

REFERENSI

- Aditama, P. B., & Widowati, N. (2017). Analisis Kinerja Organisasi Pada Kantor Kecamatan Blora. *Journal of Public and Management Review*, 6(2), 1–12.
- Agrawal, N. (2020). A framework for Crosby's quality principles using ISM and MICMAC approaches. *TQM Journal*, 32(2), 305–330. <https://doi.org/10.1108/TQM-03-2019-0085>
- Ahman, E., Disman, D., Rofaida, R., & Si, M. (2023). Analysis of the influence of transformational leadership and work environment on employee performance at the branch office of Bank Sahabat Sampoerna Jakarta. *Journal of Advanced Zoology*.
- Alqarni, S., Hamsan, H., Rasdi, R. M., & Abdul Rahman, H. (2023). A systematic literature review on job performance in diverse organizations from 2010 to 2023. *International Journal of Academic Research in Business and Social Sciences*.
- Anggara, B. W. S. (2019). Pengaruh Proses Manajemen Pengetahuan terhadap Kinerja Operasional Melalui Inovasi Produk pada PT. D. Gas alam Semesta. Trisakti University.
- Aprilianti, E. A., & Santosa, W. (2022). Pengaruh praktik manajemen kualitas rantai pasokan terhadap kinerja kualitas pada Perusahaan Manufaktur. *Jurnal Ekonomi Manajemen Sistem Informasi*, 4(1), 48–58.
- Arimie, J. C., & Oronsaye, A. O. (2020). Assessing Employee Relations and Organizational Performance: A Literature Review. *International Journal of Applied Research in Business and Management*, 1(1), 1–17. <https://doi.org/10.51137/ijarbm.2020.1.1.1>
- Asfaw, A., Argaw, M., & Bayissa, L. (2021). The Impact of Training and Development on Employee Performance and Productivity: A Case Study of Ethiopian Banking Sector. *Sage Open*, 11(1), 215824402110041.
- Bagodi, V., Venkatesh, S. T., & Sinha, D. (2020). A study of performance measures and quality management system in small and medium enterprises in India. *Benchmarking: An International Journal*.
- Baird, K., Tung, A., & Su, S. (2020). Employee empowerment, performance appraisal quality and performance. *Journal of Management Control*, 31, 451-474.
- Bank XYZ. *Laporan Tahunan 2023*. Jakarta: Bank XYZ Tbk, 2023.
- Bass, B. M. (1985). *Leadership and Performance Beyond Expectations*. New York: Free Press.
- Bass, B. M., & Avolio, B. J. (1994). *Improving organizational effectiveness through transformational leadership*. Sage Publications.
- Burns, J. M. (1978). *Leadership*. New York: Harper & Row.
- Campbell, J. P., McCloy, R. A., Oppler, S. H., & Sager, C. E. (1993). A theory of performance. *Personnel psychology*, 46(1), 137-192_
- Cheng, T. C. E., & Choy, P. W. C. (2013). A study of the relationships between quality management practices and organizational performance in the shipping

- industry. *Maritime Economics and Logistics*, 15(1), 1–31. <https://doi.org/10.1057/mel.2012.19>
- Cho, S., & Erdem, M. (2006). Employee Relation Programs and Hotel Performance. *Journal of Human Resources in Hospitality & Tourism*, 5, 55-68.
- Chiaburu, D. S., & Harrison, D. A. (2008). Do peers make the place? Conceptual synthesis and meta-analysis of coworker effects on perceptions, attitudes, OCBs, and performance. *Journal of Applied Psychology*, 93(5), 1082-1103.
- Citraluki, J. (2016). Pengaruh Penerapan Total Quality Management (TQM) Terhadap Kepuasan Pelanggan Pada Indomaret Sekecamatan Kartasura Tahun 2016. Universitas Muhammadiyah Surakarta.
- Collins, J. C., & Callahan, J. L. (2022). The palgrave handbook of critical human resource development. In Palgrave Macmillan. <https://doi.org/10.1007/978-3-031-10453-4>
- Daft, R. L. (2010). *Organization Theory and Design* (Tenth Edit). South-Western, Cengage Learning.
- Daft, R. L. (2019). *Management*. Cengage Learning.
- Danisman, S., Tosuntaş, Ş. B., & Karadağ, E. (2015). The Effect of Leadership on Organizational Performance. *Leadership and Organizational Performance*.
- Dessler, G. (2020). *Human Resource Management*. Pearson Education.
- Diab, S. M., Al-Bourini, F. A., & Abu-Rumman, A. H. (2015). The Impact of Green Supply Chain Management Practices on Organizational Performance: A Study of Jordanian Food Industries. *Journal of Management and Sustainability*, 5(1), 149-162. doi:10.5539/jms.v5n1p149
- Diamantidis, A. D., & Chatzoglou, P. (2019). Factors affecting employee performance: an empirical approach. *International Journal of Productivity and Performance Management*.
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (2002). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500-507.
- Fernandes, A. C., Vilhena, E., & Yadohisa, H. (2017). Supply Chain Management and Organizational Performance: The Resonance Influence. *International Journal of Quality & Reliability Management*, 36(7), 1053-1077. <https://doi.org/10.1108/IJQRM-11-2017-0245>
- Flynn, B. B., Huo, B., & Zhao, X. (2010). The impact of supply chain integration on performance: A contingency and configuration approach. *Journal of Operations Management*, 28(1), 58–71. <https://doi.org/10.1016/j.jom.2009.06.001>
- Garavan, T., Barnicle, B., & Heraty, N. (1999). Human resource development literature: Current issues, priorities and dilemmas. *Journal of European Industrial Training*, 23(4/5), 169-179.
- Garavan, T. N., McCarthy, A., Sheehan, M., Lai, Y., Saunders, M. N. K., Clarke, N., & Carbery, R. (2019). Measuring the organizational impact of training: The need for greater methodological rigor. *Human Resource Development Quarterly*.

- Gavrea, C., Ilies, L., & Stegorean, R. (2011). Determinants of organizational performance: The case of Romania. *Management & Marketing*, 6(2), 285–300.
- Ghozali, I. (2014). *Structural Equation Modeling, Metode Alternatif dengan Partial Least Square (PLS)*. Edisi 4. Badan Penerbit Universitas Diponegoro: Semarang.
- Ghozali, I. (2016). *Structural Equation Modeling, Metode Alternatif dengan Partial Least Square (PLS)*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. In Badan Penerbit Universitas Diponegoro: Semarang. Universitas Diponegoro: Semarang.
- Gibson, J. L., Ivancevich, J. M., & Donnelly, J. H. (2012). *Organizations Behavior, Structure, Processes (Fourteenth)*. McGraw-Hill Inc., US.
- Gonfa, B. D. (2020). Review on Components of Transformational Leadership. *Arabian Journal of Business and Management Review*, 10, 1-5.
- Griffin, R. W., & Ebert, R. J. (2020). *Business Essentials*. In Pearson Education Limited (12th ed.). Pearson Education Limited. <https://doi.org/10.1201/b12111-22>
- Greenberg, J. (2011). *Behavior in Organizations* (10th ed.). Pearson Education.
- Gunawan, A. (2022). Keefektifan program pelatihan dalam meningkatkan kinerja karyawan di era industri 4.0. *Jurnal Manajemen dan Bisnis*, 12(3), 215-228.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)*. SAGE Publications, Inc.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations Management*. In Pearson Education, Inc. Pearson Education, Inc. or its affiliates.
- Herzberg, F. (1968). One more time: How do you motivate employees? *Harvard Business Review*, 46(1), 53-62.
- Homauni, A., Mosadeghrad, A., & Jaafari-pooyan, E. (2021). Employee performance appraisal in health care organizations: A systematic review search. *Journal of Organizational Behavior Research*.
- Hussain, M., Musa, R., & Omran, A. (2019). Impact of Training on Employee Performance in the Context of Nigerian Service Sector. *Journal of Business and Management*, 21(3), 55-63.
- Iptian, R., Zamroni, Z., & Efendi, R. (2020). The effect of work discipline and compensation on employee performance. *International Journal of Multicultural and Multireligious Understanding*, 7(8), 145-152.
- Jiang, W., Zhao, X., & Ni, J. (2017). The Impact of Transformational Leadership on Employee Sustainable Performance: The Mediating Role of Organizational Citizenship Behavior. *Sustainability*, 9, 1567.
- Judge, T. A., & Piccolo, R. F. (2004). Transformational and transactional leadership: A meta-analytic test of their relative validity. *Journal of Applied Psychology*, 89(5), 755-768.
- Kamil, M. (2012). *Model Pendidikan dan Pelatihan*. In Alfabeta.
- Khan, S., Khan, M. I., Rais, M., & Aziz, T. (2023). Organizational productivity: A critical analysis of the impact of employee motivation. *Reviews of Management Sciences*.

- Khan, A., & Nawaz, M. (2022). The Impact of Workplace Relationships on Employee Performance: A Study of the Banking Sector in Pakistan. *International Journal of Business and Management*, 17(12), 85-96.
- Kotler, P., & Keller, K. L. (2016). *Marketing Management*. Pearson Education.
- Kumar, A., Singh, R. K., & Modgil, S. (2020). Influence of data-driven supply chain quality management on organizational performance: evidences from retail industry. *TQM Journal*, 35(1), 24–50. <https://doi.org/10.1108/TQM-06-2020-0146>
- Liu, X. (2023). Visual analysis of the employee performance research literature. *BCP Business & Management*.
- Lugoboni, L. F., Corrêa, H., Araujo, J. A. O., & Chiareto, J. (2021). Management systems by performance indicators of higher education institutions: proposal of a model. *Revista de Administração da UFSM*.
- Malhotra, N., & Aggarwal, R. (2022). A Review Based Study on Transformational Leadership and Its Future Prospects. *ECS Transactions*.
- Mahmud, M., Shoalihin, S., & Hayat, N. (2023). Effects of Transformational Leadership on Employee Performance in Business Organizations: A Systematic Literature Review. *Brilliant International Journal Of Management And Tourism*.
- Martz, W. (2013). Evaluating Organizational Performance. *American Journal of Evaluation*, 34, 385-401.
- Matthews, J. (2011). Assessing Organizational Effectiveness: The Role of Performance Measures. *The Library Quarterly*, 81, 83-110.
- Medina, F. M., López Bohle, S. A., Van Beurden, J., Chambel, M. J., & Ugarte, S. (2023). The relationship between job insecurity and employee performance: A systematic literature review and research agenda. *Career Development International*.
- Moehersono. (2012). *Pengukuran Kinerja Berbasis Kompetensi*. Raja Grafindo Persada.
- Murphy, K. R., & Cleveland, J. N. (1995). *Understanding performance appraisal: Social, organizational, and goal-based perspectives*. Sage Publications.
- Natarajan, D. (2017). *ISO 9001 Quality Management Systems*. In Springer International Publishing.
- Ndarwa, H., & Mulinge, D. (2023). Influence of Transformational Leadership on Risk-Based Pricing Model: A Case of Kenya Commercial Banks within Nairobi County. *International Journal of Multidisciplinary Research and Analysis*, 6, 13.
- Nguyen, P. V., Choi, S. B., & Pham, H. T. (2020). The effect of transformational leadership on employees' proactive behavior: The mediating role of psychological empowerment. *Journal of Business Research*, 110, 321-332. <https://doi.org/10.1016/j.jbusres.2020.01.026>
- Nosratpour, M., Nazeri, A., & Soofifard, R. (2018). Study on the relationship between supply chain quality management practices and performance in the Iranian automotive industry. *International Journal of Productivity and Quality Management*, 23(4), 492–523. <https://doi.org/10.1504/IJPM.2018.090262>
- Noe, R. A. (2017). *Employee training and development*. McGraw-Hill Education.
- Northouse, P. G. (2018). *Leadership: Theory and practice*. Sage Publications.

- Nugroho, A., Fauzobihi, F., & Anggraini, D. (2022). Pengaruh Kepemimpinan Transformasional terhadap Kinerja Instruktur PT. United Tractors Tbk. Jakarta. *Jurnal Ilmiah Mandala Education*, 8(1), 872–883. <https://doi.org/10.58258/jime.v8i1.2871>
- Panagiotakopoulos, A. (2020). Exploring the link between management training and organizational performance in the small business context. *Journal of Workplace Learning*, 32(4), 245-257.
- Piedade, S. R. (2021). The Influence of Transformational Leadership on Employee Performance Through Work Climate and Organizational Commitment. *Timor Leste Journal of Business and Management*, 3(1).
- Pratama, A., & Kusumawati, A. (2022). Keefektifan kepemimpinan transformasional dalam meningkatkan kinerja karyawan di era digital. *Jurnal Manajemen dan Bisnis*, 25(3), 175-186.
- Putri, V. A. S. (2018). Pengaruh Penerapan Total Quality Management (TQM) Terhadap Kinerja Pada PT. PLN (persero) Distribusi Jawa Timur. *Jurnal Ilmu Manajemen*, 6(1), 1–7.
- Quiros, L. (2020). Transformational Leadership. In *Incorporating Diversity and Inclusion into Trauma-Informed Social Work*.
- Rachman, M. M., Sugijanto, & Samsyah, S. (2020). The Influence of Transformational Leadership on the Performance of Employees with Motivation and Job Satisfaction as Intervening. *European Journal of Business and Management*.
- Raharjo, D. S., Widayati, C. C., Purnama, E. D., & Siahaan, C. Y. (2022). The effect of transformational leadership, workload, and compensation on employee performance. *Advances in Social Sciences Research Journal*.
- Rahaju, S. Sri. (2023). Pengaruh Kepemimpinan Transformasional Kepala Sekolah terhadap Kinerja Guru. *Jurnal Pendidikan dan Kewirausahaan*, 11(1), 113–128.
- Rachmat, G., & Eka, P. (2013). Pengaruh Kepemimpinan Transformasional, Pelatihan, dan Motivasi terhadap Kinerja Karyawan dalam Upaya Meningkatkan Kualitas Pelayanan Administrasi Akademik di Sekolah Tinggi Ilmu Ekonomi (STIE) se-Kota Bandung. *Jurnal Administrasi Pendidikan*, 17(1), 115-126
- Robbins, S. P., & Judge, T. (2019). *Essentials of organizational behavior* (14th ed.). New Jersey: Pearson Education Limited.
- Rusdiana, H. A. (2014). *Manajemen Operasi*. CV Pustaka Setia. [http://digilib.uinsgd.ac.id/8788/1/Buku Manajemen Operasi.pdf](http://digilib.uinsgd.ac.id/8788/1/Buku%20Manajemen%20Operasi.pdf)
- Ruslan, R. (2010). *Manajemen Public Relation & Media Komunikasi*. PT Raja Grafindo Persada. Jakarta.
- Saffar, N. A. G., & Obeidat, A. (2020). The effect of total quality management practices on employee performance: The moderating role of knowledge sharing. *Management Science Letters*, 10, 77-90.

- Saif, N., Ahmad Saqib, N., Arshad, J., Javed, A., & Khan, S. (2018). The Role of EI as a Mediator between Leadership Styles and its Effectiveness among the Employees of Banking Sector. *Sarhad Journal of Management Sciences*.
- Sari, D. P. (2022). Pengaruh kepemimpinan transformasional, budaya organisasi, dan lingkungan kerja terhadap kinerja karyawan. *Jurnal Manajemen*, 10(3), 189-200.
- Sazly, S., & Ardiani, Y. (2019). Pengaruh Kepemimpinan Transformasional terhadap Kinerja Pegawai pada Kantor Kecamatan Cengkareng Jakarta Barat. *Perspektif*, 17(2), 184– 194.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business*. In John Wiley & Sons Ltd. https://doi.org/10.1007/978-94-007-0753-5_102084
- Sharif, A. M., & Irani, Z. (2012). Supply chain leadership. *International Journal of Production Economics*, 140(1), 57–68. <https://doi.org/10.1016/j.ijpe.2012.01.041>
- Suharto, S., & Nugroho, H. (2021). Pengaruh kepemimpinan transformasional dan motivasi kerja terhadap kinerja karyawan. *Jurnal Ilmu Manajemen*, 9(1), 11-22.
- Srijaya, F., Zamralita, & Basaria, D. (2020). The work passion effect on PT. XYZ's employees performance in Jakarta. *Proceedings of the 2nd Tarumanagara International Conference on the Applications of Social Sciences and Humanities (TICASH 2020)*.
- Sugiyono. (2023). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Sulistyo, H., & Suyanto, A. (2017). The Influence of Training and Development on Employee Performance: A Study of Manufacturing Companies in Indonesia. *Jurnal Manajemen dan Kewirausahaan*, 9(2), 145-156.
- Sunaengsih, C., Komariah, A., Kurniady, D., Suharto, N., & Tamam, B. (2021). Transformational Leadership Survey. *Mimbar Sekolah Dasar*.
- Susanto, H. (2019). Analisis pengaruh kepemimpinan transformasional terhadap kinerja karyawan melalui pemberdayaan karyawan. *Jurnal Manajemen dan Organisasi*, 7(1), 66-77.
- Tharenou, P., Saks, A., & Moore, C. (2007). A review and critique of research on training and organizational-level outcomes. *Human Resource Management Review*, 17(3), 251-273.
- Triansyah, F. A., Hejin, W., & Stefania, S. (2023). Factors affecting employee performance: A systematic review. *Journal Markcount Finance*.
- Tiyek, R., & Bilge, E. (2023). Human resources practices in metropolitan municipalities in context of performance indicators. *BİLTÜRK Journal of Economics and Related Studies*.
- Ugoani, J. N. (2020). Managing Employee Relations and Its Effect on Organizational Success. *Labor: Personnel Economics eJournal*.
- Virgiawan, A. R., & Riyanto, S. (2020). Improving employee performance through implementing transformational leadership style, organizational culture

improvement, and work motivation. *International Journal of Innovative Science and Research Technology*.

Wardani, N. K., & Eliyana, A. (2020). The influence of transformational leadership on employees performance with communication satisfaction mediation (case study of frontliner employees of PT Bank Muamalat, TBK Surabaya). *Proceedings of the 3rd Global Conference On Business, Management, and Entrepreneurship*.

Yukl, G. A. (2018). *Leadership in organizations* (16th ed.). New Jersey: Pearson Education.

