

REFERENCES

- Ambiyar, A., and M. Dewi. *Metodologi Penelitian Evaluasi Program*. Bandung: Alfabeta, 2019.
- Arikunto, Suharsimi, and Cepi Safruddin Abdul Jabar. *Evaluasi Program Pendidikan*, 2nd ed. PT Bumi Aksara, 2018.
- Ayee, Emmanuel S.A. "Human Communication Revisited – A Biblical Perspective." *Koers – Bulletin for Christian Scholarship* 78, no. 1 (2013): 1–16. <https://doi.org/doi:10.4102/koers.v78i1.549>.
- Badgett, Kevin. "School-Business Partnerships: Understanding Business Perspectives." *School Community Journal* 26, no. 2 (2016): 83–105.
- Bailey, K. *Interview Studies in Methods of Social Research*. 4th ed. New York: The Free Press, 1994.
- Berkhof, Louis, and Cornelius Van Til. *Foundations of Christian Education: Addresses to Christian Teachers*. P&R Publishing, 1989.
- Boden, Angelena. *Handling Complaints Pocketbook*. 2nd Edition. UK: Management Pocketbooks Ltd, 2015.
- Boerema, A., J. Cook, R. Mingerink, and V. Kristin. "Professional Development in Christian School Communities: Five Affirmations." *Christian Educators Journal* 50, no. 2 (2010): 16–18.
- Britton, Emily, Natalie Simper, Andrew Leger, and Jenn Stephenson. "Assessing Teamwork in Undergraduate Education: A Measurement Tool to Evaluate Individual Teamwork Skills." *Assessment & Evaluation in Higher Education* 42, no. 3 (2015): 378–97. <https://doi.org/doi:10.1080/02602938.2015.1116497>.
- Broomer, Anyae. "Communication Styles." 2020. <https://www.youtube.com/watch?v=hPZbJkju30E>.
- Browell, S. "Staff Development and Professional Education: A Cooperative Model." *Journal of Workplace Learning* 12, no. 2 (2000): 57–65.
- Burke, K. "Responding to Participants' Learning Styles During Staff Development." *Clearing-House* 70, no. 6 (1997): 299–301.
- Cambridge Dictionary. 2022a. "Development." 2022. <https://dictionary.cambridge.org/dictionary/english/development>.
- . 2022b. "Skill." 2022. <https://dictionary.cambridge.org/dictionary/english/skill>.
- . 2022c. "Staff." 2022. <https://dictionary.cambridge.org/dictionary/english/staff>.
- Campbell, B. "Professional Development: Beyond the One-Day Serving." *The Practising Administrator* 19, no. 2 (1997): 26–28.
- Carvalho, Fallan Kirby, and Zubin R. Mulla. "Power of Love (AGAPE) in Leadership: A Theoretical Model and Research Agenda." *South Asian Journal of Management* 27, no. 4 (2020): 96–120.
- Carysforth, Carol, and Mike Neilo. *BTEC First Business*. Portsmouth: Heinemann College, 2006. http://accioneduca.org/admin/archivos/clases/material/functional-areas-of-organization_1563989637.pdf.
- Charter College. "6 Leadership Skills Administrative Assistants Need." 2021. <https://www.chartercollege.edu/news-hub/leadership-skills-administrative->

- assistants-need.
- CIH. "Assertive Communication." 2013. https://www.mirecc.va.gov/cih-visn2/Documents/Patient_Education_Handouts/Assertive_Communication_Version_3.pdf.
- Creswell, John W. *Research Design: Pendekatan Metode Kualitatif, Kuantitatif Dan Campuran*. Keempat. Yogyakarta: Pustaka Pelajar, 2016.
- Crowther, Steven S. "The Fruit of the Spirit in the Context of Leadership." *Journal of Biblical Perspectives in Leadership* 7, no. 1 (2017): 24–34.
- Davidson, Neil, Claire Howell Major, and Larry K. Michaelsen. "Small-Group Learning in Higher Education— Cooperative, Collaborative, Problem-Based, and Team-Based Learning: An Introduction by the Guest Editors." *Journal on Excellence in College Teaching* 25 (2014): 1–6.
- Esqueda, Octavio Javier. "Biblical Worldview: The Christian Higher Education Foundation for Learning." *Routledge Taylor & Francis Group* 13, no. 2 (2014): 91–100. <https://doi.org/10.1080/15363759.2014.872495>.
- Gall, M. D., Walter R. Borg, and Joyc P. Gall. *Educational Research: An Introduction*. 7th ed. London: Pearson, 2003.
- Glasow, Priscilla A. "Fundamentals of Survey Research Methodology." *Mitre Product*. 2005. https://www.mitre.org/sites/default/files/pdf/05_0638.pdf.
- Gregory, Gayle H. "Differentiated Instructional Strategies in Practice: Training, Implementation, and Supervision." In , 5. California: Corwin Press, Inc, 2003. https://books.google.co.id/books?id=02pCbA9326YC&pg=PA101&hl=id&source=gbs_toc_r&cad=3#v=onepage&q&f=false.
- Grudem, Wayne. *Systematic Theology*. Michigan: Zondervan Publishing House, 1994.
- Gupta, Nijay. "New Life in Christ: Household Relationships Reoriented Under the Lordship of Christ (Chapter in Colossians, Smyth & Helwys Biblical Commentary)." *Digital Commons @ George Fox University* (2013), 161–82.
- Guskey, Thomas R. *Evaluating Professional Development*. London: Sage Publications Ltd, 2000.
- Hao, Moo Jun, and Dr. Rashad Yazdanifard. "How Effective Leadership Can Facilitate Change in Organizations through Improvement and Innovation." *Global Journal of Management and Business Research* 15, no. 9 (2015): 1–5. https://globaljournals.org/GJMBR_Volume15/1-How-Effective-Leadership.pdf.
- HERD. "Focus Group Discussion." HERD Publication. 2016. https://www.herd.org.np/uploads/frontend/Publications/PublicationsAttachments1/1485497050-Focus_Group_Discussion_0.pdf.
- Ho-Ming, N. G., and C. Ping-Yan. "School-Based Teacher Development in Guangzhou, China." *International Studies in Educational Administration* 27, no. 2 (1999): 32–42.
- Hyperace. "Laswell's Model of Comm-Group 2." 2017. <https://www.youtube.com/watch?v=2OvT4tKE3cw>.
- Junetri, Giofany, and Yesaya Adhi Widjaya. "Kepemimpinan Guru Kristen: Sebuah Tinjauan Etika Kristen." *Jurnal Teologi Dan Pendidikan Kristen Kontekstual* 3, no. 2 (2020): 198–213. <https://doi.org/http://dx.doi.org/10.34307/b.v3i2.149>.

- Keefer, Arthur. "A Shift in Perspective: The Intended Audience and a Coherent Reading of Proverbs 1:1–7." *JBL* 136, no. 1 (2017): 103–16.
<https://doi.org/http://dx.doi.org/10.15699/jbl.1361.2017.170938>.
- Klingborg, Donald J. "What Is Leadership?" *Journal of Veterinary Medical Education* 33, no. 2 (2006): 281.
<https://doi.org/https://jvme.utpjournals.press/doi/epdf/10.3138/jvme.33.2.280>
- Kooy, M., and K. van Veen, eds. *Teacher Learning That Matters*. 1st ed. New York: Routledge, 2013.
- Kostecki, Dawid. "Ethics of a Public Administration Official in Poland: Prospects for the Development of Professional Deontology." *JOURNAL OF THE POLISH SECTION OF IVR* 2 (2021): 26–40.
<https://doi.org/10.36280/AFPiFS.2021.2.26>.
- Kwiatkowski, Matt. "Good Professional Development Is R.A.R.E." ACSI. 2021.
<https://blog.acsi.org/good-professional-development-is-rare>.
- Leinbach-Reyhle, Nicole. "Tips For Dealing With Customer Complaints." Forbes. 2015. <https://www.forbes.com/sites/nicoleleinbachreyhle/2015/01/08/10-tips-for-dealing-with-customer-complaints/?sh=5b7cbb0e6002>.
- Ma, Julie. "Eschatology and Mission: Living the 'Last Days.'" *Transformation* 26, no. 3 (2009) : 186–98.
- McCourt, Anthony, and Caitriona Carr. "Improving Student Engagement and Retention Through Small Group Tutorials." *Innovation in Teaching and Learning in Information and Computer Sciences* 9, no. 1 (2010): 61–77.
<https://doi.org/http://dx.doi.org/10.11120/ital.2010.09010061>.
- McMillan, Julia M. "Christian School Administration: Exercising Biblical Competence: A Consecrated Heart and An Educated Mind." *Doctoral Dissertations and Projects* 33. 2007.
<https://digitalcommons.liberty.edu/doctoral/33>.
- Megheirkouni, M. "Leadership Development Methods and Activities: Content, Purposes, and Implementation." *Journal of Management Development* 35, no. 2 (2016): 237–60. <https://doi.org/https://doi.org/10.1108/JMD-09-2015-0125>.
- Menendez-Antuna, Luis. "THE QUEER ART OF BIBLICAL READING." *Journal of Religious Ethics* 45, no. 4 (2017): 732–59.
<https://doi.org/https://doi.org/10.1111/jore.12198>.
- Mezmir, Esubalew Aman. "Qualitative Data Analysis: An Overview of Data Reduction, Data Display and Interpretation." *Research on Humanities and Social Sciences* 10, no. 21 (2020): 15–27.
- Mishra, Lokanath. "Focus Group Discussion in Qualitative Research." *TechnoLEARN* 6 (2016): 1–5.
- Missildine, Kathy, Rebecca Fountain, Lynn Summers, and Kevin Gosselin. "Flipping the Classroom to Improve Student Performance and Satisfaction." *Journal of Nursing Education* 52, no. 10 (2013): 597–99.
<https://doi.org/doi:10.3928/01484834-20130919-03>.
- Mohajan, Haradhan Kumar. "Knowledge Is an Essential Element at Present World." *International Journal of Publication and Social Studies* (2016), 1–30.
- Moloney, Francis J.. *The Gospel of Mark: A Commentary*. Michigan: Baker

- Academic, 2002.
- Mumford, Troy V., Michael A. Campion, and Frederick P. Morgeson. "The Leadership Skills Strataplex: Leadership Skill Requirements across Organizational Levels." *The Leadership Quarterly* 18 (2007): 154–66. <https://doi.org/http://dx.doi.org/10.1016/j.leafqua.2007.01.005>.
- Murphy, Judy. *Assertiveness*. South Carolina: CreateSpace Independent Publishing Platform, 2011.
- Nedovic, Mirjana, Zeljko Sudaric, and Darija Ivankovic. "Leadership Skills in Order to Increase Employee Efficiency." *European Scientific Journal* 9, no. 10 (2014): 85–90. <https://doi.org/https://doi.org/10.19044/esj.2013.v9n10p%25p>.
- Newport, John P. "Secularization, Secularism and Christianity." *Religious Dialogue in the Modern World* 68, no. 1 (1971): 81–93.
- Northouse, Peter G. *Leadership*. Eighth. California: SAGE Publications, Inc, 2019.
- Nsiah, Gabriel Kofi Boahen. "Leading as Jesus Led: Christ Models of Leadership." *Open Journal of Leadership* 2, no. 4 (2013): 103–5. <https://doi.org/http://dx.doi.org/10.4236/ojl.2013.24016>.
- Nyumba, Tobias O., Kerrie Wilson, Christina J. Derrick, and Nibedita Mukherjee. "The Use of Focus Group Discussion Methodology: Insights from Two Decades of Application in Conversation." *Methods in Ecology and Evolution* 9, no. 1 (2018): 20–32. <https://doi.org/2041-210x.12860>.
- Paechter, Carrie. "What Do We Mean by Professional Development?" *Research in Post-Compulsory Education* 1, no. 3 (1996): 345–55. <https://doi.org/10.1080/1359674960010305>.
- Patola, Simsoni Yosua Daud, and Oda Judithia Widianing. "Pengajaran Eskatologi Dalam Pendidikan Agama Kristen Di Sekolah." *Angelion* 1, no. 1 (2020): 15–26.
- Pipas, Maria Daniela, and Mohammad Jaradat. "Assertive Communication Skills." *Annales Universitatis Apulensis Series Oeconomica* 12, no. 2 (2010): 649–56. <https://doi.org/10.29302/oeconomica.2010.12.2.17>.
- Purdue, Joanne. "Assertive Communication." . 2019. https://www.nswnma.asn.au/wp-content/uploads/2019/10/Be-assertive_communicate-better_stress-less.pdf.
- Putra, Dodi. "Effect of Service Quality on Public Satisfaction in Public Administration in Department Population and Civil Registration of Sugai Penuh." *International Journal of Progressive Sciences and Technologies* 14, no. 2 (2019): 267–72.
- Ritter, Barbara A., Erika E. Small, John W. Mortimer, and Jessica L. Doll. "Designing Management Curriculum for Workplace Readiness: Developing Student's Soft Skills." *Journal of Management Education* (2017), 1–24. <https://doi.org/doi:10.1177/1052562917703679>.
- Rowe, Arthur J. "1 Corinthians 12-14: The Use of a Text for Christian Worship." *EQ* 77.2 (2005), 119–28.
- Salkind, Neil J. "Triangulation." *Encyclopedia of Research Design* 1 (2010): 1538–40. <https://doi.org/9781412961288.n469>.
- Semadi, I Gede Puti, Nyoman Dantes, and Ni Made Sri Mertasari. "Studi Evaluatif Berbasis Model CSE-UCLA Tentang Pelaksanaan Program

- Pendidikan Bintara Di Sekolah Polisi Negara Polda Bali.” *Jurnal Penelitian Dan Evaluasi Pendidikan Indonesia* 9, no. 2 (2019): 89–105.
- Sharma, Dr. Manoj Kumar, and Shilpa Jain. “Leadership Management: Principles, Models and Theories.” *Global Journal of Management and Business Studies* 3, no. 3 (2013): 309–18.
- Silva, Alberto. “What Is Leadership?” *Journal of Business Studies Quarterly* 8, no. 1 (2016): 1–5.
- Somers, J., and E. Sikorova. “The Effectiveness of In-Service Education on Teachers Course for Influencing Teachers’ Practice.” *Journal of In-Service Education* 28, no. 1 (2002): 95–114.
- Stoll, Louis, Alma Harris, and Graham Handscomb. “Great Professional Development Which Leads to Great Pedagogy: Nine Claims from Research.” *National College for School Leadership* (2012), 1–8.
- Stone, Nan. “Does Business Have Any Business in Education.” *Harvard Business Review*. 1991. <https://hbr.org/1991/03/does-business-have-any-business-in-education>.
- Sukardi. *Metodologi Penelitian Pendidikan*. Jakarta: PT Bumi Aksara, 2015.
- Surji, Kemal M. “The Positive Affect of Leadership on Employee Performance and Its Impact on Improving Workplace Environment in Addition to Organizational Culture.” *European Journal of Business and Management* 6, no. 25 (2014): 150–61.
https://www.researchgate.net/publication/313636490_The_Positive_Affect_of_Leadership_on_Employee_Performance_and_Its_Impact_on_Improving_Workplace_Environment_in_Addition_to_Organizational_Culture.
- Suyasa, P. Wayan Arta, and Putu Sukma Kurniawan. “Pemberdayaan Model CSE-UCLA Dalam Pelaksanaan Evaluasi Program Blended Learning Di SMA Negeri 1 Ubud.” *Wacana Akademika* 2, no. 2 (2018): 137–62.
- Villiers, Dawid E. de. “Christian Ethics and Secularisation: Business as Usual?” *Verbum et Ecclesia* 39, no. 1 (2018): 1–9.
- Wayne, A. J., K. S. Yoon, P. Zhu, S. Cronen, and M. S. Garet. “Experimenting with Teacher Professional Development: Motives and Methods.” *Educational Researcher* 37, no. 8 (2008): 469–79.
- Wolterstorff, Nicholas P. *Mendidik Untuk Kehidupan*. Surabaya: Momentum, 2007.
- Xiao, Yan, Sarah Henrickson Parker, and Tanja Manser. “Teamwork and Collaboration.” *Reviews of Human Factors and Ergonomics* 8, no. 1 (2013): 55–102. [https://doi.org/Xiao, Y.; Parker, S. H.; Manser, T. \(2013\). Teamwork and Collaboration. Reviews of Human Factors and Ergonomics, 8\(1\), 55–102. doi:10.1177/1557234X13495181](https://doi.org/Xiao, Y.; Parker, S. H.; Manser, T. (2013). Teamwork and Collaboration. Reviews of Human Factors and Ergonomics, 8(1), 55–102. doi:10.1177/1557234X13495181).
- Yossef, Sameh Abdalraof Mahmoud, and Ahmed Hassan Hassan Rakha. “Efficiency of Personal and Administrative Skills for Managerial Leadership on Administrative Creativity at Najran University.” *Journal of Education and Practice* 8, no. 6 (2017): 113–22.