

## DAFTAR PUSTAKA

- Babin, B.J. and J.S. Boles, 1998, "Employee Behaviour in a Service Environment A Model and Test of Potential Differences Between Men and Women", *Journal of Marketing*, Vol. 62, hal. 77-91.
- Bamber, E. Michael & Doug Snowball, and Richard M. Tubbs, 1989, "Audit Structure and Relation to Role Conflict and Role Ambiguity : An Empirical Investigation", *The Accounting Review Volume LXIV No.2, April 1989*.
- Batt, R. and L. Moymhan, 2002., The Viability of Alternative Call Centre Production Models. *Human Resource Managemen Journal*, 12 : 14-34.
- Bono, J.E and T.A. Jodge, 2003, "Self Concordance at Work : To Word Understanding The Motivational Effects of Transformational Leaders". *Academy of Management Journal*, Vol. 46, No. 5, PP. 554-571.
- Cohen,A, & N. Hudecek, 1993, "Organizational Commitment and Turn Over : A Meta Analysis", *Academy of Management Journal*, Vol.36.
- Cooper, Donald R.C., William Emory, 1998, *Metode Penelitian Bisnis*, Erlangga, Jakarta.
- Cooper Hakim, A., and Viswesvaran, C., 2005, The Construct of Work Commitment : Testing an Integrative Frame Work. *Psychological Buletin*, 131 (2), 241-259.
- Dwi Cahyono dan Imam Ghozali, 2001, "Pengaruh Jabatan, Budaya Organizational dan Konflik Peran terhadap Hubungan Kepuasan Kerja dengan Komitmen Organisasi", *Simposium Nasional akuntansi IV*.
- Dwi Fitria Puspa dan Bambang Riyanto, 1999, "Tipe Lingkungan Pengendalian Organisasi, Orientasi Profesional, Konflik Peran, Kepuasan Kerja dan Kinerja : Suatu Penelitian Empiris" *Jurnal Riset Akuntansi Indonesia*, Vol.2, Nomor 1.
- Ferdinand, Augusty 2000, "*Structural Equation Modeling Dalam Penelitian Manajemen*", Badan Penerbit Universitas Diponegoro Semarang.
- Ference, Gene, 2000, "Improving Organizational Performance", *Cornell Hotel and Restourand Administration Quarterly*.
- Fuad Mas'ud, 2005, *Survai Diagnosis Organisasional (Konsep dan Aplikasi)*, Badan Penerbit Universitas Diponegoro.
- Ganzach, Y., 2003, Intelligence, Education, and Facets of Job Satisfaction Work and Occupations, 30 : 97-122.
- Gomes C. Faustino 2000, *Manajemen Sumber Daya Manusia*, Andi Offset, Yogyakarta.

- Griffeth, R.W., Hom, P.W., and Gaertner, S 2000, A Meta-analysis of Antecedents and Correlates of Employee Turnover : Update, Moderator Tests, and Research Implications for The Next *Millennium Journal of Managemen*, 26 (3), 463-488.
- Hair, Joseph F.JR., Anderson, RE., Tatham, RL., and Black, WC., 1998,"*Multivariate Data Analysis With Readings*", Fourth Edition New Jersey, Prentice Hall.
- Handoko, T. Hani., 1999, *Manajemen Personalia dan Sumber Daya Manusia*, Edisi Kedua, BPFE, Yogyakarta.
- Harrel, A. and Taylor, M. and Chewning, E. 2003, An Examination of Management Ability to Bias The Professional Objectivity of Internal Auditor. *Accounting Organizations and Society, Volume 14*.
- Indriantoro Nur dan Supomo Bambang, 1999, "*Metodologi Penelitian Bisnis Untuk Akuntansi dan Manajemen*", Edisi Pertama, BPFE UGM, 1999, Yogyakarta.
- Kanter, R.M., 1989, *Beyond The Cowboy and The Corprait : A Call to Action Instaw*, B.M., eds, *Psychological Dimention of Organizational Behaviour*, New York : Mac Millan Publishing Company.
- Kalbers, Lawrence P. and Timothy J. Fogarty, 2001, "Professionalism and Its Consequences : A Study of Internal Auditors", *Auditing A Journal of Practice & Theory, Volume 4 No.1 Spring 1995*.
- Knight, A.J. and Kennedy. J.B, 2005., "Psychological Contract Violation : Impacts on Job Satisfaction and Organizational Commitment Among Australian Senior Public Servants", *Applied H.R.M. Research Vol. 10 No. 2, Page 57-72*
- Larkin, J. and Schweikart, J. 2002, Success and their Internal Auditor, *Internal Auditor Vol 49, June*.
- Las Chinger et al, 2001, The Impact of Work Place Empowerment, Organizational Trust on Staff Nurses "Work Satisfaction and Organizational Commitment", *Health Care Management Review [ HCM], Vol. 26 Iss : 3 P.7*.
- Liden, R.C., Wayne, S.J. and Sparrowe, R.T., 2000, An Examination of The Mediating Role of Psychological Empowerment on The Relations Between The Job, Interpersonal Relationships and Work Outcomes, *Journal of Applied Psychology, 85 (3), 407-416*.
- Lum, Litle, John Kervin, Kath Leen Clack, Frank Reid and Wendy Sola, 1998. Explaining Nursing Turn over Intent : Job Satisfaction, Pay Satisfaction, or Organizational Commitment. *Journal of Organizational Behaviour. Vol. 19, 305-320*.
- Lund Daulatram B., 2003., "Organizational Culture and Job Satisfaction", *Journal of Business and Industrial Marketing, vol. 18 no. 3 p.219-236*.
- Luthans, F., 1998, *Organizational Behaviour (8<sup>th</sup> ed)* Mc. Grawhill, Inc. Singapore, P : 144-146.

- Mathis, Robert. L, and John Jackson, 2001, *Manajemen Sumber Daya Manusia*, PT. Salemba Empat. Jakarta.
- Mc Neese-Smith, Donna., 1995, "Increasing Employee Productivity, Job Satisfaction, and Organizational Commitment", *Hospital and Health Services Administration*.
- Moorman, Christine, Gerald Zaltham, dan Rohit Desh Pande, 1992, "Relationship Between Providers and Users of Market Research : The Dynamics of Trust Within and Between Organizations", *Journal of Marketing*, Vol. 58, P.20-36.
- O'Brien, G.E and Dowling, P, 1991, Age and Job satisfaction, *Australian Psychologist*, 16, 49-61.
- Ostroff Cheri, 1992, "The Relationship Between Satisfaction, Attitudes and Performance An Organizational Level Analysis", *Journal of Applied Psychology*, Vol. 77 No. 6, P. 963-974.
- Poznanski, J. Peter and Dennis M. Bline, 2001, "Using Structural Equation Modeling to Investigate The Causal Ordering of Job Satisfaction and Organizational Commitment Among Staff Accountant", *Behavior Research in Accounting*, Vol.9
- Preacher, K.J. and Hayes, A.F., 2004, SPSS and SAS Procedures For Estimating Indirect Effects in Simple Mediation Models.
- Rasch, Ronald H. and Adrian Harrell, 2003, "The Impact of Individual Differences on MAS Personnel Satisfaction and Turnover Intentions", *Journal of Information System*
- Reed, S., S. Kratchman, and R. Strawser, 1994, Job Satisfaction, Organizational Commitment, and Turn Over intention of United States Accountant : the Impact of Locus of Control and gender. *Accounting, Auditing & Accountability Volume 7*.
- Robbins P. Stephen , 2001. *Organizational Behavior: Concept, Controversies, Applications*. PT. Prahalindo, Jakarta.
- Shaub, Michael K. and Don W Finn and Paul Munter, 2001, "The Effects of Auditors Ethical Orientation on Commitment and Ethical Sensitivity", *Behavior Research in Accounting*, Volume 5, 1993 Printed in USA.
- Singh, J., W. Verbeke and G.K. Rhoads 1996, "Do Organizational Practices Matter in Role Stress Processes ? A Study of Direct and Moderating Effects For Marketing – Oriented Boundary Spanners", *Journal of Marketing*, Vol. 60, PP. 69-86.
- Smith, Kirk, Eli Jones and Edward Blair, 2000, "Managing Sales Person Motivation in A Territory Realignment", *Journal of Person Selling of Sales Management*, Vol. XX No. 4 P. 215-226.

- Soebekti, I., 2002, Pengaruh Hubungan Kepuasan Kerja dan Komitmen Organisasional Terhadap Kinerja Staf Auditor BPKP.
- Sowa, J.E., Selden, S.C., and Sandford, J.R., 2004, No Langer Measurable ? A multidimensional Integrated Model of Nonprofit Organizational Effectiveness Nonprofit and Voluntary Sector Quarterly, *33 (4)*, 711-728.
- Street, Donna L. and Ashton C. Bishop, 1991, "An Empirical Examination of The Need Profiles of professional Accountant", *Behavior Research Accounting Vol.3, 1991, Printed in USA*.
- Sugiyono, Dr., 1999, *Metode Penelitian Bisnis*, Cetakan Pertama, Penerbit CV Alfa Beta, Bandung.
- Suwandi dan Nur Indriantoro, 1999, "Pengujian Model Turnover Pasewark & Strawser : Studi Empiris Pada Lingkungan Akuntan Publik", *Jurnal Riset Akuntansi Indonesia, Volume 2*.
- Tang, T.L., and Sarsfield-Baldin, L. J., 1998, Distributive and Procedural Justice as Related to Satisfaction and Commitment, *SAM Advanced Management Journal, 61 (3)*, 25-31.
- Test, D.W., Flowers, C., Hewitt, A. and Solow, J., 2003, Statewide Study of The Direct Support Staff Workforce Mental Retardation, *41 (4)*, 276-285.
- Timpe A. Dale, 1988, *The Art and Science of Business Management Performance*, Kend publishing Inc.
- Turnley, W.H. and Feldman, D.C., 2000, Re-examining The Effects of Psychological Contract Violations : Unmet Expectations And Job Satisfaction As Mediators. *Journal of Organizational Behavior, 21 (1)*, 25-40.
- Vandenberg, R.J. and Lance, C.E, 2002, Examining The Causal Order of Job Satisfaction and Organizational Commitment, *Journal of Management, 18 (1)*, 153 (15).
- Waddell G, 2004, *The Back Pain Revolution Edinburgh*, London : Churchill Livingstone.
- Wayae, S., Shore, L., and Liden R, 1997, Percieved Organization Support and Leader Member Exchange : *Accademy of Management Journal 40 (1)* : 82-111.
- William, L., and J. Hazer 2000, Antecedent and Consequences of Satisfaction and Commitment and Turn Over models: A Re- Analysis Using Latent Variable Structural Equation Methods. *Journal of Applied Psychology*.
- Zineldin, Mosad and Johnsson, Patrik, 2000, "An Examination of The Main Factors Affecting Trust/Commitment in Supplier – Dealer Relationships : An Empirical Study of The Swedish Wood Industry", *TQM Magazine [TQM] Vol. 12 Iss : 4 P : 245*.