

## **DAFTAR PUSTAKA**

- Abdullah, Abdul Ghani Kanesan., Tareq Ziad Almadhoun., Ying-Leh Ling.(2015). Psychological Empowerment, Job Satisfaction And Commitment Among Malaysian Secondary School Teachers. Asian Journal of Educational Research. Asian Journal of Educational ResearchVol. 3, No. 3 pp 34-42
- Abiodun, G.J., (1999), ``A multiple study investigation of the dimensionality of job involvement", Journal of Vocational Behavior, Pp. 19-36
- AmanahTuzuriah, Nurmadiyah, Asmariani. (2017). Pengaruh Kepemimpinan Kepala Sekolah Terhadap Kompetensi Guru Di SDN 035 Tembilahan. Jurnal Al-AfkarVol. V, No. 1, Hal 27-57
- Ameeq, A. U., &Hanif, F. (2013). Impact Of Training On Employee's Development And Performance In Hotel Industry Of Lahore, Pakistan. Journal of business studies quarterly, 4(4), 68-82.
- Aninkan David Olusegun (2014). The Impact of Reward Management and Job Enrichment On Job Satisfaction among Employees In The Ogun State Polytechnics. International Journal of Business and Management Invention. Volume 3 Issue 3. PP.19-26
- Anka, J.S., Bless K.A., Mawutor, K.G. (2018). Concept of Reward Management, Reward System And Corporate Efficiency. International Journal of Economics, Commerce and Management Vol VI (8) Page 621-637. United Kingdom
- Armstrong, M. (2006). A Handbook of Human Resource Management (10th ed.). London: Kogan Page Limited.
- As'ad (2004). Psikologi Industri: Seri Ilmu Sumber Daya Manusia, Penerbit Liberty, Yogyakarta.
- Attari, Maryam. (2013). The Impact of Transformational Leadership on Nurse Psychological Empowerment. International Journal of Hospital Research, 2(2):71-76.
- AziziBisotoon., Osman Alipour. (2015). Impact of Psychological Empowerment on Job Satisfaction in Sport Teachers in Department Of Education from Tabriz. European Journal of Sports and Exercise Science, 4 (4): 13-18.
- Bakotić, Danica., TomislavBabić. (2013). Relationship between Working Conditions and Job Satisfaction: The Case of Croatian Shipbuilding Company. International Journal of Business and Social Science. Vol. 4 No. 2. Pp 206-213.

- Basir, Nurul Muniroh dan Wahjono, Sentot Imam. (2014). The Effectiveness Of Training Towards Job Satisfaction With Job Performance As A Mediating Variable At Agricultural Agency: Evidence From Malaysia. *Balance Economics, Bussines, Management and Accounting Journal*. Vol X (19).
- Bech-Larsen, Tinodan George Salis (2018). Impact of Cooking Competence on Satisfaction With Food-Related Life: Construction And Validation of Cumulative Experience & Knowledge Scales. *Food Quality And Preference*. Vol 68 Page 191-197.
- Breaugh, J. A. (1985). The Measurement of Work Autonomy. *Human Relations*, 38(6), 551-570. doi: 10.1177/001872678503800604
- Brey, P. (1999). Worker Autonomy and the Drama of Digital Networks in Organizations. *Journal of Business Ethics*, 22(1), 15-25. <http://dx.doi.org/10.1023/A:1006199816737>
- Brief, A. P. (1998). Attitudes in and Around Organizations. Thousand Oaks, CA: Sage
- Buitenbach, J.H. & De-Witte, H. (2005). Job Insecurity, Extrinsic And Intrinsic Job Satisfaction And Affective Organizational Commitment Of Maintenance Workers In A Parastatal. *South African Journal of Business Management*, 36(2), 27-39.
- Buitendach, J.H., &Hlalele, R.B.T. (2005). Psychological Empowerment and Job satisfaction of Engineers in Petrochemical Industry, *South African Journal of Economic and Management Sciences*, 8,154-170.
- Cameron Judy, W. David Pierce, Katherine M. Banko, and Amber Gear. (2005). Achievement-Based Rewards and Intrinsic Motivation:A Test of Cognitive Mediators. *Journal of Educational Psychology*. Vol. 97, No. 4, 641– 655
- Chartered Management Institute (2015)
- Chiang, F. F. T. and Birtch, T. A., 2008. Achieving Task and Extra-Task-Related Behaviors: A Case of Gender And Position Differences In The Perceived Role of Rewards In The Hotel Industry. *International Journal of Hospitality Management*, 27, pp. 491-503.
- Cohen-Meitar, R. Carmeli, A. and Waldman, A. D. (2009). Linking Meaningfulness In The Workplace to Employee Creativity: The Intervening Role of Organizational Identification And Positive Psychological Experiences , *Creativity Research Journal* , Vol. 21, No.1, pp. 361 – 375
- Colquitt, Jason A. Jeffry A. Lepine. Michael J. Wesson, *Organization Behavior*, Singapore: McGraw-Hill. 2011.
- Conway, E., & Monks, K. (2008). HR Practices And Commitment to Change: An Employeelevel Analysis. *Human Resource Management Journal*, 18,70–87

- Cummings, T G & Worley C G (2009) Organization Development and Change, Mason: South-Western Cengage Learning
- Dodd, N. G., & Ganster, D. C. (1996). The Interaction Effects of Variety, Autonomy, and Feedback on Attitudes And Performance. *Journal of Organizational Behavior*, 17(4), 329-347. doi: 10.1002/(SICI)1099-1379(199607).
- Dwivedula, R., Bredillet, C., & Müller, R. (2013). Work Motivation as a Determinant of Organisational and Professional Commitment in Temporary Organisations: Theoretical Lenses and Propositions. *Journal of Project Program & Portfolio Management*, 4,11–29
- Eisenberger, R., Rhoades, L., & Cameron, J. (1999). Does Pay for Performance Increase or Decrease Perceived Self-Determination And Intrinsic Motivation? *Journal of Personality and Social Psychology*, 77,1026–1040.
- Elnaga, A., & Imran, A. (2013). The effect of training on employee performance. *European journal of business and management*, 5(4), 137-147.
- Encyclopedia Britannica (1998), the Definition of Loyalty.
- Fourie, A.S., & Van Eeden, R. (2010). The Conceptualisation Of Psychological Empowerment In A South African Work Context. *South African Journal of Labour Relations*, 34(1), 7-30.
- Fong, Kai Hung and Ed Snape. (2015). Empowering Leadership, Psychological Empowerment and Employee Outcomes: Testing a Multi-level Mediating Model. *British Journal of Management*, Vol. 26, Page 126–138
- Fornes, S. L., Rocco, T. S., & Wppard, K. K. (2008). Workplace Commitment: A Conceptual Model Developed From Integrative Review Of The Research. *Human Resource Development Review*, 7, 339–357.
- Gallie, D., M. White, Y. Cheng and M. Tomlinson (1998) Restructuring the Employment Relationship. Oxford: OUP.
- Gintings, Abdorrakhman. (2011). Essensi Praktis Manajemen Pendidikan dan Pelatihan. Bandung: Humaniora
- Gkorezis Panagiotis, Eugenia Petridou. (2012). The Effect Of Extrinsic Rewards On Public And Private Sector Employees' Psychological Empowerment: A Comparative Approach. *The International Journal of Human Resource Management*. Vol. 23, No. 17, Page 3596–3612
- Gkorezis, P., & Petridou, E. (2011). The Impact Of Rewards On Empowering Public Nurses. *Health services management research*, 24(2), 55–59. doi:10.1258/hsmr.2010.010004

- Hewagama, Gayani., Peter Boxall, Gordon Cheung, Ann Hutchison. 2019. Service recovery through empowerment? HRM, Employee Performance and Job Satisfaction in Hotels. International Journal of Hospitality Management 81 page 73–82
- Houlfort Nathalie, Richard K, Mireille J, Amélie N.V, Natasha L. (2002). The Impact of Performance-Contingent Rewards on Perceived Autonomy and Competence. Motivation and Emotion, Vol. 26, No. 4. Page 279-295.
- Hartzell D. (2006). Dictionary of Management. New Delhi: Academic Publishers
- Hackman, J. R., & Oldham, G. R. (1976). Motivation through the design of work: Test of a theory. *Organizational Behavior and Human Performance*, 16, 250-279.
- Hermawan, I. K. A. & Riana, I. G. (2014). Analisis faktor - faktor yang menentukan loyalitas karyawan.
- Hocine, Zakaria and Jian Zhang (2014). Autonomy Supportive Leadership: A New Framework For Understanding Effective Leadership Through Self-Determination Theory. *Int. J. Information Systems and Change Management*, Vol. 7, No. 2. Page 135-149.
- HR-XML Consortium Competencies Schema**
- Ilyas, Y. (2002). Kinerja :Teori, Penilaian dan Penelitian. Pusat Kajian Ekonomi Kesehatan Fakultas Kesehatan Masyarakat Universitas Indonesia, Depok.
- Ibrahim, Muhammad., Sayed F. Ahmed, Nadir Khan, Yasser Khan, Zahid M. Awan, Muhammad Khalil Shahid, Abdul Kareem. (2012). Influencing Factors of Job Satisfaction in TechnicalOrganization. *Journal of Economics and Behavioral Studies* Vol. 4, No. 3, pp. 172-179, Mar 2012
- Ingersoll, R. M., & May, H. (2012). The magnitude, destinations, and determinants of mathematics and science teacher turnover. *Educational Evaluation and Policy Analysis*, 34(4), 35-464.
- Ingersoll, R. M., & Merrill, E. (2012). Seven trends: The transformation of the teachingforce. Philadelphia, PA: Consortium for Policy Research in Education, Universityof Pennsylvania. CPRE Working Paper (#WP-01).
- Ivancevich, John M. (2012). Human Resource Management 10<sup>th</sup>. Singapore: McGraw-Hill International, Inc.
- Januarti, Indira dan Bunyaanudin, Ashari, 2006. Pengaruh Loyalitas Karyawan dan Keterlibatan Kerja Terhadap hubungan antara Etika Kerja Islam Dengan Sikap Terhadap Perubahan Organisasi, Fakultas Ekonomi Universitas Diponegoro Semarang, E-mail: indira\_ppa@yahoo.com

Kalargyrou, Valentini and Woods Robert H. (2010), "Wanted: Training Competencies for the 21 st century", International Journal of Contemporary Hospitality Management, Vol. 23, No. 3, pp.1–33

Kalleberg, A.L. (1977). Work Values and Job Rewards : A Theory of Job Satisfaction. American Sociological Review, 42: 124–43

Kanyabi, Y. and Devi, S. (2011). Use of Professional Accountants' Advisory Services And Its Impact On SME Performance In An Emerging Economy: A Resource-Based View. Journal of Management and Sustainability, 1(1): 43-55.

Kasiram, Moh. (2008). Metodologi Penelitian. Malang: UIN-Malang Pers.

Kasmir (2015). Manajemen Sumber Daya Manusia – Teori dan Praktik. Rajawali Pers. Depok

Khan, Irfan Ullah., Kashif Ahmed, Wajid Zulqarnain, Samina Jamil. (2015). Impact of HR Competencies on Employee's Job Satisfaction. Journal of Resources Development and Management. Vol.5. Page 15-27.

Kinicki, K. (2007). A Theory of Reasoned Action : Applications and Implications.

Kovjanic Snjezana, Sebastian C. Schuh, Klaus Jonas, Niels Van Quaquebeke, and Rolf Van Dick. (2012). How do Transformational Leaders Foster Positive Employee Outcomes? A Self-Determination-Based Analysis Of Employees'needs As Mediating Links. Journal of Organizational Behavior, J. Organiz. Behav.33, 1031–1052.

Kühnel, J., Sonnentag, S., &Bledow, R. (2012). Resources and time pressure as day-level antecedents of work engagement. Journal of Occupational and Organizational Psychology,85,181–198.

Landry Thibault, A., & Whillans, A. (2019). The Power of Workplace Rewards: Using Self-Determination Theory to Understand Why Reward Satisfaction Matters for Workers Around the World. Compensation & Benefits Review. Page 1-26

Le`vy-Garboua, L. and Montmarquette, C. (2004), "Reported job satisfaction: what does it mean?", Journal of Socio-Economics, Vol. 33, pp. 135-51.

Likert, R. (1967). The Human Organisation: Its Management and Value. New York: McGraw – Hill

Locke, E.A. (1976) The Nature and Causes of Job Satisfaction. Handbook of Industrial and Organizational Psychology, 1, 1297-1343.

Mahmudi, R. Khodayi dan Javad M. Kargaran. (2016). The Effect Of In-Service Training On Empowerment Of Staff at the University of Tabriz. International Journal Of Humanities And Cultural Studies. Mei 2016 Hal 2001-2007.

Manzoor, Raghib, Ahmad Naveed, HussainAlamdar, Hameed Mehtab. (2015). Impact Of Rewards On Job Satisfaction Evidences From Telecom Sector Of Pakistan. Arabian Journal of Business and Management Review (OMAN Chapter), 4 (11), 47-60.

Marič, Miha., Marko Ferjan., Vlado Dimovski., Matej Černe. (2011). Job Satisfaction and Loyalty to the Organization. 30<sup>th</sup> International Conference on Organizational Science Development Future Organization. March 23<sup>rd</sup> – 25<sup>th</sup>, 2011. Portorož, Slovenia.

Maynard, M.T., Gilson, L.L., and Mathieu, J.E. 2012. "Empowerment - Fad or Fab? A Multilevel Review of the Past Two Decades of Research," *Journal of Management* (38:4), pp. 1231-1281.

Moghabghab, R., Tong, A., Hallaran, A., & Anderson, J. (2018). The Difference Between competency and Competence: A Regulatory Perspective. *Journal of Nursing Regulation*, 9(2), 54–59.doi:10.1016/s2155-8256(18)30118-2

McGuire, R. (2005) 'Which Management Style to Use' London: The Pharmaceutical Journal 275 (9)

Meyer, J.P., & Allen, N.J. (1991). A three-component conceptualization of organizational commitment. *Human Resource Management Review*, 1, 61-89.

Moenir. (1998). *Manajemen Pelayanan Umum Indonesia*. Jakarta: BumiAksara.

Mowday, R.T., Porter, L.W., and Steers, R.M. (1982), Employee Organization Linkages. New York: Academic Press

Motlou, Reuben Gibb., Suveera Singh, Anis Mahomed Karodia. 2016. An Evaluation Of The Impact Of Job Satisfaction On Employee Retention At Lonmin Rowland Shaft North West Province. Kuwait Chapter of Arabian Journal of Business and Management Review. Vol. 5, No.10. pp 15-49.

Mustika, Hindah. 2016. Pengaruh Psychological Empowerment Terhadap Task Performance dan Contextual Performance pada PT. NaSDEC Indonesia di Surabaya. *Jurnal Ekonomi dan Bisnis*. Tahun XXVI, No. 2. Hal 201-219

Naqvi, S. R., Ishtiaq, M., Kanwal, N., & Ali, M. (2013). Impact of Job Autonomy on Organizational Commitment and Job Satisfaction: The Moderating Role of Organizational Culture in Fast Food Sector of Pakistan. *International Journal of Business and Management*, 8(17), 92–101.

Nassazi, A. (2013) Effect of Training On Employee Performance. Evidence from Uganda. (Unpublished master's thesis). Vaasa University of Applied Sciences, Finland.

- Nouri, H., & Parker, R. J. (2013). Career Growth Opportunities And Employee Turnover Intentions In Public Accounting Firms. *The British Accounting Review*, 45, 138–148.
- Oladipo, S. E. (2009). Psychological Empowerment And Development. *Edo Journal of Counselling*, 2(1), 118-126
- Oldham, G. R., & Cummings, A. (1996). Employee Creativity: Personal And Contextual Factors At Work. *Academy of Management Journal*, 39 (3), 607-634.
- Opkara JO (2002). The Impact of Salary Differential On Managerial Job Satisfaction. A Study Of The Gender Gap And Its Implications For Management Education And Practice In A Developing Economy. *J. Bus. Dev. Nation*, 65-92.
- Pandey, Chetna., Rajni Khare. (2012). Impact Of Job Satisfaction And Organizational Commitment On Employee Loyalty. *International Journal of Social Science & Interdisciplinary Research*. Vol.1 Issue 8, August 2012, ISSN 2277 3630
- Pfeffer, J., 1998. Seven practices of successful organizations, *California Management Review*, 40 (2): 96-124
- Prawirosentono (1999). *Kebijakan Kinerja Karyawan*. Yogyakarta: BPFE
- Pramesti, Y.I. 2009. Faktor-faktor yang Mempengaruhi Loyalitas Karyawan Pada Unilever Indonesia. Skripsi: Universitas Indonesia.
- Quang, T. (2002) ‘Conflict Management in Joint Ventures’, *Transitions*, 38 (122)
- Rajput, Shweta., Mayank Singhal., Shivkant Tiwar. (2016). Job Satisfaction and Employee Loyalty: A study of Academicians. *Asian J. Management*; 7(2) hal 1-5.
- Rana Surekha., Vandana Singh. (2016). Employee Empowerment and Job Satisfaction: An Empirical study in IT Industry. *IOSR Journal of Humanities And Social Science*. Volume 21, Issue 10, Ver. 12 (October.2016) PP 23-29.
- Rehg , Michael T., Michael J. Gundlach, Reza A. Grigorian. (2012). Examining the influence of cross-cultural training on cultural intelligence and specific self-efficacy. *Cross Cultural Management*. Vol. 19 No. 2, 2012 pp. 215-232. DOI 10.1108/13527601211219892
- Rizwan,Muhammad., Muhammad Imran Jamil. (2016). The Impact of the Job stress, Job Autonomy and Working Conditions on Employee Satisfaction. *International Journal of Human Resource Studies*.Vol. 4, No. 2 pp 196-207

- Romo A. Segovia, Joel M. Gómez, Monica B. Jiménez. (2014). Conference: Managing the "Intangibles": Business And Entrepreneurship Perspectives in A Global Context. UniversitáPolitecnicaDelle Marche, Ancona, Italia. Volume: 1
- Rossilah, J. (2008). Analisis Keperluan Latihan Teori dan Praktis, Edisi Pertama, Universiti Teknologi Malaysia.
- Saif, N. Ibrahim., Afnan S. Saleh (2013). Psychological Empowerment and Job Satisfaction in Jordanian Hospitals. International Journal of Humanities and Social Science Vol. 3 No. 16. Hal 251-257.
- Schmidt, Steven W (2007). The Relationship Between Satisfaction with WorkplaceTraining and Overall Job Satisfaction. Human Resource Development Quarterly, Vol. 18, No. 4, pp 481-498.
- Schleh .E.C. (1977). 'A Matter of Management Styles', Management Review, 8.
- Schuler, R.S., Jackson, S.E. (1987). Linking Competitive Strategies With Human Resource Management Practices. The Academy of Management Executive (1987-1989), 207-219
- Sedarmayanti. 2016. Manajemen Sumber Daya Manusia Reformasi Birokrasi dan Manajemen Pegawai Negri Sipil. Bandung: Revika Aditama.
- Seibert, Scott E., Gang Wang, and Stephen H. (2011). Courtright Antecedents and Consequences of Psychological and Team Empowerment in Organizations: A Meta-Analytic Review. Journal of Applied Psychology Vol. 96, No. 5, 981–1003.
- Shaheen, A., Naqvi, S. M., & Khan, M. A. (2013). Employees Training And Organizational Performance: Mediation By Employees Performance. Interdisciplinary journal of contemporary research in business, 5(4), 490-503.
- SlempGavin R., Margaret L. Kern, Kent J. Patrick, Richard M. Ryan. (2018). Leader Autonomy Support In The Workplace: A Meta-Analytic Review. Motivation and Emotion. <https://doi.org/10.1007/s11031-018-9698-y>.
- Smola, K.W., & Sutton, C.D. (2002). Generational differences: Revisiting Generational Work Values For The New Millennium. Journal of Organizational Behavior, 23(4), 363–382. <http://dx.doi.org/10.1002/job.147>
- Snell, S. A., Dean, J.W. (1992). Integrated Manufacturing And Human Resource Management: A Human Capital Perspective. Academy of Management journal, 35(3), 467-504.
- Solomon, C.M. (1992, Sept.). The loyalty factor, Personnel Journal, 52-62.
- Spreitzer, G.M., 1995. Psychological, Empowerment In The Workplace: Dimensions, Measurement And Validation. Acad. Manag. J. 38, 1442–1465.

- Spreitzer, G.M., Kizilos, M.A., &Nason, S.W. (1997). A Dimensional Analysis Of The Relationship Between Psychological Empowerment, And Effectiveness, Satisfaction, And Strain. *Journal of Management*, 23, 670–704.
- Spreitzer, G.M. 2007. Taking Stock: A review of more than twenty years of research on empowerment at work. In *The Handbook of Organizational Behavior*, C. Cooper and J. Barling eds. Sage Publications
- Spector, P., 1997. Job Satisfaction: Application, Assessment, Causes and Consequences. Sage Publications, London.
- Spencer (1993),: At Work Competence Models For Superior Performance. New York : John Wilky& Sons, Inc
- Stander, Marius W., Sebastiaan, Rothmann. (2010). Psychological empowerment, job insecurity and employee engagement. *SA Journal of Industrial Psychology*. Vol 36, No 1 (2010)
- Sudarmanto, SIP, Msi (2009). Kinerja dan Pengembangan Kompetensi SDM. Pustaka Pelajar, Yogyakarta
- Sudimin, T, 2003. Whistleblowing: Dilema Loyalitas dan Tanggung Jawab Publik. *Jurnal Manajemen dan Usahawan*, vol. 12 no. 11. hlm. 3-8.
- Sugiyono. 2014. Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif Dan R&D. Bandung: Alfabeta.
- Sugiyono. (2016). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: PT Alfabeta
- Sultana, A., Irum, S., Ahmed, K., &Mehmood, N. (2012). Impact Of Training On Employee Performance : A Study Of Telecommunication Sector In Pakistan. *Interdisciplinary Journal Of Contemporary Research In Business*, 4(6), 646-661.
- Sutanto, Eddy M., Meiliana Perdana (2016). Antecedents Variable Of Employees Loyalty. *Jurnal Manajemen Dan Kewirausahaan*, Vol.18, No. 2, September 2016, pp 111-118
- Tandiono, Dave Warren., Jani Rahardjo (2017). Tinjauan Pemenuhan Dokumentasi ISO 9001:2015 PT. Teno Indonesia. *Jurnal Titra*, Vol. 5 , No. 2, Juli 2017, pp. 249- 256
- Tetik Nuray. (2016). The Effects of Psychological Empowerment on Job Satisfaction and Job Performance of Tourist Guides. *International Journal of Academic Research in Business and Social Sciences*. Vol. 6, No. 2, pp 221-239
- Tee D. Kasser., Alex Preko., Evans Tee. (2018). Understanding The Relationships Between Service Quality, Customer Satisfaction And Loyalty: An Investigation Of Ghana's Retail Banking Sector. *British Journal of Marketing Studies*. Vol.6, No.2, pp. 1-19

Terason S. 2018. The Influence of Job Autonomy on Job Satisfaction in Thai Fitness Trainer Professionals: A Moderation Analysis. Journal Entrepreneurship Organizational Management 7: 225. doi: 10.4172/2169-026X.1000225

The Loyalty Research Center: 317-465-1990, www.loyaltyresearch, pp 1-5

Thomas, K.W. and Velthouse, B.A. (1990), "Cognitive Elements Of Empowerment: An 'Interpretive' model of Intrinsic Task Motivation", Academy of Management Review, Vol. 15 No. 4, pp. 666-681

Togia, A., Koustelios, A. and Tsigilis, N. (2004), "Job Satisfaction Among Greek Academic Librarians", Library & Information Science Research, Vol. 26, pp. 373-83

Tina Eaton-Walley and Dr. Martyn Lowe. (n.d.). The Importance of Work and Job Autonomy and Independence to Professional Staff employed in Local Government at Different Career Stages. International Journal of Applied HRM. Volume 2 Issue 3 PP 1-11

Tweneboah-Koduah, Ernest Yaw & Augustine Yutu Duweh Farley. (2016). Relationship between Customer Satisfaction and Customer Loyalty in the Retail Banking Sector of Ghana. International Journal of Business and Management; Vol. 11, No. 1 page 249-262.

Voegtlind, Christian., Stephan A. Boehm., Heike Bruch. (2015). How to Empower Employees: Using Training to Enhance Work Units' Collective. International Journal of Manpower, 36 (3), 354 - 373

Wang, A. C., & Cheng, B. S. (2010). When does Benevolent Leadership Lead To Creativity? The Moderating Role Of Creative Role Identity And Job Autonomy. Journal of Organizational Behavior, 31 (1), 106-121. <http://dx.doi.org/10.1002/job.634>.

Wang, Y. (2004). Observations on the Organizational Commitment of Chinese Employees: Comparative Studies of State-Owned Enterprises and Foreign-Invested Enterprises. The International Journal of Human Resource Management, 15(4/5): 649–64.

Waqas, Athar., Umair Bashir., Muhammad Fahad Sattar., Hafiz Muhammad Abdullah., Imtiaz Hussain., Waqas Anjum., Muhammad Aftab Ali., Rizwan Arshad. (2014). Factors Influencing Job Satisfaction and Its Impact on Job Loyalty. International Journal of Learning & Development, Vol. 4, No. 2 Hal 141-161

Watson J. (2003). The potential impact of accessing advice on SME failure rates. Paper presented at the Small Enterprise Association and Australia and New Zealand 16th Annual conference. Ballarat, 28, September.

Watson, D. (2003). Negative affectivity: The disposition to experience aversive emotional states. Psychological Bulletin, 96:465-498.

Whitmore (1997) Coaching For Performance (Seni Mengarahkan Untuk Mendongkrak Kinerja). PT Gramedia Pustaka Utama. Jakarta

Zweel. Creating a Culture of Competence. New York: John Wiley & Sons, Inc.2000

Ahli Konstruksi: Uji Kompetensi Jarak Jauh. Diakses 23 Juli 2019.

Web: <https://ekonomi.bisnis.com/read/20190321/45/902814/ahli-konstruksi-uji-kompetensi-jarak-jauh-diterapkan>

Bisnis Beton Pracetak Semakin Menancap. Diakses 23 Juli 2019.

Web: <https://ekonomi.bisnis.com/read/20180122/45/728978/bisnis-beton-pracetak-semakin-menancap>

Company Profile PT. Teno Indonesia. Diakses 23 Juli 2019. Web: [www.teno-indonesia.co.id](http://www.teno-indonesia.co.id)

Hadapi Persaingan MEA, Kontraktor Indonesia Terancam?.Diakses 23 Juli 2019.

Web: <https://bisnis.tempo.co/read/732538/hadapi-persaingan-mea-kontraktor-indonesia-terancam/full&view=ok>

Infrastruktur di Indonesia. Diakses 23 Juli 2019.

Web: <https://www.indonesia-investments.com/id/bisnis/risiko/infrastruktur/item381?>

Indonesia: Infrastruktur dan Pembangunan. Diakses 23 Juli 2019.

Web: <https://faisalbasri.com/2015/09/18/indonesia-infrastruktur-dan-pembangunan/>

Pembuatan Sertifikat Keahlian Tenaga Teknik( SKA, SKT). Diakses 14 Agustus 2019.

Web: <http://fakultasteknik.narotama.ac.id/2016/10/05/pembuatan-sertifikat-keahlian-tenaga-teknik-ska-skt/>

Tahun 2019, Kementerian PUPR Prioritaskan Sertifikasi Tenaga KerjaKonstruksi. Diakses 23 Juli 2019.

Web: <https://www.beritasatu.com/ekonomi/538159/tahun-2019-kementerian-pupr-prioritaskan-sertifikasi-tenaga-kerja-konstruksi>

Teno Indonesia GarapStrukturBawahAparetmen Grand Marina Ancol. Diakses 23 Juli 2019.

Web: <https://www.tribunnews.com/bisnis/2017/06/07/teno-indonesia-garap-struktur-bawah-proyek-apartemen-grand-marina-ancol>

Sektor Konstruksi Makin Menggeliat. Diakses 23 Juli 2019.

Web: <https://ekonomi.bisnis.com/read/20181105/45/856681/sektor-konstruksi-makin-menggeliat>