DAFTAR PUSTAKA

Abdullah, A. 2020**.** The role of sincerity as a motivating factor to work for non-profit organizations. *Humanities & Social Sciences Reviews*. 8(1). 651-658. https://doi.org/10.18510/hssr.2020.8178

Abdullah, A.G.K., Alzaidiyeen, N. & Aldarabah, I. (2009). Workplace spirituality and leadership effectiveness among educational managers in malaysia. *European Journal of Social Sciences*. 10. 307-319. Cho, J.E. dan Hu, H. (2009). The effect of service quality on trust and commitment varying across generations. International IJC 33(4):468 – 476. doi: 10.1111/j.1470-6431.2009.00777.x

Abid, H.R., Gulzar, A., dan Hussain, W. (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 Academic Research in Business and Social Sciences. 5(3).*

Adams, D. dan Csiernik, R. (2002). Seeking the lost spirit. *Employee Assistance Quarterly*. 17. 31-44. 10.1300/J022v17n04_03.

Ahmad, A. & Omar, Z. (2015). Improving Organizational Citizenship Behavior through Spirituality and Work Engagement. *American Journal of Applied Sciences*, *12*(3), 200-207. https://doi.org/10.3844/ajassp.2015.200.207

Ahmad, K.Z. dan 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).* https://doi.org/10.1111/1468-2419.00179

Ajzen, I. (1991) The Theory of Planned Behavior. Organizational Behavior and Human Decision Processes, 50, 179-211.

Ajzen, I. and Fishbein, M. (2005). The Influence of Attitude on Behavior. In Albarracin, D., Johnson, BT., Zanna MP. (Eds), *The hanbook of attitudes, Lawrence Erlbaum Associates.*

Alkhawaldeh, A. M., Al-Salaymeh, M., Alshare, F., & Eneizan, B. M. (2017). The effect of brand awareness on brand loyalty: Mediating role of brand commitment. *European Journal of Business and Management*, 10.

Allen, N. J. dan Meyer, J.P. (1990). The Mesurement and Antecedents of Affective, Continuance, and Normative Commitment to Organization. *Journal of Occupational Psychology*, 63, 1-18.

American Psychological Association 2020, Vol. 1, No. 999, 000 ISSN: 0021-9010 http://dx.doi.org/10.1037/apl0000477

Anvari, R., Amin, S.M., Khairuzzaman, W., Ahmad, U.N.U. (2010). Strategic training practices, effective organizational commitment, and turnover intention: The mediating role of psychological contract. *African Journal of Business Management* 4(15):3391-3405

Aprianto, B. dan Jacob, F.A. (2013). Pedoman Lengkap Profesional SDM Indonesia. Jakarta: Penerbit PPM.

Arikunto, S. (2009). *Prosedur Penelitian Suatu Pendekatan Praktik*. Edisi Revisi 6. Jakarta: Rineka Cipta.

Ashmos, D. P., & Duchon, D. (2000). Spirituality at work: a conceptualization and measure. *Journal of Management Inquiry*, 9(2), 134-145

220

Asosiasi Profesi Widyaiswara Indonesia (APWI). (2021). Laporan Pelaksanaan Departemen Pendidikan, Pengajaran, Pelatihan dan Peningkatan Kompetensi ASN Berkarakter. Jakarta.

Astuti, R.S. (2012). Bupati madiun tagih komitmen pejabat pemkab. Retrieved from Kompas.com. website: https://megapolitan.kompas.com/read/2012/03/02/17362229/bupati.madiun.tagih.komitmen.pejabat.pemkab.

Avolio, B.J, Zhu, W., & Bathia, P. (2004). Transformational Leadership & Organizational Commitment: Mediating Role of Psychological Empowerment and Moderating Role of Structural istance. Journal of Organizational Behavior. 25 (8), 951 – 968

Baars, B.J. (1993). *A cognitive theory of consciousness*. Cambridge University Press.

Bangun, W. (2012). Manajemen Sumber Daya Manusia. Jakarta: Penerbit Erlangga.

Baumeister, R.F. (2018). Self-Regulation and Self Control: Selected works of Roy F. Baumeister. New York: Routledge.

Bartlett, K & Dae-seok Kang. (2004) Training and organizational commitment among nurses following industry and organizational change in New Zealand and the United States, Human Resource Development International, 7:4, 423-440, DOI: 10.1080/1367886042000299799

Bashir, N. dan Long, C.S. (2015). The relationship between training and organizational commitment among academicians in Malaysia • Journal of Management Development 34(10):1227-1245. DOI: 10.1108/JMD-01-2015-0008

Batvandi, Z., & Ghazavi, M. (2017). *The study of the quality of working life with organizational commitment and job satisfaction among the employees using correlation analysis (Case Study: Aseman Carton Making Factory of Isfahan)*. 11.

Begley, P.T. (2006). Self- knowledge, capacity and sensitivity: Prerequisites to authentic leadership by school principals. *Journal of Educational Administration*. 44(6).570-589. https://doi.org/10.1108/09578230610704792

Benn, C. (2018). Intentions, motives and supererogation. *The Journal of Value Inquiry*

Bernarto, I. (2017). Pengaruh self-efficacy, budaya organisasi dan motivasi kerja terhadap komitmen organisasi. *12*(1), 25.

Bisiach, E. (1988). The brain and consciousness. In Anthony J. Marcel & E. Bisiach (eds.). *Consciousness in Contemporary Science*. Oxford University Press. pp. 101-120

Bloom, B. (1908). *Psikologi pendidikan*. Jakarta: PT Gramedia

Boshoff, C. dan Allen, J. (2000). The influence of selected antecedents on frontline staff's perceptions of service recovery performance. *International Journal of Service Industry Management*. 11(1).63-90

Brum, S (2007). "What Impact Does Training Have on Employee Commitment and Employee Turnover?" Seminar Research Paper Series. Paper 45. http://digitalcommons.uri.edu/lrc_paper_series/45http://digitalcommons.uri.edu/lrc_paper_series/45

Bulut, C. and Culha, O. (2010), The effects of organizational training on organizational commitment. International Journal of Training and Development, 14: 309-322. https://doi.org/10.1111/j.1468-2419.2010.00360.x

Cano, F., & Berbén, A. B. G. (2009). University students' achievement goals and approaches to learning in mathematics. *British Journal of Educational Psychology*, *79*(1), 131-153.

Celep, C., & Yilmazturk, O. E. (2012). The relationship among organizational trust, multidimensional organizational commitment and perceived organizational support in educational organizations. *Procedia - Social and Behavioral Sciences*, *46*, 5763–5776. https://doi.org/10.1016/j.sbspro.2012.06.512

Chalimah, C., & Sakhowi, A. (2015). Implementasi anggota koperasi sebagai wujud komitmen organisasional. *Jurnal Dinamika Manajemen*, *5*(1). https://doi.org/10.15294/jdm.v5i1.3653

Cho, J.E. dan Hu, H (2009). The Effect of service quality on trust and commitment varying across generations, International Journal of Consumer Studies. 33(4): 468-476. https://doi.org/10.1111/j.1470-6431.2009.00777.x

Choiriyah, S., Soegito, S., & Roshayanti, F. (2017). Pengaruh motivasi kerja dan iklim sekolah terhadap komitmen kerja guru sekolah dasar negeri se-kecamatan Semarang Timur. *Jurnal Manajemen Pendidikan (JMP)*, *6*(2). https://doi.org/10.26877/jmp.v6i2.1995

Colquitt, J., Lepine, J. dan Wesson, M. (2019). *Organizational Behavior: Improving Performance and Commitment in The Workplace*. Mcgraw-Hill

Darwito. (2008). Analisis Pengaruh Gaya Kepemimpinan TerhadapKepuasan Kerja dan Komitmen Organisasi Untuk Meningkatkan Kinerja Karyawan. Tesis. Program Studi Magister Manajemen Universitas Diponegoro Semarang.

David, I., Iliescu, D. The influence of religiosity and meaning making on work outcomes: A path analysis. *Curr Psychol* (2020). https://doi.org/10.1007/s12144-020-01119-y

Deesom, N., Wongtheerathron, D., & Chayvimol, R. (2019). The development of affection test of senior high school students. *Journal of Humanities and Social Sciences Surin Rajabhat University*, *21*(2), 229-240.

Demirbag, M., Sahadev, S., Kaynak, E., & Akgul, A. (2012). Modeling quality commitment in service organizations: An empirical study. *European Journal of Marketing, 46*(6), 790-810. doi: http://dx.doi.org/10.1108/03090561211214609

Diatmono, P. (2019). Influence of organizational justice, leadership behavior, trust employee and job satisfaction to organization commitment of PT. BRAM. *Business and Entrepreneurial Review*, *17*(2), 105. https://doi.org/10.25105/ber.v17i1.5164

Djamaluddin, A. (2008). Pengembangan Sumber Daya Manusia (Pendekatan dari Segi MSDM). Bekasi: Badan Penerbit PT. Intermedia Personalia Utama.

Djamaludin Ancok, Wisnubrata Hendrojuwono, Frans Mardi Hartanto, Gede Raka. (2014). Bahan Presentasi tentang "Mengapa Kita Perlu Memberi Pelayanan yang Baik".

Djarwanto. (1994). *Pokok-Pokok Metode Riset dan Bimbingan Teknis Penulisan Skripsi*. Yogyakarta: Liberty.

Druskat, V.U. dan Jordan, P. (2007): Emotional intelligence and performance at work. In cherniss, C. (Ed) *American Psychologist.* Special Edition on Emotional Intelligence.

Emmons, R. A., & McCullough, M. E. (2003). Counting blessings versus burdens: an experimental investigation of gratitude and subjective well-being in daily life. *Journal of Personality and Social Psychology*, 84(2): 377-389.

English Oxford Living Dictionaries.

Faizah, F. (2015). Pengaruh kerjasama tim dan kepercayaan terhadap komitmen guru MTs di Jakarta Selatan. *Jurnal Manajemen Pendidikan*, *6*(1), 1048. https://doi.org/10.21009/jmp.06106

Fakhruddin, A. (2011). Prinsip-prinsip manajemen pendidikan islam dalam konteks persekolahan. *Jurnal Pendidikan Agama Islam-Ta'lim*, *9*(2), 199-211.

Farjad, H. R., & Varnous, S. (2013). *Study of relationship of quality of work life (QWL) and organizational commitment*. *4*(9), 8.

Fitriyanti, I., Hardhienata, S. dan Muharam, H. (2019). Peningkatan komitmen profesi guru melalui pengembangan kepribadian dan pemberdayaan. *Jurnal Manajemen Pendidikan*. 7(2).808-815.

Gaol, J.L. (2015). A to Z Human Capital Manajemen Sumber Daya Manusia: Konsep, Teori, dan Pengembangan dalam Konteks Organisasi Publik dan Bisnis. Jakarta: Grasindo.

Ghozali, I dan Latan, H. (2015). *Partial least squares: konsep, teknik, dan aplikasi menggunaka program smartPLS 3.0*. Badan Penerbit Universitas Diponegoro, Semarang

Godfrey, A dan NwanesiClement. (2018). A Critical Study on The Effect of Staff Training on Employees' Work Attitude. International Journal of Advanced Research 6(7):498-506.DOI: 10.21474/IJAR01/7389

Gomez-Meja, Balkin, Cardy. (2004). Managing Human Resources, 4th Edition. Arizona State University, and The University of Texas at San Antonio. USA.

Grund, C. dan Titz, K. (2018). Further Training and Affective Commitment. Laporan Penelitian pada Institute of Labor Economics.

Gull, S. (2012). *Impact of internal branding on service employees' quality commitment – study on education sector of Pakistan*. *3*(14), 10.

Hafidz, Y.A.N., Wiyono, B.B., Imron, A., Suriansyah, A. (2019). Transformational leadership characterized basic-principal of islam in the city of Banjarmasin Indonesia. *International Journal of Innovation, Creativity and Change*. 5(4).742-763

Hagler, M., Lambert, C., Rothwell, N., & Yu, K. (2012). Do perceived social norms affect generosity? *Undergraduate Research Journal for the Human Sciences*, *11*(1).

Haryono, S., Rosady, F., MdSaad, M.S. (2018). Effects of emotional and spiritual intelligence on job performance among temporary nurses at Abdul Riva'i regional general hospital, Berau District, East Kalimantan Province, Indonesia. *Management Issues in Healthcare System* 4(2018) 42-54

Herman, H., & Idris, J. (2019). Implementasi model supervisi berbasis keikhlasan dalam peningkatan kinerja guru PAI di SMP Negeri Kabupaten Nagan Raya. Jurnal *At-Tafkir*, *12*(2), 168-184. https://doi.org/10.32505/at.v12i2.1219

Hidayah, S. (2015). *Program Studi Doktor Ilmu Ekonomi Universitas Diponegoro Semarang 2015*. 25.

Hill, J. H. (2007). Crises of meaning: Personalist language ideology in US media. *Language in the media: Representations, identities, ideologies*, 70.

Hill, N. (2002). Can you prove you are sincere? *Financial Services Advisor, 145*(6), 6.

https://kbbi.web.id/ucap

https://study.com/academy/lesson/audio/what-are-performance-goals-definition-examples-quiz.html

https://www.collinsdictionary.com/dictionary/english/glad

https://www.collinsdictionary.com/dictionary/english/sincerity

https://www.merriam-webster.com/dictionary/sincerity

https://www.researchgate.net/publication/280562611_Personal_Characteristics_and_Job_Satisfaction
https://www.researchgate.net/publication/322640883_Training_and_Employee_Work_Attitudes_of_Selected_Manufacturing_Firms_in_Port_Harcourt

https://www.thefreedictionary.com/punitiveness

https://www.thefreedictionary.com/thankful

Istiqomah, Z. (2017). BJ Habibie: Budaya berperan meningkatkan mutu SDM. Retrieved from: Republika.co.id website: https://republika.co.id/berita/otuhui384/bj-habibie-budaya-berperan-meningkatkan-mutu-sdm

Iwan. (2017). Pendidikan akhlak terpuji mempersiapkan generasi muda berkarakter. *Jurnal Al Tarbawi Al Haditsah*, 1(1) ISSN: 2407-6805

Jaenger, B. (2006). User-Driven Innovation in the Public Service Delivery. Working-paper No: 4/201.

Johar, S.S. dan Shah, I.M. (2014), The impact of emotional intelligence on organizational commitment through self-esteem of employee in public sector. Academy of Taiwan Business Management Review 4(3):1-11

Johnson, M., Umoh, G.I., dan Amah, E. (2016). Training and Employee Work Attitudes of Selected Manufacturing Firms in Port Harcourt

Kast, E. dan Rosenweig, J. (1995). Organization and management: A system and contingency approach. New York: McGraw-Hill.

Kementerian PANRB, Badan Kepegawaian Negara, 2019

Kesuma, dkk. (2012). Pendidikan karakter kajian teori dan praktik di sekolah. Bandung: PT. Remaja Rosdakarya.

Khademian, Z., Pishgar, Z., dan Torabizadeh, C. (2018). Effect of Training on the Attitude and Knowledge of Teamwork Among Anesthesia and Operating Room Nursing Students: A Quasi-Experimental Study. Shiraz E Medical Journal In Press (In Press). DOI: 10.5812/semj.61079.

224

Khademian, Z., Pishgar, Z., Torabizadeh, C. (2018). Effect of Training on the Attitude and Knowledge of Teamwork among Anesthesia and Operating Room Nursing Students: A Quasi-Experimental Study.

Khan, A. A., & Jadoon, S. (2016). Impact of advertising on brand awareness and commitment in female apparel industry. *International Journal of Academic Research in Business and Social Sciences*, *6*(3), 16.

Khan, R., Naseem, A., and Masood, S.A (2016). Effect of continuance commitment and organizational cynicism on employee satisfaction in engineering organizations. *International Journal of Innovation, Management and Technology, 7(4),*141.

Khoulita, I. (2014). Pembiasaan akhlak terpuji pada anak tunagrahita di SMPLB Kanigoro Kras Kediri. *Didaktika Religa*, 2(1).

Khulaemi, A. (2017). Pengaruh perilaku kepemimpinan dan lingkungan kerja terhadap komitmen organisasi widyaiswara pada Badan Pengembangan Sumber Daya Manusia (BPSDM) Kementerian Energi dan Sumber Daya Mineral. *Jurnal Manajemen Pendidikan*, *8*(1), 33. https://doi.org/10.21009/jmp.08104

Kinsinger, F. S. (2009). Beneficence and the professional's moral imperative. *Chiropr Humanit*, 16(1), 44-46. DOI: 10.1016/j.echu.2010.02.006. Retrieved from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3342811/

Kulundu, E. (2013). Relationship between training and Employee commitment at Kenya Ports Authority. A Research Project Submitted in Partial Fulfilment of The Requirement for The Award of The Degree of Master of Business Administration, School of Business, University of Nairobi

Kuhl, J., Kazén, M., and Koole, S.L. (2006). Putting Self-Regulation Theory into Practice: A User's Manual. Applied Psychology: An International Review, 55 (3), 408–418.

Kunda, Z., & Schwartz, S. H. (1983). Undermining intrinsic moral motivation: External reward and self-presentation. *Journal of Personality and Social Psychology*, *45*(4), 763.

LaMorte, Wayne W. (2019). *Behavioral Change Models*. Boston University School of Public Health. https://sphweb.bumc.bu.edu/otlt/mph-modules/sb/behavioralchangetheories/BehavioralChangeTheories3.html

LAN-RI. (2015). Komitmen mutu: Modul Latbang prajabatan golongan III. Retrieved from: http://puskan.lan.go.id/files/Modul%2012%20Komitmen%20Mutu.pdf

Latham, G.P. dan Wexley, K.N. (1977). Behavioral observation scales for performance appraisal purposes. *Personnel Psychology*. 30(2). 255-268. Https://Doi.Org/10.1111/J.1744-6570.1977.Tb02092.X

Lee, J. dan Peccei, R. (2008). Lean production and quality commitment: A comparative study of two Korean auto firms. *Personnel Review*, 37(1). 5-25. Https://Doi.Org/10.1108/00483480810839941

Lee, S. Y. & Ohtake, F. (2016). Is being agreeable a key to success or failure in the labor market? *ISER Discussion Paper*, 960, Osaka University, *Institute of Social and Economic Research* (ISER). Retrieved from https://www.econstor.eu/bitstream/10419/148188/1/848617975.pdf

Lekhi, R. (2007). Public Service Innovation: A Research Report for The Work Foundation's Knowledge Economy Programm. Manchester: Research Republic LLP.

Liang, H., Kao, R., Tu, C., Chin, C., & Chung, W. (2014). The Influence of Education and Training on Work Attitudes and the Moderating Effect of Supervisor Attitudes: Examining Chinese Employees.

Loi, T. I., Kuhn, K. M., Sahaym, A., Butterfield, K. D., & Tripp, T. M. (2020). From helping hands to harmful acts: When and how employee volunteering promotes workplace deviance. *Journal of Applied Psychology*, *105*(9), 944–958. https://doi.org/10.1037/apl0000477

Lopez, S. J., Pedrotti, J. T., & Snyder, C. R. (2018). *Positive psychology: The scientific and practical explorations of human strengths*. Sage Publications.

Lord-Kambitsch, E. (2014). Introduction to empathy: Activation, definition, construct. *Think Pieces: A Journal of the Arts, Humanities, and Social Sciences*. 1(1). 1-8 DOI: 10.14324/111.2058-492X.001

Mahayanti, I. G. A. K., & Sriathi, A. A. A. (2017). *Pengaruh karakteristik individu, karakteristik pekerjaan, dan karakteristik situasi kerja terhadap kepuasan kerja karyawan. Journal: eArticle, Udayana University*. (Issue 4). https://www.neliti.com/publications/250058/pengaruh-karakteristik-individu-karakteristik-pekerjaan-dan-karakteristik-situas

Manganti, F. (2015). *Pengaruh karakteristik kepribadian, motivasi dan komitmen terhadap sikap pegawai*. *17*(2), 10.

Martela, F., dan Ryan, R. M. (2016). The benefits of benevolence: Basic psychological needs, beneficence and the enhancement of well-being. *Journal of Personality*, 84(6), 750-764. DOI: 10.1111/jopy.12215. Retrieved from https://www.abc.net.au/cm/lb/10094310/data/the-benefits-of-benevolence-data.pdf

Megginson, D., Matthews, J.J, dan Banfield, P. (1997). Pengembangan Sumber Daya Manusia. Jakarta: Penerbit PT. Elex Media Komputindo.

Meyer, J.P. & Allen, N.J. (1997). *Commitment in the Workplace: Theory, Research, and Application.* California: SAGE Publications, Inc. DOI: http://dx.doi.org/10.4135/9781452231556

Milliman, J., Czaplewski, A.J. and Ferguson, J. (2003). Workplace spirituality and employee work attitudes: An exploratory empirical assessment. *Journal of Organizational Change Management*, 16(4),426-447. https://doi.org/10.1108/09534810310484172

Mira, W. S. (2012). Pengaruh servant leadership terhadap komitmen organisasi dan organization citizenship behavior. *Jurnal Manajemen*, 18.

Mitroff, I. I. dan Denton, E.A. (1999). *A spiritual audit of corporate America: A hard look at spirituality, religion, and values in the workplace* (1. ed.). San Francisco, Calif: Jossey-Bass.

Mondy, W. (2008). Manajemen Sumber Daya Manusia. Jilid 1, Edisi 10. Jakarta: Penerbit Erlangga.

Shem, J.M. dan Ngussa, B.M. (2017). Effect of Training on Employees' Performance: A Case of Institutions of Higher Learning in Arusha City, Tanzania. DOI: 10.21275/27101703

226

Mukwakungu, S.C., dan Mbohwa, C. (2018). Assessment of employee awareness and understanding of quality at the ABC company. *Proceedings of the International Conference on Industrial Engineering and Operations Management Paris, France, July 26-27,* (1217- 1228)

Mulyadi, H. (2010). *Pengaruh motivasi dan kompetensi kerja terhadap produktivitas kerja karyawan pada PT. Galamedia Bandung Perkasa. 9*(17), 15.

Nadya, K., & Hidayat, D. (2016). Makna hubungan antarpribadi melalui media online tinder. *Jurnal Ilmu Komunikasi (J-IKA), 3*(1).

Nasurdin, A.M., Nejati, M., Mei, Y.K. (2013). Workplace spirituality and organizational citizenship behaviour: Exploring gender as a moderator. *South African Journal of Business Management* 44(1), 61-74. DOI: 10.4102/sajbm.v44i1.148

Newman, A., Thanacoody, R. & Hui, W. (2011). The impact of employee perceptions of training on organizational commitment and turnover intentions: a study of multinationals in the Chinese service setor. The International Journal of Human Resource Management, 22:8, pp. 1765-1787.

Ngunjiri, F. dan Miller, D. (2014). Research on workplace spirituality, religion and ethics: diverse perspectives. (2014). *Academy of Management Proceedings. 2014*(1), 11031. https://doi.org/10.5465/ambpp.2014.11031symposium

Nkosi, S.M. (2015). Effects of training on employee commitment, retention and performance: A case study of a Local Municipality in South Africa. *European Journal of Business and Management,* 7(15), 104.

Ocen, E., Francis, K., dan Angundaru, G. (2017). The role of training in building employee commitment: the mediating effect of job satisfaction. *European Journal of Training and Development, 41 (9); 742-757.* https://doi.org/10.1108/EJTD-11-2016-0084

Organ, D. W. (1988). *Issues in organization and management series. Organizational citizenship behavior: The good soldier syndrome.* Lexington Books/D. C. Heath and Com.

Organ, D. W. dan K. Ryan. (1995). A meta-analytical review of attitudinal and dispositional predictors of organizational citizenship behavior. *Personnel Psychology* 48, 775– 802.

Orlu, K. G dan Gabriel J.O., (2019). Social awareness and organisational commitment of hotels in Port Harcourt, Nigeria. *International Journal of Recent Innovations in Academic Research*, 3(12), 115-126.

Parasuraman, A., Zeithaml, V. A., and Berry, L. (1985). *Conceptual model of service quality and its implications for future research.* A conceptual Joyrnal of Marketing, vol. 49, 41-50.

Paswan, A.K, Pelton, L.E., True, S.L. (2015). Perceived managerial sincerity, feedback-seeking orientation and motivation among fron-line employees of a service organization. *The Journal of Services Marketing, 1*9(1), 3-12.

Peraturan Menteri Dalam Negeri Nomor 11 Tahun 2018 tentang Sistem Pengembangan Sumber Daya Manusia Aparatur Berbasis Kompetensi i lingkungan Kementerian Dalam Negeri dan Pemerintah Daerah.

Peraturan Menteri Dalam Negeri Nomor 43 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Dalam Negeri.

Peraturan Menteri Dalam Negeri Nomor 84 Tahun 2017 tentang Organisasi dan Tata Kerja Unit Pelaksana Teknis di Lingkungan Badan Pengembangan Sumber Daya Manusia Kerja Kementerian Dalam Negeri.

Peraturan Pemerintah (PP) Nomor 17 Tahun 2020 tentang Perubahan Atas Peraturan Pemerintah Nomor 11 Tahun 2017 tentang Manajemen PNS.

Perunovic, M. (2007). Agreeableness and close relationship: Is it trust that really matters? *Thesis*, Doctor of Philosopy in Psychology, University of Waterloo, Ontario, Canada.

Podsakoff, P.M., MacKenzie, S.B., Paine, J.B., Barchrach, D.G. (2000). Organizational citizenship behaviors: a critical review of the theoretical and empirical literature and suggestions for future research. *Journal of Management*, 26(3). 513–563

Polat, S. (2009). Organizational citizenship behavior (OCB) display levels of the teachers at secondary schools according to the perceptions of the school administrators. *Procedia Social and Behavioral Sciences* 1: 1591–1596. doi: 10.1016/j.sbspro.2009.01.280

Pollit, Cristopher, and Bouckaert, Greert (ed) (1995). *Quality improvement in European public service, concepts, cases and commentary,* London, Sage.

Pourkiani, M., Seyedi, S., & Sarasia, H. (2016). The effect of self-awareness and self-regulation on organizational commitment employees of islamic azad university of mashhad with mediating role of job satisfaction. *Journal of Fundamental and Applied Sciences*, 8(2), 1886. https://doi.org/10.4314/jfas.v8i2s.130

Prentice, C., Chen, P.J., dan King, B. (2013). Employee performance outcomes and burnout following the presentation-of-self in customer-service contexts. *International Journal of Hospitality Management* 35: 225–236.

Prihantoro, A. (2012.). Peningkatan kinerja sumber daya manusia melalui motivasi, disiplin, lingkungan kerja, dan komitmen. (Studi kasus madrasah di lingkungan Yayasan Salafiyah, Kajen, Margoyoso, Pati). *Value Added*, 8(2). 78.

Puspitasari, D., & Asyanti, S. (n.d.). *Faktor yang paling berpengaruh terhadap komitmen kerja perawat panti wreda di surakarta*. 8.

Putri, F. I. (2014). *Hubungan motivasi kerja dengan komitmen kerja karyawan di balai Latbang sosial*. 2.13.

Putri, N. E., & Hakim, A. (2015). Pengaruh motivasi kerja dan kemampuan kerja terhadap komitmen organisasional dan kinerja pegawai. *Jurnal Ilmu Sosial dan Ilmu Politik*, 4(1), 12.

Qomariah, J. (2014). *Pengaruh efikasi diri dan kepercayaan terhadap komitmen organisasi pegawai dinas pendidikan provinsi Papua Barat*. 10.

Rachman, D.A. (2019). Komitmen kepala daerah belum kuat, KPK evaluasi pencegahan korupsi di Papua. Retrieved from: Kompas.com website: https://nasional.kompas.com/read/2019/05/20/09274191/komitmen-kepala-daerah-belum-kuat-kpk-evaluasi-pencegahan-korupsi-di-papua.

Rahayu, M. (2018). *Representasi Ikhlas Dalam Sinetron Kuasa Illahi "Calon Penghuni Surga" (Analisis Semiotik Charles Sanders Peirce)* (Doctoral dissertation, IAIN Purwokerto).

Rahmatullah, A. S. (2017). Konsepsi pendidikan kasih sayang dan kontribusinya terhadap bangunan psikologi pendidikan Islam. *LITERASI (Jurnal Ilmu Pendidikan)*, 5(1), 29-52.

Ramdass, Kemlall Ramsaroop (2012) An Investigation into Quality Commitment in a Service Organisation in South Africa. American International Journal of Contemporary Research Vol. 5, No. 5: 1-7

Rego, A. dan e Cunha, M.P. (2008) Workplace spirituality and organizational commitment: an empirical study. *Journal of Organizational Change Management* 21(1), 53-75. DOI 10.1108/09534810810847039

Rifa'i, A.A., Komariah, A., Permana, J., dan Sudarsyah, A. (2018). *The Influence of Quality Leadership and Quality Commitment to Performance of Higher Education Institution. International Journal of Management Excellence.* Volume 11 No.3 Oktober 2018.

Riyadi, A., & Hasanah, H. (2015). Pengaruh kesadaran diri dan kematangan beragama terhadap komitmen organisasi karyawan RSUD Tugurejo Semarang. *Psympathic: Jurnal Ilmiah Psikologi*, 2(1), 102–112. https://doi.org/10.15575/psy.v2i1.451

Robbins, S. & Judge, T. A. 2011. *Organizational Behaviour*. 14th ed., Global ed. New Jersey: McGraw-Hill.

Roehl W.S., Swerdlow, S. (1999). Training and its Impact on Organizational Commitment among Lodging Employees. Journal of Hospitality & Tourism Research. 23(2):176-194. doi:10.1177/109634809902300205

Rohman, A. (2014). Penguatan otonomi guru sekolah dasar di tengah kebijakan politis penguasa daerah. *Jurnal Cakrawala Pendidikan*, 2. DOI: 10.21831/cp. v2i2.2144

Romani, S. dan Grappi, S. (2014). How companies' good deeds encourage consumers to adopt pro-social behavior. *European Journal of Marketing*, 48(5/6), 943-963. DOI: 10.1108/EJM-06-2012-0364

Rosenthal, D.M (2005). *Consciousness and Mind*. Oxford University Press UK.

Rosenthal, D.M. (1986). Two Concepts of Consciousness. *Philosophical Studies* 49(1986).329-359. DOI: 10.1007/BF00355521

Rumangkit, S., & Maryati, S. (2017). Pengaruh person-organization fit terhadap komitmen organisasional melalui kepuasan kerja pada karyawan IBI Darmajaya. *Optimum: Jurnal Ekonomi dan Pembangunan*, 7(2), 190. https://doi.org/10.12928/optimum.v7i2.7918

Salman, G. (2019). Pasca OTT lurah di Surabaya, Risma kumpulkan seluruh pejabat. Retrieved from Kompas.com website: https://sains.kompas.com/read/2019/07/24/18502341/pasca-ott-lurah-di-surabaya-risma-kumpulkan-seluruh-pejabat.

Saputra, N. A. G. (2014). *Pengaruh karakteristik individu terhadap komitmen organisasi karyawan aditya beach resort lovina singaraja thn 2014*. 12.

Sariningtyas, E. R. W. (2016). Analisis karakteristik individu dan motivasi intrinsik terhadap komitmen organisasi dengan kepuasan kerja sebagai variabel intervening *(Studi pada PDAM Tirta Mulia Kabupaten Pemalang)*. 5(1), 18.

Sass, J. S. (2000). Characterizing organizational spirituality: An organizational communication culture approach. Communication Studies, 51(3), 195-217. http://dx.doi.org/10.1080/10510970009388520

Satria, R.O., Komara, A.T., Suzanto, B. (2018). Pengaruh sikap karyawan terhadap komitmen organisasi. *Majalah Bisnis dan Iptek*. 11(2)

Schiller, M., Holland, B. M., & Riley, D. (2001). Appreciative leaders

Schwartz, S. H. & Howard, J. A. (1982). A self-based motivational model of helping. In V. Derlega & J. Grzelak (Eds.), *Cooperation and helping behavior: Theories and research*. New York: Academic Press, 1982.

Sekaran, U., (2003), *Research Methods for Business: A Skill Building Aproach*, New York-USA: John Wiley and Sons, Inc

Sergeant, A. and Frenkel, S. (2000). When do customer contact employees satisfy customers? *Journal of Service Research*. 3(1).18-34

Setyabudi, T. (2020). Model Pengembangan SDM Aparatur. Bandung: Rocha Indonesia.

Setyaningsih, N., & Rejeki, S. (n.d). Developing a mathematics instructional model based on child friendly, innovative, creative and realistics (CFICR) at junior high school.

Silaban, E. J., dan Andri, S. (2018). Pengaruh motivasi kerja dan kepuasan kerja terhadap komitmen perawat (kasus rumah sakit ibu dan anak Eria Bunda Pekanbaru) (Issue 1) [*Journal: eArticle, Riau University*]. https://www.neliti.com/publications/198663/pengaruh-motivasi-kerja-dan-kepuasan-kerja-terhadap-komitmen-perawat-kasus-rumah

Skotnes, R. Ø. (2014). Management commitment and awareness creation – ICT safety and security in electric power supply network companies. *Information & Computer Security*. 23(3).302-316

Soekidjan. 2009. *Manajemen Sumber Daya Manusia*. Jakarta: BumiAksara

Somech, A., & Drach-Zahavy, A. (2004). Exploring organizational citizenship behaviour from an organizational perspective: The relationship between organizational learning and organizational citizenship behaviour. *Journal of Occupational and Organizational Psychology, 77*(3), 281–298. https://doi.org/10.1348/0963179041752709

Strack, G., dan Myron D Fottler, M.D. (2002). Spirituality and effective leadership in healthcare: is there a connection? *Front Health Serv Manage*, 18(4):3-18.

Subandi. (2011). Sabar: Sebuah konsep psikologi. *Jurnal Psikologi*, 38(2), 215-227. Retrieved from: https://jurnal.ugm.ac.id/jpsi/article/download/7654/5934

Sugiyono. (2013). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.

Surada, I. M. (2016). Nilai-nilai śradha dan bhakti dalam pembelajaran agama Hindu. *Prosiding Nasional*.

Surin, B. (1978). Terjemah & Tafsir Al Qur'an Huruf Arab & Latin. Bandung: Fa Sumatra.

Suseno, M. N. (2012). Faktor kepribadian dan organizational citizenship behavior pada polisi pariwisata. *Humanitas: Indonesian Psychological Journal*, 9(2), 193. https://doi.org/10.26555/humanitas.v9i2.345

Susiawan, S. dan Muhid, A. (2015). Kepemimpinan Transformasional, Kepuasan Kerja dan Komitmen Organisasi. *Persona, Jurnal Psikologi Indonesia*. 4(3), 304-313

230

Syed, A. J. (2016) *The perceived meaning of spirituality amongst employees in the workplace - A qualitative study based on Pakistani engineering firms*. The Thesis in MSc Human Resource Management)

The Index of Innovation: A new tool for regional analysis Https://Journals.Sagepub.Com/Doi/Abs/10.1177/0891242410387592

Tjiptono, F dan Diana, A. (1995). Total Quality Management (TQM). Yogyakarta: Andi Offset.

Trilling, L. (1972). Sincerity and Authenticity. Cambridge, MA: Harvard University Press. Dalam Keane, W. (2002). *Sincerity, Modernity, and the Protestants. Cultural Anthropology*, 17(1), 65–92. doi:10.1525/can.2002.17.1.65

Undang-Undang Republik Indonesia Nomor 23 Tahun 2014 tentang Pemerintahan Daerah.

Undang-Undang Republik Indonesia Nomor 25 Tahun 2009 tentang Pelayanan Publik.

Undang-Undang Republik Indonesia Nomor 5 Tahun 2014 tentang Aparatur Sipil Negara.

Vanka, S., Rao, M. B., Singh, S., Pulaparthi, M. R., Editors. (2020). *Sustainable Human Resource Management: Transforming Organizations, Societies and Environment*. Springer Nature Singapore Pte Ltd.

W, D. H., & Sunyoto, Y. (2018). Pengaruh motivasi, pengalaman dan komitmen auditor terhadap kinerja auditor (studi empiris pada kantor akuntan publik di kota Semarang). *Jurnal ekonomi manajemen akuntansi*, 25(45), Article 45. http://ejurnal.stiedharmaputra-smg.ac.id/index.php/JEMA/article/view/335

Walker, A. D. M. (1980). Gratefulness and gratitude. In *Proceedings of the Aristotelian Society* (Vol. 81, pp. 39-55). Aristotelian Society, Wiley.

Waruwu, F. (2017). *Analisis tentang pengaruh motivasi intrinsik dan motivasi ekstrinsik terhadap kinerja karyawan studi kasus: di rumah sakit rajawali dan STIKES Rajawali Bandung (Yayasan Kemanusian Bandung Indonesia)*. 16, 10.

Wibowo, J. A. (2013). *Pengaruh motivasi terhadap komitmen organisasional yang diintervening oleh kepuasan kerja karyawan di KPP Pratama Yogyakarta* [Graduation, UPN "Veteran" Yogyakarta]. http://repository.upnyk.ac.id/6645/

Wibowo. (2014). Manajemen Kinerja. Jakarta: Rajawali Pers.

Wilkesmann, U. (2015). Imaginary contradictions of university governance. In *Incentives and performance* (pp. 189-205). Springer, Cham.

Wuryasti, F. (2015). *Sifat Ikhlas yang Mukhlas*. Humaniora. Media Indonesia. https://m.mediaindonesia.com/humaniora/5016/sifat-ikhlas-yang-mukhlas.

Wilson, J. (2000). Volunteering. *Annual review of sociology*, 26(1), 215-240.

Yan, Y. H. (2016). The correlation between relationship quality and behavioral intentions exhibited by various cosmetology groups. *Health Systems and Policy Research*, 03(04). https://doi.org/10.21767/2254-9137.100050

Yang, H., & Zhou, L. (2011). Extending TPB and TAM to mobile viral marketing: An exploratory study on American young consumers' mobile viral marketing attitude, intent and behavior. *Journal of Targeting,*

     Measurement and Analysis for Marketing, *19*(2), 85–98.
     https://doi.org/10.1057/jt.2011.11

Yaumi, M., dan Sirate, S.F. (2017). Keteladanan Guru dalam Pembentukan Karakter Anak Bangsa.

Yuniarsih, T dan Suwatno. (2011). Manajemen Sumber Daya Manusia: Teori, Aplikasi, dan Isu Penelitian. Bandung: Penerbit Alfabeta.

Zamani, L. (2019). Komentar wali kota surakarta soal slip gaji bupati banjarnegara yang viral. Retrieved from: Kompas.com website: https://sains.kompas.com/read/2019/10/11/15504971/komentar-wali-kota-surakarta-soal-slip-gaji-bupati-banjarnegara-yang-viral.

Zamzam, F., & Marnisah, L. (2020). *Pengaruh etos kerja, perilaku, dan kompensasi terhadap komitmen hafizh dan hafizhah pondok pesantren ahlul – qur'an dan al – lathifiyyah palembang*. 14.

Zanten, Wim van. (1994). *Statistika untuk ilmu-ilmu sosial*. Jakarta: Gramedia Pustaka Utama.