

## REFERENCES

- Aguayo, R. (1990). *Dr. Deming: The American who Taught the Japanese about Quality*. 19–20.
- Ali, M. H., (2020). Penerapan Etika Bisnis dan Strategi Manajemen saat Pandemi Covid-19 Bagi UMKM. *Eco-Entrepreneurship*, 6(1) : hlm 34 – 42.
- Aniței, M., Stoica, I., & Samsonescu, M. (2013). Particularities of Personality Traits and Perceived Stress at Workplace for the Young Workers in Romania. *Procedia - Social and Behavioral Sciences*, 84, 1010–1014.  
<https://doi.org/10.1016/j.sbspro.2013.06.690>
- Aurel, N., Nasution, U.H. and Al Firah, A.F. (2024) ‘Analisis Peranan Manajemen Produksi Dalam meminimalisir produk Gagal Pada pt. Sumatera Hakarindo di medan’, *Journal Economic Management and Business*, 2(2), pp. 377–387.  
[doi:10.46576/jfeb.v2i2.4176](https://doi.org/10.46576/jfeb.v2i2.4176).
- Bastari Adam (2018) *PERANAN MANAJEMEN STRATEGI DAN MANAJEMEN OPERASIONAL DALAM MENINGKATKAN MUTU PENDIDIKAN (Studi kasus di SMPN 13 Depok, Jabar)*, 3 No.2.
- Bellgran, M., Säfsten, K., 2009. Production development. Design and operation of production systems, Springer, London
- Boudreau, J. W., Hopp, W., & Thomas, L. J. (2003). *On the Interface Between Operations and Human Resources Management*.  
<https://www.researchgate.net/publication/37149369>

- Browne, I. (2021). Exploring reverse mentoring: “Win-win” relationships in the multi-generational workplace. *International Journal of Evidence Based Coaching and Mentoring*, 15, 246–259. <https://doi.org/10.24384/jkc9-2r51>
- Bryman, A. (2006). Integrating quantitative and qualitative research: how is it done? *Qualitative Research*, 6(1), 97–113. <https://doi.org/10.1177/1468794106058877>
- Conway, R., Maxwell, W., McClain, J. O., & Thomas, L. J. (1988). The Role of Work-in-Process Inventory in Serial Production Lines. *Operations Research*, 36(2), 229–241. <https://doi.org/10.1287/opre.36.2.229>
- Correll, R. (2022). What Is Occupational Health and Safety? <https://www.verywellhealth.com/what-is-occupational-health-and-safety-4159865>.
- De Sousa Sabbagha M., Ledimo O., Martins N. (2018). Predicting staff retention from employee motivation and job satisfaction. *J. Psychol. Afr.* 28 136–140. 10.1080/14330237.2018.1454578
- Domingues, I., Machado, J.C., 2017. Lean thinking non-profit organization, [in:] Green and Lean Management, (red.) C. Machado, J.P. Davim, Springer, Switzerland.
- Faiq, S. (2021). ANALISIS MANAJEMEN OPERASIONAL PERUSAHAAN MULTINASIONAL (Studi Kasus Pada PT. Unilever Indonesia Tbk.). *Jurnal Manajemen*, 11(2), 135 - 143. doi:10.30738/jm.v11i2.2478
- Fiorentino, R. 2018. Operations strategy: a firm boundary-based perspective, *Business Process Management Journal*, 6, 1022-1043.
- Golicic, S. L., & Davis, D. F. (2012). Implementing mixed methods research in supply chain management. *International Journal of Physical Distribution & Logistics Management*, 42(8/9), 726–741. <https://doi.org/10.1108/09600031211269721>

- Grant, D. B., Shaw, S., Sweeney, E., Bahr, W., Chaisurayakarn, S., & Evangelista, P. (2023). Using mixed methods in logistics and supply chain management research: current state and future directions. *International Journal of Logistics Management*, 34(7), 177–198. <https://doi.org/10.1108/IJLM-04-2023-0156>
- Heizer, J., and Render, B. (2011). *Operations Management*. 10th Edition. Pearson Education, Inc. New Jersey.
- Heizer, J., Render, B., & Munson, C. (Charles L. (2017). *Operations management : sustainability and supply chain management*.
- Heizer, Jay and Render, Barry., (2014), *Operation Management Sustainibility and Supply Chain Management*, Edisi 11. Pearson.
- Hidayati, N., Nugroho, F.X. and Pradana Putra, R.N. (2023) ‘Proses Pemindahan lokasi Penimbunan Kontainer impor di depo pt. Karana Panorama logistik surabaya’, *JURNAL APLIKASI PELAYARAN DAN KEPELABUHANAN*, 13(2), pp. 66–75. doi:10.30649/japk.v13i2.91.
- Hillier, F. S., & Boling, R. W. (1967). Finite Queues in Series with Exponential or Erlang Service Times—A Numerical Approach. *Operations Research*, 15(2), 286–303. <https://doi.org/10.1287/opre.15.2.286>
- Indonesia labour productivity growth*. (2018, June 1). Human Verification. <https://www.ceicdata.com/en/indicator/indonesia/labour-productivity-growth>

- Jehanzeb, K., & Bashir, N. A. (2013). Training and development program and its benefits to employee and organization: A conceptual study. *European Journal of Business and Management*, 5(2), 243-252.
- Julyanthry, J., Siagian, V., Asmeati, A., Hasibuan, A., Simanullang, R., Pandarangga, A. P., Syukriah M, E. A. (2020). *Production and operations management*.
- Jumadi, S. E. (2003). *Manajemen Operasi*. Penerbit CV. SARNU UNTUNG.
- Kumar, S.A., Suresh, N., 2009. *Operation management*, New Age International Publisher, New Delhi.
- Locke, E. . A., & Dunnette, M. D. (1976). *The Nature and Causes of Job Satisfaction*. In M. D. ,Dunnette (ed.) *Handbook of Industrial and Organizational Psychology*. 1297–1349.
- Mariani, M. M., & Borghi, M. (2023). Artificial intelligence in service industries: customers' assessment of service production and resilient service operations. *International Journal of Production Research*, 1–17. <https://doi.org/10.1080/00207543.2022.2160027>
- Nassazi, N. (2013). *Effects of training on employee performance: Evidence from Uganda (Unpublished doctoral dissertation)*. University of Applied Sciences, Vassa, Finland.
- Nengsih, I., & Meidani, D. (2021). STRATEGI MANAJEMEN MENGHADAPI RISIKO OPERASIONAL PADA PT BANK PEMBIAYAAN RAKYAT SYARIAH (BPRS) HAJI MISKIN PANDAI SIKEK. *Jurnal Manajemen Dan Profesional*, 2(1), 12-31. <https://doi.org/10.32815/jpro.v2i1.760>
- Nugroho, A. J. (2021). *Productivity Review from an Ergonomic Point of View*.

- Peinado, J., Graeml, A. R., & Vianna, F. (2018). Operations management body of knowledge and its relevance to manufacturing and service organizations. *Revista de Gestao*, 25(4), 373–389. <https://doi.org/10.1108/REGE-03-2018-0049>
- Peinado, J., Graeml, A.R., Vianna F., 2018. Operations management body of knowledge and its relevance to manufacturing and service organizations, *Revista de Gestao*, 4, 373-389.
- Pramesti, A., Novitasari, C. and Oktaviani, D. (2023) *Penerapan Manajemen Operasional di Era Digital dan Perkembangan E-Commerce* [Preprint], (2023: Economics Business Finance and Entrepreneurship)
- Rajesh Shankar, Vincent Aroulmoji. 2020. A Review on Productivity and its Effect in Industrial Manufacturing. *International journal of advanced Science and Engineering*, mahendra publications Vol.6 No.4. p. 1490-1499. <https://hal.archives-ouvertes.fr/hal-03093076>
- Rodionova, O.L., Shashnikova, O., 2008. Production and production management, Tomsk Polytechnic University Publishing House, Tomsk.
- Rusdiana, A. (2014). *Manajemen operasi*.
- Saputra, D., Berry, Y., Hamali, S., Gaspersz, V., Syamil, A., Ubud, S., ... & Panudju, A. A. T. (2023). *MANAJEMEN OPERASI: Inovasi, Peluang, dan Tantangan Ekonomi Kreatif di Indonesia*. PT. Sonpedia Publishing Indonesia.
- Sekaran, U., & Bougie, R. (2016). *An easy way to help students learn, collaborate, and grow*. [www.wileypluslearningspace.com](http://www.wileypluslearningspace.com)
- Slack, N., Lewis, M., & Bates, H. (2004). The two worlds of operations management research and practice: Can they meet, should they meet? In *International Journal*

- of Operations and Production Management* (Vol. 24, Issues 3–4, pp. 372–387). Emerald Group Publishing Ltd. <https://doi.org/10.1108/01443570410524640>
- Stainer, A., & Stainer, L. (1995). *Productivity, quality and ethics- a european viewpoint*.
- Stevenson, William J. dan Chee Chuong, Sum. 2014. *Manajemen Operasi Perspektif Asia*, edisi 9, Buku 2. Salemba Empat. Jakarta.
- Suparna N. S. and Ajeet Jaiswal (2021). The Occupational Health and Safety, *Anthropo-Indialogs*, Vol. 1, No. 3, pp. 261-269. [www.arfjournals.com](http://www.arfjournals.com)
- Sweetman, D., Badiie, M., & Creswell, J. W. (2010). Use of the transformative framework in mixed methods studies. *Qualitative Inquiry*, 16(6), 441–454. <https://doi.org/10.1177/1077800410364610>
- Syafrudin, Irfan (2022) *Analisis Strategi Manajemen Operasi Pada Coffee Shop Di Pekanbaru*. Other thesis, Universitas Islam Riau.
- Sypniewska, B., Baran, M. & Kłos, M. 2023. Work engagement and employee satisfaction in the practice of sustainable human resource management – based on the study of Polish employees. *Int Entrep Manag J* **19**, 1069–1100. <https://doi.org/10.1007/s11365-023-00834-9>
- Turner, P. (2020). What Is Employee Engagement?. In: *Employee Engagement in Contemporary Organizations*. Palgrave Macmillan, Cham. [https://doi.org/10.1007/978-3-030-36387-1\\_2](https://doi.org/10.1007/978-3-030-36387-1_2)
- Wati, Nur'azhma (2022) *Analisis Manajemen Operasional Jasa PT. Silver Silk Tour & Travel Pekanbaru*. Other thesis, Universitas Islam Riau.
- William J. Stevenson. 2009. *Management Operation*. UK: Prentice Hall.

- Wilson, J.M., 2018. Deconstructing the reinvention of operations management, *Journal of Management History*, 2, 128-155.
- Windra, W. (2020). Faktor-Faktor Yang Mempengaruhi Pencapaian Kinerja Operasional Di Cv Tunggal Jaya. *Jurnal Performa: Jurnal Manajemen dan Startup Bisnis*, 5(5), 389-396.
- Wyrwa, J., & Kaźmierczyk, J. (2020). Conceptualizing Job Satisfaction and Its Determinants: A Systematic Literature Review. *Journal of Economic Sociology*, Vol 21 No 5, 138