DAFTAR PUSTAKA

Abu-Shamaa, R., Al-Rabayah, W. A., & Khasawneh, R. T. (2015). The Effect of Job Satisfaction and Work Engagement on Organizational Commitment. *IUP Journal of Organizational Behavior*, *14*(4), 7–27.

Andi Prastowo. (2011). *Metode Penelitian Kualitatif dalam Perspektif Rancangan Penelitian.* Jogjakarta: Ar-Ruzz Media.

Arifin, F., Troena, E., & Djumahir, M. (2014). Organizational Culture, Transformational Leadership, Work Engagement and Teacher's Performance: Test of a Model. *International Journal of Education and Research.*, *2*(1), 1–14. https://doi.org/10.1016/j.jbusres.2013.09.007

Arnold (2011). Key questions regarding work engagement. *European Journal of Work and Organizational Psychology*, 20, 4–28.

Anderson, James C. dan James A. Narus, 2005, A Model of Distributor Firm and Manufacturer Firm Working Partnerships, *Journal of Marketing*, Vol. 54, January, pp. 42-58

Authors,F.(2011).*Articleinformation :*https://doi.org/http://dx.doi.org/10.1108/MRR-09-2015-0216

Authors, F.(2016). *Kybernetes Article information : Management and Governance : Organizational Culture in Relation to Enterprise Life Cycle*.

Banihani, M., Lewis, P., & Syed, J. (2013). Is work engagement gendered? *Gender in Management*, *28*(7), 400–423. https://doi.org/10.1108/GM-01-2013-0005

Barnes, D. C., & Collier, J. E. (2013). Investigating work engagement in the service environment. *Journal of Services Marketing*, *27*(6), 485–499. https://doi.org/10.1108/JSM-01-2012-0021

Bass (2000), "The Future of Leadership dalam Pembelajaran Organisasi," *Jurnal, Studi Kepemimpinan*, 7 (3), 18-40

Banutu-Gomez, .M.B (2004) Great leaders teach exemplary followership and serve as servant leaders. *Journal of American Academy of busiiness*, 4(1/2), 143-151

Bakker, A.B. and Demerouti, E. (2007), The job demands-resources model: state of the art, J*ournal of Managerial Psychology*, Vol. 22, pp. 309-2

Brown, CJ (1999) "Epic and tragic tales, making sense of change", *Journal of Applied Behavioral Science,* Vol. 39 No. 2, pp. 121-44.

Bakker, A.B. and Demerouti, E. (2007), The job demands-resources model: state of the art, *Journal of Managerial Psychology,* Vol. 22 No. 3, pp. 309-328.

Buckley F. 2011, Work engagement: antecedents, the mediating role of learning goal orientation and job performance, *Career Development International,* Vol. 16 No. 7, pp.684 –705.

Bambang Supomo dan Nur Indriantoro, 2002, *Metodologi Penelitian Bisni*s, Cetakan Kedua, Yogyakara; Penerbit BFEE UGM.

Chan, S. C. H., & Mak, W. ming. (2014). The impact of servant leadership and subordinates' organizational tenure on trust in leader and attitudes. *Personnel Review*, *43*(2), 272–287.

Crutchfield, N., & Roughton, J. (2013). Analyzing the Organizational Culture. *Safety Culture*, 23–39.

Colquitt, J. A., Scott, B. A., & Lepine, J. A (2007). Trust, Trustworthiness and Trust propensity: A metal Analytic Test of their unique relationships with Risk Taking and job performance, *Journal of Applied Psychology,* 92, 909-922

Costigan, R.D., Ilter, S.S. & Berman, J.J. (1998). A Multi-Dimensional Study of Trust in Organizations. Pittsburg State University - Department of Economics: *Journal op Managerial Issues.*

Chughtai, A.A. (2011), Work engagement antecedents, the mediating role of learning, goal orientation and job performance, *Career Development International,* Vol. 16 No. 7, pp. 684-705

Colquitt, J. A., Scott, B. A., & LePine, J. A. (2007). Trust, trust worthiness, and trust propensity: A meta-analytic test of their unique relationships with risk taking and job performance. *Journal of Applied Psychology*, 92, 909-92

Dai, Y. De, Zhuang, W. L., & Huan, T. C. (2019). Engage or quit? The moderating role of abusive supervision between resilience, intention to leave and work engagement. *Tourism Management*, *70*(May 2017), 69–77. https://doi.org/10.1016/j.tourman.2018.07.014

Dirks, Kurt T & Ferrin, D.L. Trust in Leadership: Meta-Analytic Findings and Implications for Research and Practice. (2002).*Journal of Applied Psychology*. 87, (4), 611-628. Research Collection Lee Kong Chian School Of Business.

Deepa E, al (2014), Effect of Performance Appraisal System in Organizational Commitment, Job Satisfaction and Productivity, *The Journal Contemporary Management Research,* Vol. 8, No. 1, pp. 72-8

Denison D., Nieminen L.R.G., dan Kotrba L. (2012). Diagnosing Organizational Cultures: *A Conceptual and Empirical Review of Culture Effectiveness Surveys.*

Dunn, CP (2009). Hal integritas. Internationa Journal of Leadership Studies, 5, 102-125. De trabajos virtuales. *Spanish Journal of Marketing - ESIC*, *20*(1), 58–70.

De Bruin, T. (2005). Towards a business process management maturity model. In ECIS 2005 Proceedings. 13th European Conference on Information Systems, Regensburg, Germany.

Engelbrecht, A. S., Heine, G., & Mahembe, B. (2017). Integrity, Leadership of Ethics, Trust and Work Engagement. *Development Journal Leadership &amp Organization Development Journal Iss Organization Development Journal*, *38*(6), 765–779. https://doi.org/10.1108/01437730210449357

Ehrhart MG. (1998). Servant-leadership: *An overview and directions for future research.working paper.* University of Maryland.

Fairholm, M. R., Dzordzormenyoh, M. K., & Binda, G. A. (2018). Trust-culture leadership in local public administrators' work. *International Journal of Public Leadership*, *14*(4), 260–273. https://doi.org/10.1108/ijpl-06-2018-0031

Federman, Bard. 2009. Employee Engagement: A Road For Creating Profits, Optimizing Perfomance, And Increasing Loyalty. San Fransisco: Jossey Bass

Fulmer, S. M. & Gelfand, M.J.(2012, in press). Observing interpersonal regulation of engagement in middle school classrooms. In S. Volet & M. Vauras (Eds.), Interpersonal regulation of learning and motivation: Methodological advances (pp. 148-170).

Fiedler, F. E., Chemers, M. M. and Mahar, L. (1976) Improving Leadership Effectiveness: The Leader Match Concept, New York: John Wiley and Sons

Ferch, S.R.(2005). The spirit of servant-leadership. Mahwah, NJ: Paulist Press.

Farling et al (1999) "servant ledaership:setting the stage for Empirical Research" *Journal Of Leadership Studies* 6(1/2):49-72.

Gilbert, J. (2011). The Millennials: A New Generation of Employees, a new set of Engagement Policies. *IVEY Business Journal. Retrieved from http://iveybusinessjournal.com/topics/the-workplace/the-millennials-a-new-generation-of-employees-a-new-set-of-engagement policies#*.ViayiDGsVqU

Greenleaf, R. K. & Spears (2002) Servant Leadership: A Journey into the Nature of Legitimate Power and Greatness (25th anniversary ed.). Mahwah, NJ: Paulist Press

Greenleaf, RK Tahun 1977. Servant Leadership: A Journey into the Nature of Power sah dan Kebesaran, New York, NY: Paulist Press

George, B., Sims, P., (2007). Discovering your authentic leadership. Harvard Business Review, 85, 129–138.

Harter, J. K., Schmidt, F. L., & Hayes, T. L. (2002). Business-unit-level relationship
between employee satisfaction, employee engagement, and business outcomes: A meta-analysis. *Journal of Applied Psychology,* 87, 2.

Hartnell, C. A., Ou, A. Y., & Kinicki, A. (2011). Organizational culture and organizational effectiveness: a meta-analytic investigation of the competing values framework's theoretical suppositions. *Journal of applied psychology,* 96(4), 677.

Hallberg, U.E., & Schaufeli (2006). Construct validity of the Maslach Burnout Inventory:Two Swedish health care samples.*EuropeanJournalofPsychologicalAssessment*,20,320– 338.

Hussein, N., Omar, S., Noordin, F., & Ishak, N. A. (2016). Learning Organization Culture, Organizational Performance and Organizational Innovativeness in a Public Institution of Higher Education in Malaysia: A Preliminary Study. *Procedia Economics and Finance*, *37*(16), 512–519. https://doi.org/10.1016/s2212-5671(16)30159-9

Indartono, S., Chiou, H., & Chen, C.-H. V. (2010). The joint moderating impact of personal job fit and servant leadership on the relationship between the task characteristics of job design and performance. *Interdisciplinary Journal of Contemporary Research in Business*, *2*(8), 42–61. Retrieved from http://ovidsp.ovid.com/ovidweb.cgi?T=JS&PAGE=reference&D=psyc7&NEWS=N&AN=2011-20505-003

Irving, J.A (2005). Servant leadership and the effectiveness of team. Dissertation of Doctor of Philosphy in Organization Leadership School of Leadership Studies, Regent University.

Joseph, E.E. & Winston, B.E. 2005. A correlation of servant leadership, leader trust, and organizational trust, Leadership & Organization Development Journal, 26(1):622.

Jaiswal, N. K., & Dhar, R. L. (2017). The influence of servant leadership, trust in leader and thriving on employee creativity. *Leadership and Organization Development Journal*, *38*(1), 2–21. https://doi.org/10.1108/LODJ-02-2015-0017

Jaramillo, F., Grisaffe, D. B., Chonko, L. B., & Roberts, J. A. (2009). Examining the Impact of Servant Leadership on Salesperson's Turnover Intention. *Journal of Personal Selling & Sales Management*, *29*(4), 351–365. https://doi.org/10.2753/pss0885-3134290404

Joseph, E. E., & Winston, B. E. (2005). A correlation of servant leadership, leader trust, and organizational trust. *Leadership & Organization Development Journal*, *26*(1), 6–22. https://doi.org/10.1108/01437730510575552

Kannan-Narasimhan, R. & Lawrence, B. (2012) Behavioral integrity: How leader referents and trust matter to workplace outcomes. J*ournal of Business Ethics,* 111 (2), 165-178.

Kreitner R. dan Knicki A. Buelens, 2005, Organizational Behaviour, New York : McGraw Hill

Laub, J. A. (1999). Assessing the servant organization: Development of the servant organizational leadership assessment (SOLA) instrument. Dissertation Abstracts International, 60 (02), 308. (UMI No. 9921922)

Lau, Geok Then and Lee, Sook Han. 1999. "Consumers Trust in a Brand and the Link to Brand Loyalty". *Journal of Market Focused Management*

Lennick, D. And Kiel. F,2007."Moral Intelligence".Upper Saddle River, NJ, Wharton School Publishing,P.4.

Liden, R. (2005). "Development of a multidimensional measure of servant leadership*". Paper presnted at the meeting of the southern management association, Charleston.*

Martin, G. S., Keating, M. A., Resick, C. J., Szabo, E., Kwan, H. K., & Peng, C. (2013). The meaning of leader integrity: A comparative study across Anglo, Asian, and Germanic cultures. *Leadership Quarterly*, *24*(3), 445–461. https://doi.org/10.1016/j.leaqua.2013.02.004

Mehta, S., & Pillay, R. (2011). Revisiting Servant Leadership : An Empirical. *Management*, *5*(2), 24–41.

McShane, and Mary Ann Von Glinow,2015 "Organizational Behavior" . New York:McGraw-Hill

Melchar, D. E., & Bosco, S. M. (2010). Achieving high organization performance through servant leadership. *Journal of Business Inquiry*, *9*(1), 74–88. Retrieved from /citations?view_op=view_citation&continue=/scholar?hl=en&start=20&as_s dt=0,18&scilib=1&citilm=1&citation_for_view=r_Sqnh8AAAAJ:8AbLer7 MMksC&hl=en&oi=p

Macey, W. H., & Schneider, B. (2006). Employee experiences and customer satisfaction: Toward a framework for survey design with a focus on service climate.InA.I.Kraut(Ed.),Gettingactionfromorganizational surveys (pp. 53–75). San Francisco: Jossey-Bass.

Mayer, R.C., Davis, J.H. and Schoorman, F.D. (1995), "An integrative model of organizational trust", Academy of Management Review, Vol. 20, pp. 709-34.

Moorman, R. H., Darnold, T. C., & Priesemuth, M. (2013). Perceived leader integrity: Supporting the construct validity and utility of a multi-dimensional measure in two samples. *Leadership Quarterly*, *24*(3), 427–444. https://doi.org/10.1016/j.leaqua.2013.02.003

Moorman, R. H., Darnold, T. C., Priesemuth, M., & Dunn, C. P. (2012). Toward the Measurement of Perceived Leader Integrity: Introducing a Multidimensional Approach. *Journal of Change Management*, *12*(4), 383–398. https://doi.org/10.1080/14697017.2012.728746

Moorman, R. H., & Grover, S. L. (2009). Why does leader integrity matter to followers? An uncertainty management-based explanation. *The International Journal ofLeadership Studies,* 5, 102–114

Nyhan, R. C. (2000). Changing the Paradigm: Trust and its Role in Public Sector Organizations. American Review of Public Administration, 30(1), 87-109. http://dx.doi.org/10.1177/02750740022064560

Newstrom, 2016. Human Behavior at work, 9th Edition, New York: MC. Graw-Hill, inc.

Northouse, P. G. (2013) Leadership: Theory & Practice. 6th Edition, Thousand Oaks, CA: Sage

Lind, E. A., & Van den Bos, K. (2002). When fairness works: Toward a general theory of uncertainty management. In B. M. Staw, & R. M. Kramer (Eds.), Research inorganizational behavior (pp. 181–223).

Ogbonna, Emmanuel Okechukwu and Harris, Lloyd Cameron 2000. Leadership style, organizational culture and performance: empirical evidence from UK companies. *The International Journal of Human Resource Management* 11 (4) , pp. 766-788.

Page, D., & Wong, P. T. P. (2000). A conceptual framework for measuring servant leadership. In S. Adjibolooso (Ed.), *The human factor in shaping the course of history and development*. American University Press.

Palanski, M. E., & Yammarino, F. J. (2007). Integrity and leadership: *clearing the conceptual confusion. European Management Journal*, 25, 171-184.

Patterson, K & Russell, R.F.(2004). Transformational versus Servant Leadership: A Difference in Leader Focus, Leadership & Organization Development *Journal, Vol. 25, No. 4, 2004, pp. 349-361.*

Patterson, K. (2003). Servant leadership: A theoretical model. Dissertation Abstracts International, 64(02), 570. (UMI No. 3082719).

Reed, L. L., Vidaver-Cohen, D., & Colwell, S. R. (2011). A New Scale to Measure Executive Servant Leadership: Development, Analysis, and Implications for Research. *Journal of Business Ethics*, *101*(3), 415–434. https://doi.org/10.1007/s10551-010-0729-1

Russell, R.F. and Batu (2002), A review of servant leadership attributes: developing apractical model ,*The Leadership & Organization Development Journal*, Vol. 23 No. 3,pp. 145-57

Russell, R. F., & Stone, A. G. (2002). A review of servant leadership attributes: *Developing a practical model. Leadership and Organization Development Journal,* 23, 145-157.

Rude, W. & Nwogu, O.(2003). Paradoxical leadership—The impact of servant-leadership on burnout of staff. Servant Leadership Roundtable, Regent University, Virginia Beach, VA. Retrieved July 10, 2004.

Schoorman, F. D., Mayer, R. C., & Davis, J. H. (2007). An integrative model of organizational trust: Past, present, and future. *Academy of management review, 32*(2), 344-354.

Schein, V. E. (2007). Women in management: Reflections and projections. Women in Management Review, 22, 6–18.

Schaufeli,et al.(2002).*Testmanual for the Utrecht Work Engagemen*t Scale.Unpublished manuscript, Utrech University, the Netrhelands. Retrived from htpp://www.schaufeli.com.

Sugiyono. 2010. Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D. Bandung: Alfabeta.

Schein, E.H. (2004) *Organizational Culture and Leadership*. 3rd Edition, Jossey-Bass, San Francisco.

Senjaya, S., & Pekerti, A. (2010). Servant leadership as antecedent of trust in organizations. *Leadership and Organization Development Journal*, *31*(7), 643–663.

Sendjaya, S. and Sarros, J. C. (2002). 'Servant leadership: its origin, development, and application in organizations'. *Journal of Leadership and Organizational Studies,* 9, 57–64.

Sullivan J (2012) Ai Weiwei's community on the edge of space. Working paper. Available at:http://bit.ly/MNv6G9.

Sumarno. 2009. Pembelajaran Menulis. Jakarta: Depdiknas, Dirjen Peningkatan Mutu Pendidik dan Tenaga Kependidikan,Pusat Pengembangan dan Pemberdayaan Pendidik dan Tenaga Kependidikan Bahasa.

Warrick, D.D. (2005). Organization Development from the View of the Experts. In William J. Rothwell, Roland Sullivan, and Gary McLean (Eds). Practicing Organization Development: A Guide for Consultants. San Francisco: Josey-Bass/Pfeiffer, pp. 164-187.

Watkins KE, Marsick VJ (1996) In action: creating the learning organization. American Society for Training and Development, Alexandria

Wong, CA, Spence-Laschinger, HK, dan Cummings, GG (2010), "Authentic leadership and the sound behavior of nurses and presepsu service quality", *Nursing management journal,* Vol. 18, hlm. 889-900.

Van Dierendonck, D. (2011). Servant Leadership: A Review and Synthesis. *Journal of Management,* 37, 1228-1261. https://doi.org/10.1177/0149206310380462

Zamralita. (2017). Gambaran Keterikatan Kerja pada Dosen Tetap ditinjau dari Karakteristik Personal. Jurnal Muara Ilmu Sosial, Humaniora, dan Seni.