

DAFTAR REFERENSI

- Adams, G.R. (1983). *Social Competence During Adolescence: Social Sensitivity Locus of Control, Empathy and Peer Popularity*. Journal of Youth and Adolescence, 12:203-211
- Algifari, (2000), “ *Analisis Regresi : Teori, Kasus dan Solusi* “ , BPFE, Yogyakarta
- Anderson, E. and Weitz, B. 1992. *The Use of Pledge to Subtain Commitment in Distribution Channel*. Journal of marketing Research. Vol.29, February, pp. 18-34.
- Asher, James, J. (1999). *What is Total Physical Response? 2001 update*. Tersedia di <http://www.tprsource.com/asher.htm> Online September, 1999
- Benson,R.C.,Pernoll,M.L. 1994. *Handbook of Obstetrics and Gynecology*.United States: McGraw-Hill. 553-555.
- Boyatzis, Richard E., 2008-A, *Competencies in The 21st Century*, Journal of Management Development, Vol. 27 No. 1, pp. 5-12
- Boyatzis, Richard E., 2008-B, *A 20-Year View of Trying to Develop Emotional, Social And Cognitive Intelligence Competencies in Graduate Management Education*, Journal of Management Development, Vol. 27 No. 1, pp. 92-108
- Chang-Hsi Yu & Chen-Hsi Yu ,1998, *A Study of Servica Quaity, Customer Satisfaction and Loyalty in Taiwanese Leisure Industri*, The Journal of American Academy of Business, Cambridge.
- Clark, H. L. (1973). *Teaching Social Studies in Secondary Schools*. London: Collier MacMillan Publishers.
- Cooper, D. R., dan Emory C. W., (1995), “*Business Research Methods*” , Fift Edison, USA, Richard D. Irwin, Inc.
- Cut Zurnali. 2010. *Learning Organization, Competency, Organizational Commitment, dan Customer Orientation : Knowledge Worker - Kerangka Riset Manajemen Sumberdaya Manusia di Masa Depan*.

Penerbit Unpad Press: Bandung

- Denham, S.A., & Queenan, P. (2003). *Preschool Emotional Competence*. Journal of Child Development, 74 (1):238-256.
- Dorsch, Michael J, Scott R. Swanson & Scott W. Kelley, 1998, “ *The Role of Relationship Quality in the Stratification of Vendors as Perceived by Customers*”, Journal of the Academy of Marketing Science, Vol. 26, No. 2, p. 128 – 142
- Ferdinand, Augusty T.,(1999), “*Strategic Patways Toward Sustainable Competitive Advantage* “ , Unpublished DBA Thesis, Soutern Cross, Lismore, Australia
- Ferdinand, Augusty T.,(2011), “*Metodologi Penelitian Manajemen* “ , Badan Penerbit Universitas Diponegoro, Semarang
- Ford, Latifah. (2000). *Kompetensi Sosial, Definisi, dan Pengertiannya*. <http://www.duniaspikologi.com>
- Ghozali, Imam, (2002), “ *Aplikasi Analisis Multivariate Dengan Program SPSS* “ , Badan Penerbit Universitas Diponegoro, Semarang
- Ghozali, Imam, (2005), “ *Aplikasi Analisis Multivariate Dengan Program SPSS* “ , Badan Penerbit Universitas Diponegoro, Semarang
- Hair, J. F., Anderson, R. E., Tatham, R.L., & Black, W. C., 1995, *Multivariate Data Analysis* (Fourth ed.). New Jersey: Prentice Hall.
- Headley, Stephen C. (1992). *Durga’s Mosque: Cosmology, Conversion, and Community in Central Javanese Islam*. Singapore: ISEAS Pulications
- Kasmir. 2006. *Dasar-dasar Perbankan*. Jakarta: PT Raja Grafindo Persada.
- Kelman, Herbert. 1975. “*Compliance Identification, and Internalization : Three proess of Attitude Change*”, Problems in Social Psychology, New York : McGrawhill.
- Kotler, Philip. 2000. *Manajemen Pemasaran*, Edisi Milenium, terjemahan PT. Prenhallindo, Jakarta.

- Kotler, Philip & Keller, K. L., 2009. *Manajemen Pemasaran*, Edisi 13 Jilid 2, terjemahan Erlangga, Jakarta.
- Leahly, Louis, SJ.1985. *Aliran-Aliran Besar Atheisme*. Yogyakarta : Kanisius
- Lustri, Denise et all, 2007, *Knowledge Management Model: Practical application for competency development*, The Learning Organization, Vol. 14 No. 2, 2007,pp. 186-202
- Martani, W., & Adiyanti, M.G. (1991). *Kompetensi Sosial dan Kepercayaan Diri Remaja*. Jurnal Psikologi, 18 (1):47-53.
- Mahesh Gupta, *Implications of Expert System for the Operations of Financial Institutions*.TECHNOVATION : The International Journal of Technological Innovation and Entrepreneurship.vol.20, 2000, 509-516
- Morgan, R.M., & Hunt. S.D., (1994), *The Commitment-Trust of The Relationship Marketing*, Journal of Marketing, July, Vol. 58, No.3, pp.20-38.
- Papalia, Diane E., et.al., *Human Development (Psikologi Perkembangan)*, Terj.A. K. Anwar, Kencana. Jakarta, Ed. 9, 2002
- Parasuraman, V., A. Zeithaml and Brry. 1988. *Servqual A. Multiple item for Measuring Customer Perception of Service Quality*. Journal of Retailing.64,pp.12-40.
- Parasuraman, A, et al (1985), “*A Conceptual Model of Service Quality and its Implications for Future Research*”, Journal of Marketing, vol 49.
- Porter, Mihael E., (1998), “ *Competitive Strategy : Techniques for Analyzing Industries and Competitors* “, The Free Press, New York
- Roscoe, J.T. 1975. *Fundamental Research Statistic for The Behavior Sciencess*, Second Edition. New York : Holt, Rinehart and Winston.
- Sharma, N., and P. G. Patterson. 1999. *The impact of communication effectiveness and service quality on relationship commitment in costumer, professional service*. Journal of Service Marketing 13 (2) :

151-170

Sinnott, George C. et.al, 2002, *Competencies*, Report of the Competencies Workgroup, September 2002, The Department of Civil Service and Governor's Office of Employee Relations, US.

Sroufe, L. A., Robert G. Cooper, Ganie B. Dehart, & Mary E. Marshal. (1996). *Child development its nature and course*. New York : McGraw Hill.

Stewart, J. 1998. *Understanding The Management of Local Government*, London: Longman.

Tabachnick, B. G., & Fidell, L. S., 1996, *Using Multivariate Statistics*, (Third ed.). New York: Harpoer Collings Colledge Publishers.

Tax, Stephen S., W Brown dan Murali Chandrasekaran, 1998, "*Customer Evaluations of Service Complaint Experiences : Implications for Relationship Marketing*", *Journal of Marketing*, Vol. 62, pp 60-76

Walsh, T.R., Howe, R.A., Wootton, M., Bennett, P.M., MacGowan, P. (2001). *Detection of glycopeptide resistance in Staphylococcus aureus*. *J. Antimicrob. Chemoth.* 47

Zeithaml, V., 2000, "*Service quality, profitability and the economic worth of customers: What we know and what we need to learn*", *Journal of the Academy of Marketing Science*, Vol. 28 No. 1, pp. 67- 85.

Zeithaml, V.A. and Bitner, M.J. (1998), *Services Marketing*, McGraw-Hill, New York, NY.