

## DAFTAR PUSTAKA

- Anand, Bhardwaj. Managerial Competencies And Their Influence On Managerial Performance: A Literature Review, *International Journal of Advanced Research in Management and Social Sciences*, Vol. 2, No. 5, May 2013.
- Arhin, Ato Kwamina, The Effect of Performance Assessment-Driven Instruction on the Attitude and Achievement of Senior High School Students in Mathematics in Cape Coast Metropolis, Ghana, *Journal of Education and Practice*, Vol.6, No.2, 2015
- Armstrong, Michael. (2009). *Armstrong's Handbook Of Human Resource Management Practice* 11<sup>th</sup> Edition. Philadelphia: Kogan Page.
- Chiu, Su-Fen & Chen, Hsiao-Lan. (2015). "Relationship Between Job Characteristics And Organizational Citizenship Behavior: The Mediational Role Of Job Satisfaction", *Social Behavior and Personality* Vol 33. Edisi 6: 523-539 ISSN 03012212. Palmerston North, New Zealand: Society for Personality Research, Incorporated.
- Colquitt, Jason A. Jeffrey A. Lepine dan Michael J. Wesson, (2009). *Organizational Behavior: Improving Performance and Commitment in Workplace*. New York: McGraw Hill.
- Cornelißen, Thomas. (2006). *Job characteristics as Determinants of Job Satisfaction and Labour Mobility*, Discussion Paper No. 334,. Hannover: Institute of Quantitative Economic Research, University of Hannover, Germany), [cornelissen@ewifo.uni-hannover.de](mailto:cornelissen@ewifo.uni-hannover.de). diakses 8 November 2016).
- Daft, Richard L. (2008). *Management*, 8<sup>th</sup> Edition. Mason: Thomson South-Western.
- Dessler, Gery. (2011). *Human Resources Management*. Essex: Pearson Education Limited.
- DuBrin, Andrew J. (2012). *Essentials of Management* 9<sup>th</sup> Edition. Mason: Cengage Learning.
- Edwards, Bryan D. Suzanne T. Bell, Winfred Arthur, Jr. and Arlette D. Decuir, (2008). "Relationships between Facets of Job Satisfaction and Task and Contextual Performance", *Applied Psychology : An Internasional Review*, 2008, 57. 3).
- Goerge, Jeniffer M. Gareth R. Jones, (2012). *Understanding and Managing Organizational Behavior* 6<sup>th</sup> Edition. New Jersey : Pearson.
- Hasibuan, Malayu S.P. 2012. *Manajemen Sumber Daya Manusia*. Edisi Revisi. Penerbit Bumi Aksara. Jakarta.
- Helmiatin, The Implementation of Transformational Leadership and Quality of Worklife toward Organizational Citizenship Behavior International. *Journal of Innovation, Management and Technology*, Vol. 5, No. 5, October 2014

[http://www.kompasiana.com/tripratini3/terpuruknya-kualitas-pendidikan-di-Indonesia.](http://www.kompasiana.com/tripratini3/terpuruknya-kualitas-pendidikan-di-Indonesia)  
diaskses pada 14 April 2017).

[http://www.malang-post.com/edupolitas/54982-tenaga-administrasi-pun-miliki-mtas.](http://www.malang-post.com/edupolitas/54982-tenaga-administrasi-pun-miliki-mtas)  
diaskses pada 14 April 2017).

Jex, Steve M. dan Thomas W. Britt, (2008). *Organizational Psychology – A scientist-practitioner approach second edition*. New Jersey: John Wiley and Son, Inc.

Kreitner, Robert.Kinicki,Angelo. (2007). *Organizational Behavior*. New York: Mc. Graw-Hill.

Locke, Edwin. (2009). *Handbook of Principles Organization Behavior Indispensible Knowledge for Evidence-based Management 2and editions*. West Sussex: John Wiley and Son.

Luthans, Fred. (2011). *Organizational Behavior: an evidence-based approach 12<sup>th</sup> edition*. New York: McGraw Hill.

Mathis, Robert L. and John H. Jackson, (2011). *Human Resource Management*. Mason, OH : South-Western Cengage Learning.

McShane, Steve L. Mary Ann Von Glinow, (2008). *Organizational Behavior 4<sup>th</sup> Edition*. New York: McGraw Hill.

-----, (2010). *Organizational Behavior: emerging knowledge and practice for the real world 5<sup>th</sup> ed..* New York: McGraw Hill Companies Inc.

Miner, John B. (2005). *Organizational Behavior, Essential Theories of Motivation and Leadership*. New York: M.E. Sharpe.

Mullin, Laurie J. (2010). *Management and Organizational Behaviour Ninth edition*. New Jersey: Pearson Prentice Hall.

Nelson, Debra L. James Campbell Quick, (2006). *Organizational Behavior Foundations, Realities & Challenges 5<sup>th</sup> Edition*. South Western: Thomson.

Robbins, Stephen P. Timothy A. Judge, (2015). *Organizational Behavior 16 Edition*. England: Pearson.

Rue, Leslie W. Lloyd L. Byars, (2003). *Management Skills and Application*. New York: McGraw-Hill Higher Education.

Sugihartono. (2013). *Psikologi Pendidikan*. Yogyakarta: UNY Press.

Selma Kalkavana, Alev Katrinli (2014) The Effects Of Managerial Coaching Behaviors On The Employees' Perception Of Job Satisfaction, Organisational Commitment, And Job Performance: Case Study On Insurance Industry In Turkey. *Procedia - Social and Behavioral Sciences* 150, 1137 – 1147

Schermerhom JR, John R., (2005). *Management*, USA: John Wiley & Sons, Inc.

- Schermerhom, Jr. John R. et. al, (2011). *Organizational Behavior*, 11<sup>th</sup> edition. USA: John Wiley & Sons, Inc.
- Schermerhorn, John R. Jr. Richard N. Osborn, Mary Uhl-Bein, James G. Hunt, (2012). *Organizational Behavior 12<sup>th</sup> Edition*. Asia : Wiley.
- Schermerhorn, John R. *Introduction to Management. 10th Edition*. International Student Version: John Wiley & Sons, Inc., 2010.
- Schuurman, Jasper, (2011). *Job Characteristics, Health and Satisfaction*. Rotterdam: Netspar.
- Shemerhom, John R. Jr. Richard N. Osborn, Mary Uhl-Bein, James G. Hunt, (2012). *Organizational Behavior Twelfth Edition*, Asia: Wiley.
- Slocum, Jr. John W. and Don Hellriegel, (2009). *Principles of Organizational Behavior, 12<sup>th</sup> ed*. Canada: South-Western Cengage Learning.
- Sonnentag, Sabine. 2002. *Psychological Management of Individual Performance A Handbook in the Psychology of Management in Organizations*, New York: John Wiley and Sons. Ltd.
- Wagner III, John A. dan John R Hollenbeck, (2010). *Organizational Behavior, Securing Competitive Advantage*. New York: Routlegde.
- Williams, Chuck. (2005). *Management*. South Western: Texas Christian University.
- Wijono, S.(2012). *Psikologi Industri dan Organisasi*. Jakarta: Kencana Prenada Media Group.