

DAFTAR REFERENSI

- Abdullah, Faisal M ,2001. **Dasar-dasar Manajemen Keuangan**, Malang; Badan Penerbit Universitas Muhammadiyah Malang.
- Adisasmita, Rahadjo and Adisasmita, Sakti Adji, 2011. **Manajemen Transportasi Darat**, Yogyakarta : Graha Ilmu
- Amirin, T.M., 1996. **Menyusun Rencana Penelitian**, Jakarta : Rajawali Press
- Cumberland, Denise and Herd, Ann, 2011. “*Organizational Culture: Validating a Five Windows Qualitative Cultural Assessment Tool with a Small Franchise Restaurant Case Study.*” **Organization Development Journal**. Vol. 29 no. 4.
- Charles, Noble H.; Sinha, Rajiv K. and Kumar, Ajith. 2002., Market Orientation and Alternative Strategic Orientations : A Longitudinal Assessment of Performance Implications, *Journal of Marketing* vol. 66, 25-39
- Davis, A., 1984. **Managing Corporate Culture**. Cambridge, MA : Blinger
- Daft, Richard L., 2002. **Manajemen**. Edisi kelima. Jakarta : Penerbit Erlangga
- _____, 2010. **Era Baru Manajemen**. Edisi kesembilan. Jakarta : Salemba Empat
- Deal T.E and Kennedy. A.A., 1982. **Corporate Culture: The Rites and Rituals of Corporate life**. Michigan:Addicosn-Wesley
- Djuraid, Hadi M., 2013. **Jonan & Evolusi Kereta Api Indonesia**. PT. Mediasuara Shakti-BUMN Track
- Edratna, 2007. “*Integritas! Dapatkah diukur dan di ramalkan?*”. www.edratna.wordpress.com Diakses 25 Mei2014 ; 19.25
- Edward, Sallis., 1993. **Total Quality Management In Education**. London : Kogar
- Esthiningtyas Rina Budi, Murtini Wiedy, Rahmanto Andre N., 2012.“*Penerapan Budaya Organisasi*”,**JurnalEkonomi****Vol 1, No 1**
- Furqon, Chairul, 2013. Budaya Organisasi. www.file.upi.edu, Diakses : 7 Mei 2014 ; 14.51

- Guritno, Bambang dan Waridin. 2005. “*Pengaruh Persepsi Karyawan Mengenai Perilaku Kepemimpinan, Kepuasan Kerja Dan Motivasi Terhadap Kinerja*”. **Jurnal Bahasa Indonesia**. Vol 1. No 1. Hal: 63-74.
- Hakim, Abdul. 2006. “*Analisis Pengaruh Motivasi, Komitmen Organisasi Dan Iklim Organisasi Terhadap Kinerja Pegawai Pada Dinas Perhubungan Dan Telekomunikasi Provinsi Jawa Tengah*”. **Jurnal Bahasa Indonesia**. Vol 2. No 2. Hal: 165-180.
- Hasibuan, S.P. Malayu. 2003. **Manajemen Sumber Daya Manusia**, Edisi Revisi. Jakarta : Bumi Askara
- Hurley, R.F, and Hult, G.T.M., 1998. *Innovation, Market Orientation and Organizational Learning : an Integration and Empirical Exmination*. **Journal of Marketing**, 62 (3) : 42-54
- Jerome, Nyameh, 2013. “*Empirical Investigation of the Impact of Organizational Culture on Human Resource Management*”. **International Journal of Business and Social Science**. Vol. 4 No. 5 May
- Kotler, Philip, 2000. **Manajemen Pemasaran**, Jakarta : Salemba Empat
- Kotter, John P., James L. Heskett, 1992. **Corporate Culture and Performance**, New York : The Free Press
- Kreitner, R. Dan Kinicki. A., 2005. **Organizational Behaviour**. Fifth Edition. New York : McGraw-Hill Higher Education.
- _____ 2014. **Perilaku Organisasi**. Edisi Kesembilan. Jakarta : Salemba Empat
- Kusriyanto, Bambang. 2000. **Meningkatkan Efektifitas Karyawan**. Pustaka Binama Pressindo : Jakarta.
- Levin, Ira M., 2000. “*Five Windows Into Organization Culture: An Assessment Framework and Approach*”. **Organization Development Journal**. Spring: ABI/INFORM Global.
- Li Yueh Chen , 2004, “*Examining The Effect of Organizational Culture and Leadership Behaviors on Organizational Commitment, Job Satisfaction, and Job Performance at Small and Middle – Size Firms of Taiwan*”, **The Journal of American Academy of Business**, Cambridge, September.
- Luthans, Fred. 2006, **Organizational Behaviour**. New york : McGraw-Hill
- Madsen, GE, 1993. “*The Essence of Service Excellence is to Delight the Customer an Exceed His or Her Expectations*”, **Journal of Bank Marketing**, October.

- Manetje, O. Dan N. Martins, 2009. “*The Relationship between Organizational Culture and Organizational Commitment*”, **Jurnal Ekonomi bisnis**, 7(2) : 197-209
- Masrukhin dan Waridin, 2004. “*Pengaruh Motivasi Kerja, Kepuasan Kerja, Budaya Organisasi Dan Kepemimpinan Terhadap Kinerja Pegawai*”. **Jurnal Ekonomi Bisnis**. Vol 7. No 2. Hal: 197-209.
- Mas’ud, Fuad, 2004. **Survei Diagnosis Organisasional. Konsep dan Aplikasi**. Semarang : Badan Penerbit Universitas Diponegoro
- Mathis, dan Jackson, 2002, **Manajemen Sumber Daya Manusia**, Edisi pertama, Cetakan Pertama, Yogyakarta : Salemba Empat
- Maxwell, J.C., 1995. **Menembangkan Kepemimpinan di Dalam Diri Anda**. Jakarta : Binarupa Aksara.
- Mehrabi, Javad; Alemzadeh, Mehrdad; Jahdidi, Mehrdad; Mahdevar, Nematollah, 2013. “*Explaining the Relation between Organizational Culture and Dimensions of the Learning Organization Case Study: Telecommunications Company in Borujerd County*”. **Interdisciplinary journal of contemporary research in business**. Vol. 5 No.8 December
- Moleong, Lexy J., 2007. **Metodologi Penelitian Kualitatif**. Bandung : PT Remaja Rosdakarya Offset
- Nasution. 2003. **Metode Research**, Jakarta : PT. Bumi Aksara
- Noeng, M., 2000. **Metodologi Penelitian Kualitatif**. Yogyakarta : Rake Sarasin
- Parasuraman, A., V.A. Zeithaml and Berry, L.L., 1988. “*Servqual: A Multiple Item Scale for Measuring Consumer Perceptions of Service Quality*”, **Journal of Retailing**, Vol. 64,1.
- Pelham, 1997, “*Relationship marketing. Back to Basic?*”, **Journal of Marketing Management** 10 (7): 571-581
- Phillips, J.J., 1991. **Handbook of training evaluation and measurement methods**. Houston: Gulf Publishing Company.
- Poerwanto, 2008. **Budaya Perusahaan**. Yogyakarta : Pustaka Pelajar
- Primadhania, Vidi, 2012. **Pengaruh Budaya Organisasi Terhadap Produktivitas Kerja Karyawan Pada PT. Otsuka Indonesia**, Skripsi Ilmu Sosial dan Ilmu Politik Universitas Indonesia.

- Rahmadi, Irwan Handri, 2010. *Pengaruh Karakteristik Pekerjaan, Budaya Organisasi dan Komitmen Organisasi Terhadap Organizational Citizenship Behaviour Untuk Meningkatkan Kinerja Karyawan (Studi pada Kantor PLN UPJ Kutuarjo)*, Tesis Program Pasca Sarjana Magister Manajemen UNDIP.
- Riani, Asri Laksmi, 2011. **Budaya Organisasi**. Yogyakarta : Graha Ilmu
- Robbins, Stephens P., 2003. **Perilaku Organisasi**. Edisi Kesembilan. Jakarta : PT. Indeks Kelompok Gramedia
- _____ 2006. **Perilaku Organisasi**. Edisi kesepuluh, Jakarta : PT Indeks
- Robbins, Stephen P. and Coulter Mary, 2007. **Manajemen**. Edisi kedelapan. Jakarta : PT. Indeks
- Robbins, Stephen P. and Timothy A. Judge, 2008. **Perilaku Organisasi**, Edisi keduabelas Jilid 1 dan 2, Jakarta : Salemba Empat
- Rogers, Everett M. 1983. **Diffusion of Innovations. A Division of Macmillan Co. Inc.** New York : The Free Press
- Schein, Edgar H., 2004. **Organizational Culture and Leadership**. Edisi Ketiga. San Fransisco : Jossey-Bass
- Sekaran, Uma, 2006. **Metodologi Penelitian untuk bisnis**. Jilid 1. Edisi Keempat. Jakarta : Salemba Empat
- Shahzad, Fakhar; Luqman, Rana Adeel; Khan, Ayesha Rasyid; Shabbir, Lalarukh, 2012. *“Impact of Organizational Culture on Organizational Performance: An Overview”*. **Interdisciplinary Journal Of Contemporary Research In Busines**. Vol.3 No. 9 January.
- Soedijarto, 1990. **Sebuah Pemikiran Tentang Kurikulum yang relevan untuk menunjang Pembangunan Menuju Tinggal Landas**. Jakarta : Grasindo.
- Soedjono, 2005. *“Pengaruh Budaya Organisasi Terhadap Kinerja Organisasi”*, **Jurnal Manajemen & Kewirausahaan**, Vol. 7, NO. 1, Maret: 22- 47
- Stoner, James A.F; Freeman, R. Edward; Gilbert JR, Daniel. R, 1996. **Manajemen**, Jilid I, PT Bhuana Ilmu Populer.
- Storey, Chris and Christopher J. Easing Wood, 1998. *“The Augmented Service Offering A Conceptualization and Study of Its Impact on New Service Success”*, **Journal of Product Innovation Management**, Vol.8, No. 3, pp. 236-249

- Sugiyono. 2008. **Metode Penelitian Kuantitatif dan Kualitatif**. Bandung : Alfabeta
- _____ 2009. **Memahami Penelitian Kualitatif**. Bandung : Alfabeta
- Suharsimi, Arikunto, 1992. **Prosedur Penelitian : Suatu Pendekatan Praktis**. Jakarta : Penika Cipta
- Sun, Shili. 2008. “*Organizational Culture and Its Themes*”, **International Journal of Business and Management**, Vol. 3 No. 12, December
- Susanto. A.B, 1997. **Budaya Perusahaan : Manajemen dan Perjanjian Bisnis**, Jakarta : PT. Alex Media Komputindo
- Uddin, Mohammad Jasim; Luva, Rumana Hug; Hossian, Saad MD. Maroof, 2013. “*Impact of Organizational Culture on Employee Performance and Productivity: A Case Study of Telecommunication Sector in Bangladesh*”, **International Journal of Business and Management**. Vol. 8 No.2.
- Widjojo, Devina Srie Koentarsih, 2012. **Analisis Pengaruh Budaya Organisasi, Komitmen Organisasi dan Kepuasan Kerja Terhadap Organizational Citizenship Behaviour (Studi pada Karyawan Hotel Royal Phoenix dan Hotel Grand Saraswati Semarang)**. Tesis Program Pasca Sarjana Magister Manajemen Undip.
- Wirawan. 2007. **Budaya dan Iklim Organisasi**. Jakarta : Salemba Empat