

DAFTAR PUSTAKA

- Anugerah, Kahfi. G. (2018). Pengaruh Implementasi Total Quality Management Terhadap Kinerja Karyawan. (Studi kasus bank BRI Cabang Ngawi). Jurnal manajemen dan kewirausahaan
- Al-Asoufi, Batool. B.(2017). The Impact of Employee Empowerment on the Success of Organizational Change: A Study in Privatized Enterprises in Jordan. Journal of Public Administration and Governance. Vol. 7, No.1
- Arikunto, s. (2012). Prosedur Penelitian Suatu Pendekatan Praktek, Edisi Revisi V, Cetakan Keduabelas, Rineka Cipta, Jakarta.
- Arthur and Bohlander. (2014). Principle of human Resource. Management, 15th. ed. Mson, OH: South Western-Cengage Learning.
- Baron, R. M., & Kenny, D. A. (2016). The moderator-mediator variable distinction in social pyschological research: Conceptual, strategic, and statistical considerations. Journal of Personality and Social Psychlogy, 51(6). 1173-1182
- Banker, R., Potter, G. and Schroeder, R. (2013) Reporting Manufacturing Performance Measures to Workers: An Empirical Study. Journal of Management Accounting Research, 5, 33-53
- Bohlander, George., and Snell, Scott. (2010). Principles of Human Resource, Management, 15th ed. Mason, OH: South Western- Cengage Learning
- Brown, P. And Hesketh, A, (2014), "The Mismanagement of Talent: Employability and Jobs in the Knowledge Economy", Oxford University Press, King's Lynn.
- Brown, L. M., & Rastrick, K. N. (2010). Quality perfomance and organizational culture: A New Zealand study. International Journal of Quality & Reability Management 14-26
- Crossman, Alf and Bassem Abou-Zaki. (2013). Job Satisfaction and Employee Perfomance pf Lebanese Banking Staff. Journal of Managerial Psychology, 18 (4):368-376
- Dharma (2013). Manajemen Supervisi: Petunjuk Praktis Bagi Supervisor. Edisi Revisi. Cetakan kelima. Jakarta: Raja Grafindo Persada
- Dessler, G, (2015), Human Resource Management, 14th, USA, Pearson Education. G. Zikmund, W., B.J B J Carr, Mitch Griffin, Barry Babin, and

- Jon Carr. 2013. Research Method
- Ghozali Imam H.. (2015). Analisis Multivariate dengan Program SPSS. Universitas Diponegoro, Semarang.
- Gasperz, V. 2015. Total Quality Management. PT. Gramedia Pusaka Umum, Jakarta.
- Geotchs dan Stanley B. Davis. (2012). Pengantar Manajemen Mutu Ed. Bahasa Indonesia, PT. Prenhalindo, Jakarta.
- Ghozali, I. & Latan, H., (2012). Partial Least Square : Konsep, Teknik dan Aplikasi SmartPLS 2.0 M3.. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. Dan Latan, H. (2015). Partial Least Square: Konsep, Teknik dan Aplikasi menggunakan program smartPLS 3.0 untuk penelitian empiris. 2nd edn. Semarang: Badan Penerbit UNDIP
- Guest, et, all (2010). Human Resource Management and Corporate Performance in the UK. British Journal of Industrial Relations.
- Hair, J. F., Black, W. C., Babin, B.J. & Anderson, R.E., (2016). Multivariate Data Analysis Pearson International. New Jersey: Pearson Education.
- Hair, J. F., Ringle, C.M. & Sarstedt, M., (2011). "PLS-SEM: indeed a silver bullet". Journal of Marketing Theory and Practice, Volume 19, pp. 139-151
- Hanaysha, J. (2016). Examining the Effects of Employee Empowerment, Teamwork, and Employee Training on Organizational Commitment. Procedia - Social and Behavioral Sciences, 229, 298-306. <https://doi.org/10.1016/j.sbspro.2016.07.140>
- Haryono, S. (2017). Metode SEM Untuk Penelitian Manajemen AMOS, LISREL, PLS. Jakarta: Luxima.
- Hardjana, Agus M. (2011). Training SDM yang Efektif. Blitar: Kanisius.
- Hersey, Paul, Blanchard, Kenneth H. (1993). Management for organizational behavior, sixth edition. Singapore : Prentice hall.
- Hersey, Paul, Blanchard, Kenneth H. (2013). *Management for organizational behavior*, sixth edition. Singapore : Prentice hall.
- Heizer, Jay and Barry, Render. (2015). *Manajemen Operasi : Manajemen Keberlangsungan dan Rantai Pasokan*. Edisi 11, Pearson Education Inc. Penerbit: Salemba Empat.

- Herjanto Eddy (2018). *Fungsi Manajemen Operasional* dari maxmaroe.com:<https://www.maxmanroe.com/vid/manajemen/pengertian-manajemenoperasional.html>
- Humphrey, S. E., Nahrgang J. D., and Morgeson, F.P (2017). Integrating Motivational, Social and Contextual Work Design Features: A Meta-Analytic Summary and Theoretical Extension of the Work Design Literature: *Journal of Applied Psychology*, 92(5): 1332-1356
- Kartikasari, Eka, D. (2018). Pengaruh Total Quality Management Terhadap Kinerja Karyawan dengan Mediasi Kepuasan Kerja. *Jurnal Bisnis dan Manajemen*, Vol, 5.No.1,pp 11-25
- Kumar & Ananda. (2017). Employee Empowerment- An Empirical Study. *Global Journal Of Management and Business Research: A Administration and Management*, Vol 17.
- Ladianto, Candra 2018. Pengaruh Kinerja Pegawai Terhadap Produktivitas Organisasi pada Kantor Dinas Perindustrian dan Perdagangan Kab. Deli Serdang. Marr, B. (2016, June 20). What Everyone Must Know About Industry 4.0 Retrieved from [forbes.com:https://www.forbes.com/sites/bernardmarr/2016/06/20/whateveryone-must-know-about-indutry-4-0/M71f481ef795f](https://www.forbes.com/sites/bernardmarr/2016/06/20/whateveryone-must-know-about-indutry-4-0/M71f481ef795f)
- Mahsun Mohammad. 2016. Pengukuran Kinerja Sektor Publik. Edisi Pertama. Blitar: BPFE
- Munizu, M. (2010). Praktik Total Quality Management (TQM) dan pengaruhnya terhadap kinerja karyawan (studi kasus PT. Telkom Tbk. Cabang Makassar). *Jurnal manajemen dan kewirausahaan*, Vol.12, No.2, pp. 185-194
- Nadeem, Tahir, M. dkk (2018) The Effect of Employees Empowerment on Organizational Perfomance: A Case of Hotel Industry in Pakistan. *Jurnal International of African and Asian Studies*, Vol.47.pp 89-94
- Nurudin, A. (2019, April 15). SH. (N. Ayu, Interview)
- Ratnasari, Diah. M. 2018. Pengaruh Pendidikan dan Pelatihan Terhadap Kinerja Karyawan Melalui Variabel Mediator Kemampuan Kerja Karyawan (studi kasus karyawan PT Petrkimian Gresik). *Jurnal Administrasi Bisnis*, Vol.58 No. 1,pp. 210-218
- Sadgrove, k. (2015). Biddles Ltd, Guildford and King's Lynn. In k. Sadgrove, making TQM work.

- Sekaran, U. & Bougie, R., (2016). Metode Penelitian untuk Bisnis s.l.: Penerbit Salemba Empat.
- Ulfa, Fitriana. (2013). Analisis Pengaruh Implementasi Manajemen Kualitas Terhadap Kinerja Organisasi (studi kasus Usaha Kecil Menengah di Kota Salatiga). Jurnal manajemen & organisasi, Vol.10.No.1,pp. 22
- Prawirosentono, Suyadi, (2011). Manajemen Operasi, Analisis dan Studi kasus, Edisi ketiga. Jakarta: Bumi Aksara.