar Hussain. 2015. "The Impact Of Servant Leadership On Organizational Citizenship Behaviors With The Mediating Role Of Trust And Moderating Role Of Group Cohesiveness A Study Of Public Sector Of Pakistan". *International Journal of*

Hishamuddin Fitri Abu Hasan, 2008. "Service Quality and Student Satisfaction: A Case Study at Private Higher Education Institutions". *International Business Research*, Vol I No. 3, h.164

John M. Ivancevich, 2010. *Human Resource Management*. New York: McGraw-Hill.

Jason Colquitt, Jeffery Lepine, and Michael J. Wesson. 2009. *Organizational Behavior*. New York: McGraw-Hill.

J.Wood, J. Wallace and R.M. Zeffane, 2001. *Organisational Behaviour: A Global Perspective*. John Wiley & Sons Australia, Ltd.: Queensland, Australia.

Kotler, P. 2000. *Marketing Management*. Upper Saddle River, NJ: Prentice Hall.

_____ 2003. *Marketing Management*. New Jersey: Prentice Hall.

Kreitner, R., and Kinicki, A. 2010. *Organizational Behavior*. New York: McGraw-Hill.

Larry C. Spears. 2005. "The Understanding and Practices of Servant Leadership". *School of Leadership Studies*.

Luthans Fred, 2011. *Organizational Behavior, An Evidence-Based Approach, Twelf Edition*, Canada: Mc Graw-Hll Irwin.

_____ 2011. *Organizational Behavior, Twelfth Edition*, McGraw-Hill Irwin, ISBN-13: 978-0-70-353035-2.

M. Koyuncu, Ronald J. Burke, M. Asthakova, D. Eren and H. Cetin. 2014. "Servant Leadership and Perception of Service Quality Provided by Front-line Workers in Hotels in Turkey". *International Journal of Contemporary Hospitality Management*, Vol. 26, No 7, 2014, pp. 1083-1099.

Marihot Tua Efendi. 2002. *Manajemen Sumber Daya Manusia*. Jakarta: PT.Grasindo.

McKee, Simmers & Licata dalam Youjae Yi dan Taesik Gong, 2008. "The Electric Service Quality Model: The Moderating Effect of Customer Self-Efficacy". *Published online in Wiley InterScience (www.interscience.wiley.com)*, vol. 25(7): 587-601 (July 2008).

McShane, S., L. and Glinow, M., A., V. 2010. *Organizational Behaviour*. New York McGraw-Hill.

Melchar, D., E. and Bosco, S., M.. 2010. "Achieving High Organizatio Performance through Servant Leadership". *The Journal of Business Inquiry*, Vol. 9, 1, hh. 74-88.

Mustafa Koyuncu Ronald J. Burke Marina Astakhova Duygu Eren Hayrullah Cetin, "Servant leadership and perceptions of service quality provided by front-line service workers in hotels in Turkey"., *International Journal of Contemporary Hospitality Management*, 2010. Vol. 26 Iss 7. hh. 1083 – 1099.

Naik, K., C., N., Gantasala, S., B., and Prabhakar, G.,V. 2010. "Service Quality (Servqual) and its Effect on Customer Satisfaction in Retailing". *European Journal of Social Science*, Vol. 16, 2, hh. 231-241.

Olesia, W., S., Namusonge, G., S., and Iravo, M., E. 2013. R"ole of Servant Leadership on Organizational Commitment: An Explanatory Survey of State Corporations in Kenya". *International Journal of Humanities and Social Science*, Vol. 3, hh. 13, 85-92.

Pansoo Kim & Jang-Hyup Han. 2013. "Effects of Job Satisfaction on Service Quality, Customer Satisfaction, and Customer Loyalty: The Case of a Local State-Owned Enterprise. *Wseas Transaction On Business and Economies*, Issue 1, Vo. 10, January pp. 54-64.

Prabha Ramseook-Munhurrun, Mauritius Soolakshna D. Lukea-Bhiwajee dan Mauritius Perunjodi Naidoo. 2010. "Service Quality In The Public Service". *International Journal Of Management and Marketing Research*, Volume 3, Number 1. hh. 235-255.

. , 2010. "Measuring Service Quality: Perceptions of Employees". *Global Journal of Business Research*, Vol. 4, 1, hh. 47-55.

_____, 2010. "Service Quality in The Public Service". *International Journal of Management and Marketing Research*, Vol. 3, 1, hh. 37-47.

Rauch, K., E. 2007. *Servant Leadership and Team Effectiveness: A Study of Industrial Manufacturing Correlation*, Indiana Wesleyan University.

Riduan dan Kuncoro, 2011. *Cara Menggunakan dan Memaknai Path Analysis (Analisis Jalur)*,Cetakan Ketiga. Bandung: Alfabeta.

Rivai, V. And Sagala, E., J. 2009. *Manajemen Sumber Daya Manusia untuk Perusahaan*. Rajawali Pers: Jakarta.

Robbins, S., P. 2003. *Perilaku Organisasi*. San Diego.

_____, 2003. *Organizational Behavior*, Pearson Education International, ISBN 0-13-120203-3.

Robbins, S., P. and Timothy A. Judge, 2015. *Perilaku Organisasi (Part 2)*: San Diego.

Saari, L.,M. And Judge, T.,A. 2004. Employee Attitudes and Job Satisfaction. The *Journal of Human Resource Management*, 2004, Vol. 43, 4, pp. 395-407

Santrock, J., W. 2008. *Educational Psychology*. New York: McGraw-Hill.

Steven L. McShane, Mary Ann Von Glinow, 2010. *Organizational Behavior*, New York: McGraw-Hill Irwin.

_____ 2015. *Organizational Behavior*, McGraw-Hill E.

Sugiono, 2013. *Cara Mudah menyusun Skripsi, Tesis dan Disertasi*, Bandung: Alfabeta CV.

Suharsimi Arikunto. 2002. *Prosedur Penelitian (Suatu Pendekatan Praktek)*. Jakarta : PT. Rineka Cipta.

Supardi, 2013, *Aplikasi Statistika Dalam Penelitian Konsep Statistika Yang Lebih Komprehensif*, Jakarta Selatan: Change Publication.

Suuroja, M. 2003. *Service Quality—Main Conceptualizations and Critique (Working Paper Series No. 23)*. Tartu, Esonia: University of Tartu, Faculty of Economics.

Widodo Sunaryo,S,Psi,,MBA Dr.Sri Setyaningrum,M.si, Editor dan Reviewer : Prof.Dr.Ing.H.Soewarto Hardhienata Analisis Sitorem Bogor 2018

Zaenal Arifin, 2011. *Evaluasi Pembelajaran*, Bandung: PT. Remaja Rosdakarya.

