

## DAFTAR PUSTAKA

- Abadah, F. (2021). *Pengaruh Stres Kerja dan Pengembangan Karir Terhadap Kepuasan Kerja Studi Kasus Relationship Manager PT.Bank Rakyat Indonesia Kantor Cabang Palembang Rivai*. Universitas Sriwijaya.
- Adhanari, M. A. (2005). *Pengaruh Tingkat Pendidikan Pada Produktifitas Kerja Karyawan Bagian Produksi Pada Maharani Handicraft Di Kabupaten Bantul* [Universitas Negeri Semarang]. <https://lib.unnes.ac.id/417/1/1113.pdf>
- Argyris, C., & Schon, D. . (2016). *Organizational Learning II: Theory, Method, and Practice*. Addison-Wesley.
- Atutuli, I., Ahmad, M., & Pakaya, A. R. (2017). Pengaruh Kualifikasi Pendidikan Terhadap Peningkatan Produktivitas Kerja Aparat Di Bnn Kota Gorontalo. *Jurnal*, 1–10.
- Becker, G. . (2009). *Human Capital: A Theoretical and Empirical Analysis, with Special Reference to Education*. University of Chicago Press.
- Blanchard, P. N., & Thacker, J. W. (2023). *Effective Training: Systems, Strategies, and Practices* (Sixth Edit). Chicago Business Press.
- Buhaerah, N. (2024). Implikasi Peran Pendidikan Dan Pelatihan. *Bongaya Journal of Research in Management*, 7, 85–94. <https://doi.org/https://doi.org/10.37888/bjrm.v7i1.583>
- Caspi, A., Robert, B. ., & Shiner, R. . (2005). Personality development: Stability and change. *Annual Review of Psychology*, 56, 458–484. <https://doi.org/10.1146/annurev.psych.55.090902.141913>
- Caspi, A., & Robert, J. . (2001). ersonality development across the life course: The argument for change and continuity. *Psychological Inquiry*, 12(2), 49–66. [https://doi.org/10.1207/S15327965 PLI1202\\_01](https://doi.org/10.1207/S15327965 PLI1202_01)
- Creswell, J. W. (2013). *John W. Creswell-Research Design\_ Qualitative, Quantitative, and Mixed Method Approaches-SAGE Publications (2013).pdf* (p. 273).
- Davis, M. (2021). Generational differences in the workplace: Adapting to a multi-generational workforce. *Organizational Psychology Review*, 41(3), 312–329.
- Dencker, J. ., Joshi, A., & Martochio, J. . (2008). Towards a theoretical framework linking generational memories to workplace attitudes and behaviors. *Human Resource Management Review*, 18(3), 180–187. <https://doi.org/10.1016/j.hrmr.2008.07.007>
- Dessler, G. (2020). *Human Resource Management* (16th ed.). Pearson.

- Dimas, P., & Simanjuntak, D. (2017). Pengaruh Pendidikan dan Pelatihan Terhadap Produktivitas Kerja pada Kantor Cabang Dinas Pendidikan Kecamatan Kualuh Hulu Labuhanbatu Utara. *Jurnal Ecobisma*, 4(2), 1–2.
- Domar, E. . (1946). *Capital Expansion, Rate of Growth, and Employment*. Econometrica.
- Febianti, A., Shulthoni, M., Masrur, M., & Aris Safi, M. (2023). Pengaruh Tingkat Pendidikan, umur, jenis kelamin, dan Pengalaman Kerja Terhadap Produktivitas Kerja di Indonesia. *Jurnal Sahmiyya*, 2(1), 198–204.
- Fraenkel, J. R., Wallen, N. E., & Hyun, H. h. (2014). *How To Design And Evaluate Research In Education* (Eighth Edi). McGraw-Hill Education.
- Fraenkel, J., Wallen, N., & Hyun, H. (2012). *How to design and evaluate research in education*.
- Goleman, D. (1995). *Emotional Intelligence: Why It Can Matter More Than IQ*. Bantam Books.
- Harrod, R. . (1939). An Essay in Dynamic Theory. *The Economic Journal*.
- Hermawan, M. A. (2020). Pengaruh Tingkat Pendidikan dan Pengalaman Kerja Terhadap Produktivitas Kerja Dalam Perspektif Ekonomi Islam (Studi Pada Karyawan PT. Indokom Samudra Persada). In *Skripsi*. UIN Raden Intan Lampung.
- Herzberg, F. . (1966). *Work and the Nature of Man*. World Publishing
- Herzberg, F. (1968). *Work and the Nature of Man*. World Publishing Company.
- Howe, N., & Strauss, W. (2000). *Millennials rising: The next great generation*. Vintage.
- Ismael, N. ., Othman, B. ., Hamza, P. ., Sorguli, S., Aziz, H. ., Ahmed, S. ., Sabir, B. ., Ali, B. ., & Anwar, G. (2021). The role of training and development on organizational effectiveness. *International Journal of Engineering, Business and Management*, 5(3), 15–24. [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3851340](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3851340)
- Isnawati, T., Herawati, J., & Kurniawan, I. S. (2020). Pengaruh Pendidikan Dan Pelatihan Terhadap Produktivitas Kerja Karyawan Bagian Produksi Pada Cv. Danagung D'briquettes. *Jurnal Penelitian IPTEKS*, 5(2), 210–215. <https://doi.org/10.32528/ipteks.v5i2.3659>
- Jurkiewich, C. . (2000). Generation X and the Public Employee. *Public Personnel Management*, 29(1), 55. <https://doi.org/https://doi.org/10.1177/009102600002900105>
- Khalifa, M., Alrasheed, R., & Aldada, A. M. (2023). Education in Light of the

- Sustainable Development Goals in the Kingdom of Bahrain “An Analytical Study.” *Journal of Statistics Applications and Probability*, 12, 1419–1423. <https://doi.org/10.18576/jsap/12S103>
- Khojin, N., Utami, S., & Syaifulloh, M. (2020). *Pengaruh Tingkat Pendidikan Terhadap Produktivitas Kerja Pembudidaya Bawang di Sub Terminal Agribisnis Larangan*. 2(5), 98–105.
- Klingner, D. ., & Nalbandian, J. (1993). *Public Personnel Management: Contexts and Strategies*. Prentice Hall.
- Knowles, M. S. (1980). *The Modern Practice of Adult Education From Pedagogy to Andragogy Revised and Updated*. Prentice Hall Regents. <https://pdfs.semanticscholar.org/8948/296248bbf58415cbd21b36a3e4b37b9c08b1.pdf>
- Kupperschmidt, B. . (2000). Multigeneration employees: Strategies for effective management. *The Health Care Manager*, 19(1), 65–76.
- Lancaster, L. ., & Stillman, D. (2002). *When Generations Collide. Who They Are. Why They Clash. How to Solve the Generational Puzzle at Work*. Collins Business.
- Lestari, D. I., Kurniawan, B., Perdana, M. S., & Mahfudz. (2024). Improving the Productivity of Cross-Generational Relationship Managers in the Banking Sector. *Research Horizon*, 4(6), 223–230. <https://lifescifi.com/journal/index.php/RH/article/view/414>
- Lyon, S. (2004). An exploration of generational values in life and at work. *ProQuest Dissertations and Theses*, 441. <http://ezproxy.um.edu.my/docview/305203456?accountid=28930>
- Mannheim, K. (2019). *The Sociological Analysis of Generations. In Essays on the Sociology of Knowledge*. Routledge.
- Martin, C. ., & Tulgan, B. (2002). *Managing the Generational Mix*. MA: HRD Press.
- Mathis, R. L., & Jackson, J. H. (2017). *Human Resource Management* (15th ed.). Cengage Learning.
- Measter, J. (2012). The future of work: Job hopping is the ‘new normal’ for millennials. *Forbes*.
- Mondy, R. W., & Noe, R. M. (2016). *Human Resource Management* (12th ed.). Pearson.
- Muchdarsyah. (2003). *Produktivitas Apa dan Bagaimana*. Bumi Aksara.
- Noble, S. ., & Schewe, C. . (2003). Cohort segmentation: An exploration of its

- validity. *Journal of Business Research*, 56(12), 979–987.
- Noe, R. A. (2020). *Employee Training and Development*. McGraw-Hill.
- Oblinger, D., & Oblinger, J. (2005). *Educating the Net Gen*. Educause.
- Parry, E., & Urwin, P. (2011). Generational Differences in Work Values: A Review of Theory and Evidence. *International Journal Management Reviews*, 13(1), 79–96. <https://doi.org/10.1111/j.1468-2370.2010.00285.x>
- Puspasari, D. A., & Handayani, H. R. (2020). Analisis Pengaruh Pendidikan, Kesehatan dan Upah Terhadap Produktivitas Tenaga Kerja di Provinsi Jawa Tengah. *Jurnal Dinamika Ekonomi Pembangunan*, 3(1), 65–76. <https://doi.org/10.14710/jdep.3.1.65-76>
- Putri, G. S., Hartanto, B., & Husna, N. (2019). Generation Gap; Analisa Pengaruh Perbedaan Generasi Terhadap Pola Komunikasi Organisasi di Perusahaan Consumer Goods Di Kota Surabaya. *JURNAL SOSIAL : Jurnal Penelitian Ilmu-Ilmu Sosial*, 20(1), 36–43. <https://doi.org/10.33319/sos.v20i1.36>
- Rakhmawati, N. (2021). Dampak Kualitas Hubungan RM terhadap Loyalitas Nasabah di Bank Umum. *Jurnal Ilmu Manajemen*, 10(3), 22–36.
- Ravianto, J. (1986). *Manajemen Sumber Daya Manusia* (R. Persada (ed.)).
- Robbins, S. ., & Judge, T. . (2019). *Organizational Behavior* (18th ed.). Pearson Education Limited.
- Ryder, N. . (1965). The Cohort as a Concept in the Study of Social Change. *American Sociological Review*, 30(6), 843–861. <https://doi.org/https://doi.org/10.2307/2090964>
- Santoso, T. (2019). Kompetensi Relationship Manager dalam Menjalin Hubungan dengan Nasabah di Bank BRI. *Jurnal Ekonomi Dan Bisnis*, 14(2), 78–90.
- Seemiller, C., & Grace, M. (2016). *Generation Z Goes to College*. John Wiley & Sons.
- Skinner, B. . (2017). *The Evolution of Verbal Behavior*. Appleton-Century\_Crofts.
- Smith, J. (2020). The role of Education in Enhancing Employee Productivity. *Journal of Human Resource Development*, 35(2), 155–170.
- Smola, K. W., & Sutton, C. D. (2002). Generational Differences: Revisiting Generational Work Values for the New Millennium. *Journal of Organizational Behavior*, 23(4), 363–382. <https://doi.org/10.1002/job.147>
- Solow, R. . (1957). *Technical Change and the Aggregate Production Function*. The Review of Economics and Statistics.
- Strauss, W., & Howe, N. (1991). *Generations: The History of America's Future*,

1584 to 2069. William Morrow.

- Sugiyono. (2021). *Metode Penelitian Pendidikan (Kuantitatif, Kualitatif, Kombinasi, R&D dan Penelitian Pendidikan)* (A. Nuryanto (ed.); Kedua). ALFABETA, CV.
- Swanson, R. A. (2007). Theory framework for applied disciplines: Boundaries, contributing, core, useful, novel, and irrelevant components. *Human Resource Development Review*, 6(3), 321–339. <https://doi.org/10.1177/1534484307303770>
- Tapscott, D. (1998). *Growing up digital: The rise of the Net generation*. McGraw-Hill.
- Thompson, R. (2022). Training Across Generations: Tailoring Educational Programs to Enhance Productivity. *Workforce Management Journal*, 29(1), 72–90.
- Twenge, J. . (2006). *Generation Me: Why Today's Young Americans Are More Confident, Assertive, Entitled—and More Miserable Than Ever Before*. Free Press.
- W., E. S. N., Schweitzer, L., & Lyons, S. T. (2010). New Generation, Great Expectations: A Field Study of the Millennial Generation". *J Bus Psychol*, 25, 281–292. <https://doi.org/10.1007/s10869-010-9159-4>
- Widyastuti, R. (2020). Peran Relationship Manager dalam Meningkatkan Kepuasan Nasabah. *Jurnal Manajemen Dan Kewirausahaan*, 12(1), 45–58.
- Zemke, R., Raines, C., & Filipczak, B. (2000). *Generations at work: Managing the clash of Veterans, Boomers, Xers, and Nexters in your workplace*. AMACOM.