

DAFTAR PUSTAKA

- Abbas, J., & Kumari, K. (2021). *Examining The Relationship between Total Quality Management and Knowledge Management and Their Impact on Organizational Performance: a Dimensional Analysis*. Journal of Economic and Administrative Sciences.
- Agle, B., Shrinivasan, D., & Nagarajan, N. (2006). *Does Ceo Charisma Matter? An Empirical Analysis of The Relationships Among Organizational Performance, Environmental Uncertainty, and Top Management Team Perceptions Of Ceo Charism*. The Academy of Management Journal.
- Al-Dhaafri, H., & Alosani, M. (2021). *Integration of TQM and ERP to Enhance Organizational Performance and Excellence: Empirical Evidence from Public Sector using SEM*. World Journal of Entrepreneurship, Management and Sustainable Development, 17(4), 822-845.
- Al-Qahtani, N. D., Alshehri, S. S., & Abd.Aziz, D. A. (2015). *The impact of Total Quality Management on Organizational Performance*. European Journal of Business and Management, 7(36).
- Alsughayir, A. (2014). *Human Resource Strategies as A Mediator between Leadership and Organizational Performance*. International Business Research, 7(3), 91-100.
- Anderson, H., Baur, J., Griffith, J., & Buckley, M. (2018). *What works for you may not work for (Gen) Me: Limitations of present leadership theories for the new generation*. The Leadership Quarterly, 28(1), 245-260.
- Androwis, N., Sweis, R. J., Tarhini, A., Moarefi, A., & Amiri, M. H. (2018). *Total Quality Management Practices and Organizational Performance in The Construction Chemicals Companies in Jordan*. Benchmarking: An International Journal, 25(8), 3180-3205.
- ASABRI. (n.d.). Retrieved November 20, 2022, from www.asabri.co.id
- Avolio, B., & Bass, B. (2004). *Multifactor Leadership Questionnaire*. Manual and Sampler Set, 3rd ed. Redwood City, CA: Mind Garden.
- Bass, B. (1985). *Leadership and Performance Beyond Expectations*. New York, NY: Free Press.
- Bass, B. (1999). *Two decades of research and development in transformational leadership*. European Journal of Work and Organizational Psychology, 8(1), 9-32.

- Bhaskar, H. L. (2020). *Establishing a Link among Total Quality Management, Market Orientation and Organizational Performance an Empirical Investigation*. The TQM Journal, 32(6), 1665-1682.
- Bliese, P. D. (2000). *Within-group agreement, non-independence, and reliability: Implications for data aggregation and analysis*. In K. J. Klein & S. W. J. Kozlowski (Eds.), *Multilevel theory, research, and methods in organizations: Foundations, extensions, and new directions* (pp. 349–381). Jossey-Bass/Wiley
- Boseman, G. (2008). *Effective leadership in a changing world*. Journal of Financial Service Professionals, 62(3), 36-38.
- Bouranta, N. (2020). *Does Transformational Leadership Influence TQM Practices? A Comparison Analysis Between Manufacturing and Service Firms*. The TQM Journal.
- Bouranta, N., Psomas, E., & Suarez-Barraza, M. F. (2019). *The key factors of Total Quality Management in the service sector: a cross-cultural study*. Benchmarking: an International Journal, 26(3), 893-921.
- Burns, J. (1978). *Leadership*. New York, NY: Harper and Row.
- Cho, Y. S., & Jung, J. Y. (2014). *The Verification of Effective Leadership Style for TQM A Comparative Study Between USA-Based Firms and China-Based Firms*. International Journal of Quality & Reliability Management, 31(7), 822-840.
- Chong, J., & Duan, S. X. (2022). *Riding on the waves of the COVID-19 pandemic in re-thinking organizational design: a contingency-based approach*. Journal of Strategy and Management.
- Cooper, D. R., & Schindler, P. S. (2006). *Metode Riset Bisnis*. Jakarta: PT Media Global Edukasi .
- Copper, C., & Dale, B. (1994). *Introducing TQM. The role of senior management*. Management Decision, 32(1), 20–26.
- Creswell, J. W., & Creswell, J. D. (2018). *Research Design Qualitative, Quantitative, and Mixed Methods Approaches Fifth Edition*. SAGE Publications, Inc.
- Dauids, I., Appiah, K., Davids, G., & Ofori, F. N. (2021). *The Effectiveness of Transformational Leadership: A Qualitative-Based Study on Millennial Perceptions in South Africa*. Archives of Business Research, 9(5).

- Demirbag, M., Koh, S. L., Tatoglu, E., & Zaim, S. (2006). *TQM and Market Orientation's Impact on SMEs' Performance*. *Industrial Management & Data Systems*, 106(8), 1206-1228.
- Dwiantoro, F. I. (2017). Pengaruh Gaya Kepemimpinan Transformasional dan Transaksional terhadap Kinerja Organisasi melalui Praktik TQM pada PT Pelayaran Nasional Indonesia Cabang Surabaya. *Jurnal Ilmu Manajemen*, 5(2).
- Ejere, D. E., & Abasilim, U. D. (2013). *Impact of Transactional and Transformational Leadership Styles on Organisational Performance: Empirical Evidence from Nigeria*. *The Journal of Commerce*, 5(1).
- Felfe, J., & Schyns, B. (2004). *Is Similarity in Leadership Related to Organizational Outcomes? The Case of Transformational Leadership*. *Journal of Leadership and Organizational Studies*, 10(4).
- Ferdinand, A. (2016). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertasi Ilmu Manajemen*. Undip.
- Fink, A. (2003). *The Survey Kit 2nd Edition*. Thousand Oaks: CA: Sage.
- Ghozali, I. (2014). *Structural Equation Modelling: Metode Alternatif dengan Partial Least Square (PLS)*. Semarang: Undip.
- Gonzalez, T., & Guillen, M. (2002). *Leadership ethical dimension: a requirement in TQM Implementation*. *The TQM Magazine*, 14(3), pp. 150–164.
- Grant, A. (2012). *Leading with meaning: Beneficiary contact, prosocial impact, and the performance effects of transformational leadership*. *Academy of Management Journal*, 55(2), 458-476.
- Gunadi, G. (2010). *Good Leadership VS Bad Leadership*. Jakarta: PT. Elek Media Computindo.
- Hair, J. F., Black W. C., Babin B. J., Anderson R. E., Black W. C. (2018). *Multivariate Data Analysis (8th Ed)*. Annabel Ainscow.
- Hayes, R., Pisano, G., Upton, D., & Wheelwright, S. (2005). *Operation, Strategy, and Technology: Pursuing the Competitive Edge*. Hoboken, NJ: Wiley.
- Hays, P. (n.d.). *Gen Y and the World of Work: a report into the workplace needs, attitudes and aspirations of Gen Y Germany*. Retrieved November 2021, from http://social.hays.com/wp-content/uploads/2014/09/HAYS_REPORT_DE_VERSION_online.pdf.

- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). *A New Criterion for Assessing Discriminant Validity in Variance-based Structural Equation Modeling*. *Journal of the Academy of Marketing Science*.
- Hilton, S. K., Madilo, W., Awaah, F., & Arkorful, H. (2021). *Dimensions of Transformational Leadership and Organizational performance: The Mediating Effect of Job Satisfaction*. *Management Research Review*.
- Howel, N., & Strauss, W. (2000). *Millennials Rising: The Next Great Generation*. Vintage Books.
- Ibrahim, B. (2000). TQM Total Quality Management) : Panduan untuk Menghadapi Persaingan Global. Jakarta: Djambatan.
- Ishikawa, K. (1993). *Pengendalian Mutu Terpadu*. Bandung: PT Remaja Rosdakarya.
- James, L. R., Demaree, R. G., & Wolf, G. (1984). *Estimating within-group interrater reliability with and without response bias*. *Journal of Applied Psychology*, 69(1), 85–98
- Jimenez-Jimenez, D., & Martínez-Costa, M. (2009). *The Performance Effect of HRM and TQM: A Study in Spanish Organizations*. *International Journal of Operations & Production Management*, 29(12), 1266-1289.
- Jun, M., Cai, S., & Shin, H. (2006). *TQM practice in maquiladora: Antecedents of employee satisfaction and loyalty*. *Journal of Operations Management*, 24, 791-812.
- Kaplan, R., & Norton, D. (1996). *The Balanced Scorecard*. The President and Fellows of Harvard College.
- Kaplan, R., & Norton, D. (2005). *The Balanced Scorecard: Measures that Drive Performance*. 83(7).
- Khalaf, M. A., & Salem, T. S. (2018). *The Moderating Effect of Structural Barriers on TQM-Performance Relationship in Egyptian Service Organizations*. *International Journal of Quality and Service Sciences*, 10(4), 349-365.
- Khalfallah, M., Salem, A. B., Zorgati, H., & Lakhel, L. (2022). *Innovation Mediating Relationship Between TQM and Performance: Cases of Industrial Certified Companies*. *The TQM Journal*, 34(3), 552-575.
- Koech, P. M., & Namusonge, P. G. (2012). *The Effect of Leadership Styles on Organizational Performance at State Corporations in Kenya*. *International Journal of Business and Commerce*, 2(1), 1-12.

- Le, T. T., & Le, B. P. (2021). *Mediating Role of Change Capability in The Relationship Between Transformational Leadership and Organizational Performance: An Empirical Research*. *Psychology Research and Behavior Management*, 14, 1747-1759.
- Lusthaus, C., Adrien, M., Anderson, G., Carden, F., & Montalvan, G. (2002). *Organizational assessment: A framework for improving performance*. Ottawa/Washington DC: International Development Research Centre and Inter-American Development Bank.
- Milanoi, M. (2016). *Quality Management and Organizational Performance of Manufacturing Firms in Nairobi Country*. Doctoral Dissertation, School of Business.
- Mitonga-Monga, J., Coetzee, M., & Cilliers, F. (2012). *Perceived leadership style and employee participation in a manufacturing company in the Democratic Republic of Congo*. *African Journal of Business Management*, 6(15), 5389-5398.
- Mohammed, R., Isaac, O., & Nusari, M. (2018). *The Effect of Leadership Style on Organizational Performance: Organizational Commitment as a Mediator Variable in the Manufacturing Sector of Yemen*. *International Journal of Management and Human Science (IJMHS)*, 2(4), 13-24.
- Murdianto, R., Oemar, Y., & Indarti, S. (2016). Pengaruh Kepemimpinan dan Budaya Organisasi terhadap Kinerja Organisasi dengan Total Quality Management sebagai Variabel Intervening pada PT Gandaerah Hendana S & G Biofuel Kabupaten Pelalawan. *Jurnal Tepak Manajemen Bisnis*, VIII(1).
- Nazarian, A., Soares, A., & Lottermoser, B. (2017). *Inherited Organizational performance? The Perceptions of Generation Y on The Influence of Leadership Styles*. *Leadership & Organization Development Journal*, 38(8), 1078-1094.
- Nggili, R. A. (2019). *Public Speaking for Transformational Leadership*. BIP by Gramedia.
- Oakland, J. S. (1989). *Total Quality Management*. Butterworth-Heinemann.
- Ogbonna, E., & Harris, L. C. (2000). *Leadership Style, Organizational Culture and Performance: Empirical Evidence from U.K. Companies*. *The International Journal of Human Resource Management*, 11(4), 766-788.
- Peterson, R., Martorana, P., & Smith, B. (2003). *The Impact of Chief Executive Officer Personality on Top Management Team Dynamics: One Mechanism*

by Which Leadership Affects Organizational Performance. Journal of Applied Psychology, 88(5), 795-808.

- Portney, L.G. and Watkins, M.P. (2009) *Foundations of Clinical Research: Applications to Practice*. 3rd Edition, Prentice Hall, Upper Saddle River.
- Puni, A., Hilton, S. K., Mohammed, I., & Korankye, E. S. (2022). *The mediating role of innovative climate on the relationship between transformational leadership and firm performance in developing countries: the case of Ghana*. Leadership & Organization Development Journal, 43(3), 404-421.
- Putra, I. A., Rofiaty, & Djumahir. (2020). *Investigating The Influence of Entrepreneurial Orientation and Transformational Leadership on Organizational Performance with The Mediation of Innovation : Evidence from a state-owned Electricity Company in Indonesia*. International Journal of Innovation Management.
- Qasrawi, B. T., Almahamid, S. M., & Qasrawi, S. T. (2017). *The Impact of TQM Practices and KM Processes on Organisational Performance An Empirical Investigation*. International Journal of Quality & Reliability Management, 34(7), 1034-1055.
- Rawashdeh, A. M., Salameh, M., Almasarweh, Alhyasat, E. B., & Al-Rawashdeh, F. (2020). *Examining The Effect of Transformational Leadership to Organizational Performance Through Quality Innovation : A Developing Country Perspective*. International Journal for Quality Research, 15(1), 353–368.
- Rhodes, J., Hung, R., Lok, P., Lien, B., & Wu, C. (2008). *Factors Influencing Organizational Knowledge Transfer: Implication for Corporate Performance*. Journal of Knowledge Management, 12(3), 84-100.
- Robbins, S. P., & Coulter, M. (2007). *Manajemen*. Jakarta: PT Indeks.
- Sadgrove, K. (1995). *Making TQM Work*. Kogan Page.
- Saleh, R. M., Nusari, M., Habtoor, N., & Isaac, O. (2018). *The Effect of Leadership Style on Organizational Performance: Organizational Commitment as a Mediator Variable in the Manufacturing Sector of Yemen*. International Journal of Management and Human Science (IJMHS), 2(4), 13-24.
- Santoso. (1992). *Total Quality Management*. Yogyakarta.
- Sarwono, J. dan Narimawati, U. (2015). *Membuat Skripsi, Tesis dan Disertasi dengan Partial Least Square SEM (PLS-SEM)*. Yogyakarta. ANDI.

- Sawaeen, F. A., & Alib, K. A. (2020). *The Mediation Effect of TQM Practices on The Relationship between Entrepreneurial Leadership and Organizational Performance of SMEs in Kuwait*. Management Science Letters.
- Schweitzer, N. E., & Lyons, S. (2010). *New generation, great expectations: A field study of the millennial generation*. Journal of Business and Psychology, 25(2), 281-292.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business*. John Wiley & Sons Ltd.
- Singh, V., Kumar, A., & Singh, T. (2018). *Impact of TQM on Organisational Performance: The Case of Indian T Manufacturing and service industry*. Operations Research Perspectives, 5, 199-217.
- Sofi, M. A., & Devanadhen, D. K. (2018). *Impact of Leadership Styles on Organizational Performance: An Empirical Assessment of Banking Sector in Jammu and Kashmir (India)*. IOSR Journal of Business and Management (IOSR-JBM), 17(8), 31-45.
- Soliman, A. F. (2018). *A Proposed Model for Leadership Styles Effect on Total Quality Management Implementation: An Applied Study on Telecommunication for Mobile Service Companies in Egypt*. Int. J. Productivity and Quality Management, 24(3).
- Sugiyono. (2015). *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta.
- Sullivan, E., & Decker, P. (2001). *Effective Leadership and Management in Nursing*. Prentice Hall.
- Suryani, N. K., & EHJ, J. (2018). *Kinerja Organisasi*. Deepublish Publisher.
- Terziovski, M., & Samson, D. (1999). *The Link between Total Quality Management Practice and Organisational Performance*. International Journal of Quality & Reliability Management, 16(3), 226-237.
- Toor, S., & Ofori, G. (2009). *Ethical leadership: examining the relationships with full range leadership model, employee outcomes, and organizational culture*. Journal of Business Ethics, 90(4), 533-547.
- Valmohammadi, C. (2011). *The Impact of TQM Implementation on The Organizational Performance of Iranian Manufacturing SMEs*. The TQM Journal, 23(5), 496-509.
- Venkatraman, N., & Ramanujam, V. (1986). *Measurement of Business Performance in Strategy Research: A Comparison of Approaches*. Academy of Management Review, 11, 801-814.

- Wagimin, Kusrini, E., Ali, J., & Helia, V. N. (2019). *The Effect of Leadership on Employee Performance with Total Quality Management (TQM) as a Mediating Variable in Indonesian Petroleum Companies: A Case Study*. *The International Journal of Integrated Engineering*, 11(5), 180-188.
- Waldman, D., Ramirez, G., House, R., & Puranam, P. (2001). *Does leadership matter? CEO leadership attributes and profitability under conditions of perceived environmental uncertainty*. *The Academy of Management Journal*, 44(1), 134-143.
- Wang, F., Chich-Jen, S., & Mei-Ling, T. (2010). *Effect of leadership style on organizational performance as viewed from human resource management strategy*. *African Journal of Business Management*, 4(18), 3924-3936.
- Warrilow, S. (2012). *Transformational Leadership Theory – The four Key Components in Leading Change & Managing Change*.
- Wibowo. (2011). *Manajemen Kinerja*. Jakarta: PT. Raja Grafindo Persada.
- Yulk, G. (2012). *Effective leadership behavior: What we know and what questions need more attention*. *Academy of Management Perspectives*, 26(4), 66-85.