

## DAFTAR PUSTAKA

- Adjibolosoo, S. (2018). *A Human Factor Approach to Human Resource Management and Organizational Development. In The Human Factor Approach to Managerial and Organizational Efficiency and Effectiveness*. Palgrave Macmillan: , Cham.
- Advani, A. &. (2015). Impact of Transformational and Transactional Leadership Styles on Employees' Performance of Banking Sector in Pakistan. *Global Journal of Management and Business Research*,, 15(5).
- Ahmad, F. A. (2014). Impact of transformational leadership on employee motivation in telecommunication sector. *Journal of management policies and practices*, 2(2 June), 11-25.
- Akhtar, N. A. ( 2014). Factors affecting employees motivation in banking sector of Pakistan. *Journal of Asian Business Strategy*, , 4(10), 125.
- Akhtar, S. &-u.-R. ((2017).). Impact of managerial coaching behavior on job performance: analyzing the role of organization commitment and role clarity. *Journal of Managerial Sciences*, 11(3), 298-318.
- Ali, H. D. (2013). *Metodologi Penelitian*. Yogyakarta: Deepublish.
- Ali, M. L. ( 2018). *Examining the impact of managerial coaching on employee job performance: Mediating role of work engagement, leader-member-exchange quality, job satisfaction, and turnover intentions*. Pakistan Journal of C.
- Allen, N. a. (1997). *Commitment in the workplace Theory Research and Application*. California.
- Allen, N. J. ( 1990). The measurement and antecedents of affective, continuance and normative commitment to the organization. *Journal of occupational psychology*,, 63(1), 1-18.
- Alvinius, A. J. (2017). JoJobb satisfaction as a form of organizational commitment at the military strategic level: A grounded theory study. *International Journal of Organizational Analysis*, 25(2), 312–326.
- Amstrong, M. &. ( 2004). *Performance management*. . Yogyakarta: Tugu Publisher .
- Anantatmula V.S., S. B. (2012). Evolution of project teams for Generation Y workforce,. *International Journal of Managing*, 5(1), 9-26.
- Asiedu, M. S. ( 2014). Organisational commitment and citizenship behaviour: tools to improve employee performance; an internal marketing approach. *European Scientific Journal*, 10(4).
- Avolio, B. J. ( 2004). Transformational leadership and organizational commitment: Mediating role of psychological empowerment and moderating role of structural distance. . *The International Journal of Organizational Behavior*.
- Avolio, B. J. (1999). Re-examining the components of transformational and transactional leadership using the multifactor leadership questionnaire. *Journal of Occupational and Organizational Psychology*, 72(4), 441–462. doi:<https://doi.org/10.1348/096317999166789>
- Bank Indonesia. (1998).
- Banks, G. C. (2016). A meta-analytic review of authentic and transformational leadership: A test for redundancy. *The Leadership Quarterly*, , 27(4), 634-652.

- Batson,  
V. D. (2012). Managerial coaching: A concept analysis . *Journal of Advanced Nursing*,, 68(7), 1658–1669.
- Beattie, R. S. (2014). Managerial Coaching: A Review of the Empirical Literature and Development of a Model to Guide Future Practice. *Advances in Developing Human Resources*,, 16(2), 184–201.
- Beer, Michael et.al (2009). High commitment, high performance : how to build a resilient organization for sustained advantage. Jossey-Bass A Wiley Imprint 989 Market Street, San Francisco, CA 94103. ISBN 978-0-7879-7228-8 .
- Bernardin, H. a. ( 2011). *Human Resource Management: An Experiential Approach*. . New York.: McGraw-Hill.
- Bernardin, H. a. ((1998).). *Human Resource Management 2nd Edition – An Experiential Approach*. Singapore: McGraw-Hill.
- Boamah, S. A. (2018). Effect of transformational leadership on job satisfaction and patient safety outcomes. . *Nursing outlook* , 66(2), 180-189.
- Bolden, R. &. (2016). Digital Disruption and the Future of Leadership. *ournal of Management Inquiry*.
- Brewer, A. M. (2014). Leadership, followership and coaching: Asking the questions. (pp. 1-14). *In Leadership, Coaching and Followership*, 1-4.
- Brych, V. Y. (2018). Prospects for use of coaching in Ukrainian banks. *Banks and Bank Systems*,, 13(2), 116.
- Burdett, J. (1998). Forty Things Every Manager Should Know About Coaching. *Journal Of Management Development*,, 17(2), 142-152.
- Cerasoli, C. P. ((2014).). Intrinsic motivation and extrinsic incentives jointly predict performance: A 40-year meta-analysis. *Psychological Bulletin*, 1, 40(4), 980–1008.
- Champathes, M. R. (2006). Coaching for performance improvement: The coach model. *Development and Learning in Organizations*,. 20(2), 17-18.
- Chaudhry, A. Q. (2012). Impact of Transactional and Laissez Faire Leadership Style on Motivation University of the Punjab. 3(7), . *International Journal of Business and Social Science*,, 258–264.
- Chaudhry, A. Q. (2018). The Impact of Transformations and Transaction Leadership Styles on the Motivation of Employees in Pakistan. *Pakistan Economic and Social Review* , 50 (2), 223–231.
- Chirasha, V. (2013). Management of Discipline for good Performance : A theoretical perspective. *Socail Sciences*, 7(2), 214–219. doi:<https://doi.org/ISSN 2277-0844>
- Choi, D. O. (2015). Understanding organizational commitment: A meta-analytic examination of the roles of the five-factor model of personality and culture. *Journal of Applied Psychology*, 100(5), 1542.
- Colomo-Palacios, R. (2006). *Mentoring & Coaching: It Perspective*,.
- Colquitt, J. A. ( 2011). *Organizational Behavior: Improving Performance and Commitment in the Workplace. (2nd Edition)*. New York: : McGraw Hill.
- Cummings, T. &. ( 2015). *Organizational Development and Change (8th Edition)*. . Thomson South-Western : Mason, OH.

- Chumpitaz, Ruben. C, Nicholas G. Paparoidamis, (2007). Service quality, relationship satisfaction, trust, commitment and business- to- business loyalty. *European Journal of Marketing*, Vol. 41 Issue: 7/8, pp.836-86).
- Dahling, J. J. (2016). Does coaching matter? A multilevel model linking managerial coaching skill and frequency to sales goal attainment. *Personnel Psychology*, 69(4), , 863-894.
- Deschamps, C. R. (2016). Transformational leadership and change: How leaders influence their followers' motivation through organizational justice. *Journal of Healthcare Management*,, 61(3), 194-213.
- Dessler, G. (2002). *Human Resource Management*. . New Jersey.: Prentice Hall. .
- Dessler, G. (2015). *Manajemen Sumber Daya Manusia*. In Jakarta: Salemba Empat.
- Dewi, C. I. (2016). Pengaruh Stres Kerja dan Motivasi Kerja terhadap Kinerja Karyawan pada PT. Bank BPD Bali Cabang Ubud. *E-Jurnal Manajemen*,, 5(12).
- Dhar, R. L. (2015). Service quality and the training of employees: The mediating role of organizational commitment. *Tourism Management*, 46, , 419-430.
- Dinc, M. S. (2018). Nurses ' job satisfaction as a mediator of the relationship between organizational commitment components and job performance. *Journal of Workplace Behavioral Health*,, 0(0), 1–21.
- Dobre, O.-I. ( 2013). Employee motivation and organizational performance. 5(1),. *Review of Applied SocioEconomic Research*, 53–60.
- Doney,P.M. and Cannon, JP. (1997), An Examination of the Nature of Trust in Buyer-Seller Relationships. *Journal of Marketing*, 61, 35-51).
- Dong, Y. B. ( 2017). Enhancing employee creativity via individual skill development and team knowledge sharing: Influences of dual-focused transformational leadership. , . *Journal of Organizational Behavior*, 38(3), 439-458.
- Ellinger, A. D. (2003). Supervisory Coaching Behavior, Employee Satisfaction And Warehouse Employee Performance: A Dyadic Perspective In The Distribution Industry, *Human Resoruce Development Quarterly*,. *Human Resoruce Development Quarterly*, 14(4), 435-458.
- Ellinger, A. D. (2011). Managerial Coaching as a Workplace Learning Strategy. In *Supporting Workplace Learning* . 71–87.
- Ellinger, A. E. (2007). An examination of organizations' frontline service employee development practices. *Human Resource Development Quarterly*,, 18(3), 293–314. doi:<https://doi.org/10.1002/hrdq.1206>
- Emery, J. (2019). Leading for Organisational Change: Building purpose, motivation and belonging.
- Fiaz, M. S. (2017). Leadership styles and employees' motivation: Perspective from an emerging economy. *The Journal of Developing Areas*,, 51(4), 143–156. doi: <https://doi.org/10.1353/jda.2017.0093>
- Fillery-Travis, A. L. (2006). Does Coaching Work Or Are We Asking The Wrong Question. *International Coaching Psychology Review*, 1(1), 23-36.
- Fournies., F. F. (1987). *Coaching For Improved Work Performance*. New York: : Liberty Hall Press. .



- Fu, W. &. (2014). The impact of caring climate, job satisfaction, and organizational commitment on job performance of employees in a China's insurance company. *Journal of Business Ethics*, 124 (2), 339-349. Diambil kembali dari <https://link.springer.com/article>
- Gagné, M. &. (2005). Self-determination theory and work motivation. *Journal of Organizational behavior*, 26(4), 331-362.
- Gagné, M. F.-B. (2015). The Multidimensional Work Motivation Scale: Validation evidence in seven languages and nine countries. *European Journal of Work and Organizational Psychology*, 24(1), 78-196.
- Gaol, C. J. (2014). *A to Z human capital*. Gramedia Widiasarana Indonesia.
- Gerhart, B. &. (2015). Pay, intrinsic motivation, extrinsic motivation, performance, and creativity in the workplace: Revisiting long-held beliefs. *Annu. Rev. Organ. Psychol. Organ. Behav.*
- Gibson, James L, J. M. (2010). *Organisasi dan Manajemen*. . Jakarta.: Erlangga. .
- Gilley, A. G. (2010). Gilley, A., Gilley, J. W., & Kouider, E. *Characteristics of managerial coaching*. *Performance Improvement Quarterly*, 23(1), 53–70. doi:<https://doi.org/10.1002/piq.20075>
- Gilley, J. (2000). Manager As Learning Champion. *Performance Improvement Quarterly*, 13, 106-121.
- Graffeo, A. P. (2018). *Leading Science and Technology-Based Organizations: Mastering the Fundamentals of Personal, Managerial, and Executive Leadership*. CRC Press.
- Greenberg, J. (2010). *Managing Behavior in Organization, 5th Edition*. . New Jersey:: Pearson Education, Inc., .
- Greenberg, J. A. (2003). *Behavior in Organization International Edition*, . New Jersey: Prentice Hall.
- Griffin, R. W. (2015). International business. Pearson. Employee coaching relationships: Enhancing construct clarity and measurement. *Coaching: An International Journal of Theory Research and Practice*, 3, 109–123.
- Hafiz, A. Z. (2017). Relationship between organizational commitment and employee's performance evidence from banking sector of Lahore. . *Arabian Journal of Business and Management Review*, 7(2), 1-7. .
- Hagen, M. S. ( 2012). Managerial coaching: A review of the literature. *Performance Improvement Quarterly*, 24(4), 17–39.
- Hagen, M. S. ( 2015)). Measuring coaching: Behavioral and skill-based managerial coaching scales. *Journal of Management Development*, 34(2), 114–133.
- Hanafi, B. D. (2017). Pengaruh motivasi, dan lingkungan kerja, terhadap kinerja karyawan, dengan kepuasan kerja sebagai variabel mediasi pada PT BNI Life Insurance. *Jurnal Pendidikan Ekonomi Dan Bisnis (JPEB)*, 5(1), 73-89. .
- Handy, L. D. ( 1996). *360-Degree Feedback: Unguided missile or powerful weapon?*, . Berkhamsted.: Ashridge Management Group, .
- Hawkins, P. a. ((2006)). *Coaching, Mentoring and Organisational Consultancy: Supervision and Development*. . Maidenhead: Open University Press.
- Huang, L. C. ( 2016). High performance work systems, employee well-being, and job involvement: An empirical study. . *Personnel Review*, 45(2), 296-314.

- Ismail, A. A. (2016). Managerial Coaching in Enhancing Employees' Motivation. . *Acta Universitatis Danubius: Oeconomica*, 12(3), 98–112.
- Ivancevich, K. d. (2008). *Perilaku dan Manajemen Organisasi*. Jakarta.: Erlangga.
- Jaiswal, N. K. ( 2015). Transformational leadership, innovation climate, creative self-efficacy and employee creativity: A multilevel study. *International Journal of Hospitality Management*,, 51, 30-41.
- Jaros, S. (2007). . Meyer and Allen model of organizational commitment: Measurement issues.r., *The Icfai Journal of Organizational Behavior*, 6(4), 7-25.
- Jayaweera, T. (2015). Impact of work environmental factors on job performance, mediating role of work motivation: A study of hotel sector in England. *International journal of business and management*,, 10(3), 271.
- Kaihatu, T. S. (. (2006).). Good corporate governance dan penerapannya di Indonesia. . *Jurnal Manajemen dan kewirausahaan*,, 8(1), 1-9.
- Kalkavan, S. &. (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* .
- Kalkavan, S. &. (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* .
- Khariis, I. (2015). Pengaruh gaya kepemimpinan transformasional terhadap kinerja karyawan dengan motivasi kerja sebagai variabel intervening (studi pada karyawan bank jatim cabang malang). . *Jurnal Administrasi Bisnis*, , 20(1).
- Kim, S. ( 2014). Assessing the influence of managerial coaching on employee outcomes. *Human Resource Development Quarterly*,, 25(1), 59-85. .
- Kim, S. E. (2013). Managerial coaching efficacy, work-related attitudes, and performance in public organizations: A comparative international study. . *Review of public personnel administration*, , 34(3), 237-262. .
- Kim, S. S. (2018). How do callings relate to job performance? The role of organizational commitment and ideological contract fulfillment. , . *Human Relations*, 71(10), 1319–1347.
- Kim, T. H. ( 2015). At the front line: examining the effects of perceived job significance, employee commitment, and job involvement on public service motivation. . *International Review of Administrative Sciences*,, 81(4), 713-733.
- Kinicki, A. a. (2008). *Organizational Behaviour; Key Concepts, Skills & Best Practices*. . New York: : McGraw-Hill.
- Knippenberg., D. V. (2000). Work Motivation and Performance: A Social Identity Perspective. *Applied Psychology*, , 49(3), 357–371.
- Koh, C. (2015). *Motivation, leadership and curriculum design*. . Singapore: : Springer.
- Kohli, A. (2016). *Effective coaching, and the fallacy of sustainable change*. . London: Springer.
- Kompas.com (2017). "Penuhi Janji, Cara BCA Menjaga Loyalitas Pelanggan", <https://biz.kompas.com/read/2017/09/07/092729828/penuhi-janji-cara-bca-menjaga-a-loyalitas-pelanggan>.

- Kosasih, Y. S. (2014). *Pengaruh budaya dan Komitmen organisasional terhadap kinerja karyawan*. Agora .
- Kotler, P. K. (2011). *Marketing 3.0.: From products to nasababs to the human spirit*. . Jakarta: ECSMO, 19. .
- Kouzes, J. M. (2011). *Credibility: How leaders gain and lose it, why people demand it* (Vol. 203). John Wiley & Sons.
- Krahn, H. J. (2014). Work values and beliefs of “Generation X” and “Generation Y.”. *Journal of Youth Studies*, 17(1), 92–112.
- L. Mathis, R. &. (2011). *Human Resource Management (edisi 10)*. Jakarta : : Salemba Empat
- Lawrence, P. (2017). Managerial coaching-a literature review. . *International Journal of Evidence Based Coaching and Mentoring*, , 15(2), 43. .
- Lee, P. K. (2011). An empirical study of transformational leadership, team performance and service quality in retail banks. *Omega*. 39(6), 690–701.
- Linman, T. (2004). *360-degree feedback: Weighing the pros and cons*. Obtido em, 24.
- Locke, E. A. (2018). *Intrinsic and extrinsic motivation: Time for expansion and clarification*. . Motivation Science.
- London, M. a. ( 1993). *360-degree feedback as competitive advantage*, .
- Luthans, F. (2006). *Perilaku Organisasi*. Yogyakarta.: Andi. .
- Mathis, R. L. (2011). *Human resource management: Essential perspectives*. . Cengage Learning.
- Mathis, R. L. (2012). *Manajemen Sumber Daya Manusia*. . Jakarta: Salemba Empat. .
- Matsuo, M. &. (2017). The effect of diagnostic and interactive uses of management control systems and managerial coaching on reflection in teams. . *Journal of accounting & organizational change*, , 13(3), 410-424.
- Meyer, A. a. (2013). *The Measurement and Antecedents of Affective, Contintuance and Normative Commitment to Organizazion* . Jakarta: PT Elex Media Komputindo.
- Meyer, J. P. ( 1993). Commitment to organizations and occupations: Extension and test of a three-component conceptualization. . *Journal of applied psychology*,, 78(4), 538.
- Meyer, J. P. (1984). Testing the" side-bet theory" of organizational commitment: Some methodological considerations. . *Journal of applied psychology*,, 69(3), 372.
- Meyer, J. P. (1991). A three-component conceptualization of organizational commitment. , . *Human resource management review*, 1(1), 61-89.
- Meyer, J. P. (1997). *Commitment in the workplace: Theory, research, and application*. . Sage.
- Meyer, J. P. (2001). Commitment in the workplace: Toward a general model. *Human resource management review*, , 11(3), 299-326.
- Meyer, J. P. (2002). Affective, continuance, and normative commitment to the organization: A meta-analysis of antecedents, correlates, and consequences. . *Journal of vocational behavior*,, 61(1), 20-52.
- Mickahail, B. K. (2019). *Effective and Creative Leadership in Diverse Workforces*. Springer.
- Mosca, J. F. (2010). Coaching to win: A systemic approach to achieving productivity through coaching. *Journal of Business & Economic Research*, , 8(5), 115-130. .



- Moslow, A. (1948). A Theory of Human Motivation. *Brooklyn College.*, 370- .
- Muizu, W. O. ( 2019). . Pengaruh kepemimpinan terhadap kinerja karyawan. . *PERWIRA-Jurnal Pendidikan Kewirausahaan Indonesia*, 2(1), 70-78. .
- Naile, I. &. ( 2014). The role of leadership in employee motivation. . *Mediterranean Journal of Social Sciences.*, 5(3), 175–182. doi:. <https://doi.org/10.5901/mjss.2014.v5n3p175>
- Nelson, D. L. (2006). *Organizational Behavior; Foundations, Realities & Challenges, 5th Ed.* . Ohio: Thomson South-Western.
- Newstrom, J. W. (2002). *Organizational Behaviour (11th ed.)*. New York:: McGraw-Hill/Irwin.
- Nijhawan, S. P. (2014). *New key to employee retention-intrinsic motivation: A study of private banking sector of India*. 2(1), 90-95.: JIR, .
- Ojokuku, R. M. (2013). Impact of Leadership Style on Organizational Performance: A Case Study of Nigerian Banks. *American Journal of Business and Management.*, 2(1), 202.
- O'Leary, E. ((2001).). *Kepemimpinan*. Yogyakarta.: Andi.
- Paarlberg, L. E. (2010). Transformational Leadership and Public Service Motivation: Driving Individual and Organizational Performance. *Public Administration Review.*, 70(5), 710–718.
- Paracha, B. M. (2012). Impact of Leadership Style ( Transformational & Transactional Leadership ) On Employee Performance & Mediating Role of Job S .... ” Impact of Leadership Style ( Transformational & Transactiona On Employee Performance & Mediating Role of Jo. *Global Journal of Management and Business Research*, , 12(4), 54–64.
- Park, S. M. (2008). Revision and Validation of an Instrument Measuring Managerial Coaching Skills in Organizations. . *Online Submission*, , 2005.
- Parasuraman, A. & Zeithaml, VA. (1988). A Conceptual model of service quality and its implications for future reseach. *Journal of Marketing*.
- Paul, J. M. (2016). Impact of service quality on nasabah satisfaction in private and public sector banks. *International Journal of Bank Marketing*, , 34(5), 606–622.
- Posey, C. R. (2015). The impact of organizational commitment on insiders’ motivation to protect organizational information assets. *Journal of Management Information Systems.*, 32(4), 179-214.
- Potluri, R. M. (2016). A structural compendium on service quality and nasabah satisfaction A survey of banks in India. . *Journal of Transnational Management*, , 21(1), 12-28.
- Pousa, C. &. (2014). Boosting nasabah orientation through coaching: A Canadian study. *International Journal of Bank Marketing*, . 32(1), 60–81.
- Pousa, C. &. (2015). Is managerial coaching a source of competitive advantage? Promoting employee self-regulation through coaching.
- Pousa, C. &. (2015). Is managerial coaching a source of competitive advantage? Promoting employee self-regulation through coaching.
- Pousa, C. M. (2015). Is managerial coaching a source of competitive advantage? Promoting employee self-regulation through coaching. *Coaching: An International Journal of Theory, Research and Practice.*, 8(1), 20-35.

- Pousa, C. M. A. (2015). Is managerial coaching a source of competitive advantage? Promoting employee self-regulation through coaching. *Coaching*, 8(1), 20–35.
- Powell, D. M. (2004). Side-bet theory and the three-component model of organizational commitment. *Journal of vocational behavior*, 65(1), 157-177.
- Pradita, M. Y. (2017). Pengaruh kompensasi, gaya kepemimpinan dan karakteristik tenaga pemasar terhadap motivasi dan kinerja tenaga pemasar pada PT. Bank rakyat indonesia (persero) tbk. Cabang jombang. *Jurnal Bisnis dan Manajemen*, 4(2).
- Putra, I. K. (2015). Pengaruh Gaya Kepemimpinan Transformasional dan Lingkungan Kerja Fisik terhadap Kinerja Karyawan PT BPR Pedungan. *E-Jurnal Manajemen*, 4(10).
- Redshaw, B. (2000). Do We Really Understand Coaching? How Can We Make It Work Better? *Industrial And Commercial Training*, 32 (3), 106–108.
- Riadi, E. (2016). *Statistika Penelitian (Analisa Manual dan IBM SPSS)*. Yogyakarta.: Andi.
- Riadi.Edi. (2018). *Statistik Structural Equation Modeling (SEM) dengan LISREL*. Yogyakarta.: Andi.
- Rifansyah, O. &. (2016). Pengaruh Gaya Kepemimpinan Transformasional Dan Budaya Organisasi Terhadap Kinerja Karyawan Pada PT. Bank Rakyat Indonesia (Persero), Tbk. Kantor Wilayah Pekanbaru. *Jurnal Online Mahasiswa Fakultas Ilmu Sosial dan Ilmu Politik Universitas Riau*, 3(2), 1-14.
- Rivai, V. d. (2009). *Manajemen Sumber Daya Manusia untuk Perusahaan*. Jakarta.: PT. Raja Grafindo Persada.
- Rizwan, M. N. (2016). The Impact of Workforce Diversity towards Employee Performance. *American Journal of Marketing Research*, 2 (2), 53-60.
- Robbins, S. P. (2006). *Perilaku Organisasi*. Jakarta.: Salemba Empat. .
- Robbins, S. P. (2014). *Management, 12th ed.*, . Boston: Pearson, .
- Robbins, S. P. (2009). *Organization Behavior, 13th Edition. Upper Saddle River*, . New Jersey: : Perason Education, Inc.
- Rosiana, D. (2015). Pengaruh Persepsi Gaya Kepemimpinan Atasan Terhadap Motivasi Berprestasi Bawahan (Studi Pada Karyawan Bca Kantor Cabang Alam Sutera). *Jurnal Psikologi Esa Unggul*, 13(02) .
- Sahanggamu, P. M. (2015). Pengaruh Pembimbingan Kerja, Motivasi, dan Disiplin Kerja terhadap Kinerja Karyawan pada PT. Bank Perkreditan Rakyat Dana Raya. *Jurnal EMBA:Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 2(4). .
- Santoso, S. (2018). *Konsep Dasar dan Aplikasi SEM dengan AMOS 24*. Jakarta: Elex Media Komputindo. .
- Sapariah. (2015). Analisa Pengaruh Jenis Kelamin Terhadap Kinerja Karyawan Bagian Perawatan Pada PT. Mulia Bhakti Kahuripan. *Jurnal Ekonomi*, Vol 3. No.3.
- Sarjono, H. d. (2015). *Structural Equation Modeling (SEM) : Sebuah Pengantar, Aplikasi Untuk Penelitian Bisnis*. Jakarta: Salemba Empat.
- Schuler, R. &. (2014). Human resource management and organizational effectiveness: yesterday and today. *Journal of Organizational Effectiveness: People and Performance*, 1(1), 35-55. .
- Schuler, R. S. (1990). Repositioning the human resource function: transformation or demise?. *Academy of Management Perspectives*, 4(3), 49-60.



- Selma, A. (2011). Job motivation and organizational commitment among the health professionals: A questionnaire survey. *African Journal of Business Management*, , 5(21), 8601–8609.
- Serhan, C. A. (2018). Understanding Public Sector Employees' Motivation: What makes them Inspired. *International Journal of Human Resource Studies*, 8(1), 249-273.
- Sharpe, M. E. (2010). *Commitment Revisited in New Public Management, Principles of Organizational Behavior. 11th Edition Toronto*:. Nelson Education, Ltd.
- Spagnoli, P. &. (2012). Personality and organisational commitment. *Career Development International*, , 17(3), 255–275.
- Steers, R. d. (1983). . *Motivation and Work Behavior*,. New York: : Acadaemic Press.
- Stoner, J. A. (2016). *Manajemen, edisi Indonesia*. Jakarta.: PT. Prehallindo, .
- Stoner, J. A., Freeman, R. E., & Gilbert, D. R. ( 2016). *Management, 6th ed.* . New York. : Pearson Education: .
- Sukarjati, E. M. (2016). Pengaruh Kepemimpinan, Pengembangan Sumber Daya Manusia Dan Kepuasan Kerja Terhadap Kinerja Pegawai Kantor Dinas Pengelolaan Keuangan Dan Aset Daerah Kota Semarang”. *Journal of Management*, 2(2). .
- Sukarna. (2011). *Dasar-Dasar Manajemen*. Bandung.: CV. Mandar Maju. .
- Suliman A., K. M. (2013). Organizational justice, commitment and performance in developing countries:The case of the UAE. *Employee Relations*, 35(1), 98–115.
- Suliman, A. &. (2013). Organizational justice, commitment and performance in developing countries: The case of the UAE. *Employee Relations*,. 35(1),.
- Suliyanto. (2018). *Metode Penelitian Bisnis*. Yogyakarta.: Andi.
- Suliyanto. (2018). *Metode Penelitian Bisnis*. . Yogyakarta.: Andi.
- Supriyadi, D. ( 2017). Pengaruh Motivasi Dan Manajerial Terhadap Kinerja Karyawan Bank. *Value Journal Of Management And Business*, , 1(2).
- Supriyadi, D. (2017). Pengaruh Motivasi Dan Manajerial Terhadap Kinerja Karyawan Bank. *Value Journal Of Management And Business*, , 1(2).
- Susanto, A. E. (2017). Kinerja Pelayanan Publik Di Kabupaten Cilacap (Pengaruh Motivasi Kerja, Komitmen Pegawai dan Disiplin Kerja Terhadap Kinerja Pegawai Negeri Sipil di Kabupaten Cilacap). *JIPAGS (Journal of Indonesian Public Administration and Governance Studies)*, , 1(2).
- Suwatno. (2019). *Pemimpin dan Kepemimpinan Dalam Organisasi Publik dan Bisnis*. Jakarta: Bumi Aksara.
- Suwito, R. &. (2018). Analisa Motivasi Kerja Karyawan Pada Pt. Bank Sumut Kcp Marelan Medan. *Jurnal Bis-A: Jurnal Bisnis Administrasi*, , 2(2).
- Tampi, B. J. (2014). Pengaruh Gaya Kepemimpinan dan Motivasi terhadap Kinerja karyawan pada PT. Bank Negara Indonesia, tbk (regional sales manado). *Acta Diurna Komunikasi*, , 3(4).
- Tanabe, S. I. ( 2015). Workplace productivity and individual thermal satisfaction. *Building and environment*, , 91, 42-50.
- Terry, G. R. (2015). . *Dasar-Dasar Menejemen. Cetakan ke 16*. Jakarta.: PT Bumi Aksara.
- Tett, R. P. (1993). Job satisfaction, organizational commitment, turnover intention, and turnover: path analyses based on meta-analytic findings. *Personnel psychology*, , 46(2), 259-293.

- The. (1993)). Associations among Transformational Leadership, Transactional Leadership, Knowledge Sharing, Job Performance, and Firm Performance: A Theoretical Model. *Journal of Social Sciences (COES&RJ-JSS)*, 4(2), 848–866.
- Tindow, M. I. ( 2014). Disiplin Kerja, Motivasi dan Kompensasi Pengaruhnya Terhadap Kinerja Karyawan Pada PT. Bank Sulut Cabang Calaca. *Jurnal EMBA: . Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi* , 2(2). .
- Tjiptono, F. (2012). *Service Management: Mewujudkan Pelayanan Prima Edisi 2*. Yogyakarta: : Andi.
- Tremblay, M. A. (2009). Work Extrinsic and Intrinsic Motivation scale: its value for organizational psychology research. *Canadian Journal of Behavioural Science*, 41(4), 213–226.
- Tse, H. H. (2014). Transformational leadership and job performance: A social identity perspective. *Journal of Business Research*, 67(1), 2827–2835.
- Tucunan, R. J. (2014). Pengaruh Kepemimpinan Transformasional terhadap Motivasi dan Kinerja Karyawan. *E-Jurnal Ekonomi dan Bisnis, Universitas Udayana* , 3(9), 533-550. .
- Turnow, W. W. (1993). Introduction to special issues on 360-degree feedback, . *Human Resource Management, Summer/Fall*, 311–16 .
- Von Treuer, K. M. (2013). The influence of organisational commitment, job involvement and utility perceptions on trainees’ motivation to improve work through learning. . *Journal of Vocational Education & Training* , 65(4), 606-620.
- Wahyudi, N. K. (2016). Pengaruh Kepuasan Kerja dan Komitmen organisasional Pada Kinerja Karyawan Di Natya Hotel, Kuta Bali. ). *E-Jurnal Manajemen* , 5(2).
- Wahyuni, E. (2015). Pengaruh Budaya Organisasi Dan Gaya Kepemimpinan Terhadap Kinerja Pegawai Bagian Keuangan Organisasi Sektor Publik Dengan Motivasi Kerja Sebagai Variabel Intervening(Studi Kasus Pada Pegawai Pemerintah Kota Tasikmalaya). . *Nominal, Barometer Riset Akuntansi dan Manajemen* , 4(1).
- Ward, P. (1997). *360-Degree Feedback*, . London : Institute of Personnel and Development,
- Wasylyshyn, K. M. (2014). *Destined to Lead. In Destined to Lead*. New York.: Palgrave Macmillan,.
- Whitmore, J. (2009). *Coaching for Performance, 4th edn*. London.: Nicholas Brealey.
- Wibowo. (2016). *Manajemen Kinerja Edisi Kelima*. . Jakarta: Rajagrafindo.
- Widya, R. (2004). Penilaian kinerja dengan menggunakan konsep 360 derajat feedback. *Jurnal Ekonomi dan Kewirausahaan*, Vol. 4. No. 1, pp. 86-95.
- Woo, H. (2017). Exploratory study examining the joint impacts of mentoring and managerial coaching on organizational commitment. . *Sustainability* , 9(2), 181.
- Wu, C. M. (2018). Collective psychological capital: Linking shared leadership, organizational commitment, and creativity. . *International Journal of Hospitality Management*, 74, 75-84.
- Yousef, D. A. (2017). Organizational commitment, job satisfaction and attitudes toward organizational change: A study in the local government. *International Journal of Public Administration*, 40(1), 77-88. doi:
- Yukl, G. (2006). *Kepemimpinan Dalam Organisasi*. Jakarta.: PT. Indeks.

Yukl, G. (2010). *Leader Ship In Organizational, Upper Saddle River*. New Jersey: Pretince Hall

Yukl, G. (2010). *Kepemimpinan Dalam Organisasi*. . Jakarta.: PT. Indeks. .

Zareen, M. R. (2015). Impact of transactional, transformational and laissez-faire leadership styles on motivation: A quantitative study of banking employeesin Pakistan. *Public Organization Review* , 15(4), 531-549.

