

## DAFTAR PUSTAKA

- Achmad, Bachrudin, Harapan L Tobing. (2003). Analisis Data Untuk Penelitian Survy. Bandung: FMIPA-UNPAD
- Augusty, Ferdinand. 2006. Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertai Ilmu Manajemen. Semarang: Universitas Diponegoro.
- Becker, Brian E., and Mark A. Huselid. 2006. "Strategic Human Resources Management: Where Do We Go from Here?" *Journal of Management* 32 (6): 898–925. <https://doi.org/10.1177/0149206306293668>.
- Choy, Samuel, and Joseph M Mula. 2008. "The Impact of Strategic Orientation Dimensions on Business Performance: A Case Study Based on an International Organisation." *ANZAM 2008: Managing in the Pacific Centur*, no. 1: 1–9. [http://eprints.usq.edu.au/6018/2/Choy\\_Mula\\_ANZAM08\\_AV.pdf](http://eprints.usq.edu.au/6018/2/Choy_Mula_ANZAM08_AV.pdf).
- Correia, Anderson R, S C Wirasinghe, and Alexandre G De Barros. 2008. "Overall Level of Service Measures for Airport Passenger Terminals." *Transportation Research Part A* 42 (2): 330–46. <https://doi.org/10.1016/j.tra.2007.10.009>.
- Creswell, John W. 2014. Research design pendekatan kualitatif, kuantitatif, dan mixed. YOGYAKARTA : PUSTAKA PELAJAR
- Dahlan, Muhammad. 2019. "The Effect of Strategic Performance Measures and Market Orientation on a Firm ' s Performance" 13 (4): 168–77.
- Direktorat Angkutan Udara, Kementerian Perhubungan Republik Indonesia. 2019. "STATISTIK ANGKUTAN UDARA TAHUN 2019."
- Dharmawan, Aditya, Susilo Toto Raharjo, and Amie Kusumawardhani. 2018. "Analisis Kinerja Bea Cukai Indonesia Yang Dipengaruhi Oleh Budaya Organisasi , Partisipasi Stakeholder , Teknologi" 27 (2): 110–22.
- Doorewaard, Hans, and Yvonne Benschop. 2003. "HRM and Organizational Change: An Emotional Endeavor." *Journal of Organizational Change Management* 16 (3): 272–86. <https://doi.org/10.1108/09534810310475523>.
- Dwi, Martina, Puji Astri, and Antonius Susanto. 2017. "Analisis Pengaruh Human Capital Terhadap Kinerja Perusahaan ( Studi Empiris Pada Kantor Akuntan Publik Di Indonesia ) Analisis Pengaruh Human Capital Terhadap Kinerja Perusahaan ( Studi Empiris Pada Kantor Akuntan Publik Di Indonesia )," no. January 2009.
- Eren, Selim S. 2013. "The Effect of Service Orientation on Financial Performance : The Mediating Role of Job Satisfaction and Customer Satisfaction" 99: 665–72. <https://doi.org/10.1016/j.sbspro.2013.10.537>.

- Erickson, Jeff. 2013. "HIGH-PERFORMANCE WORK SYSTEMS, DYNAMIC WORKFORCE ALIGNMENT, AND FIRM PERFORMANCE." *Journal of Chemical Information and Modeling* 53 (9): 1689–99. <https://doi.org/10.1017/CBO9781107415324.004>.
- Feng, Taiwen, Dan Wang, Alan Lawton, and Ben Nanfeng. 2019. "Customer Orientation and Firm Performance: The Joint Moderating Effects of Ethical Leadership and Competitive Intensity." *Journal of Business Research* 100 (March): 111–21. <https://doi.org/10.1016/j.jbusres.2019.03.021>.
- Francis, Graham, Ian Humphreys, and Jackie Fry. 2003. "An International Survey of the Nature and Prevalence of Quality Management Systems in Airports." *Total Quality Management and Business Excellence* 14 (7): 819–29. <https://doi.org/10.1080/1478336032000091030>.
- García-Olaverri, Carmen, Emilio Huerta-Arribas, and Martín Larraza-Kintana. 2006. "Human and Organizational Capital: Typologies among Spanish Firms." *International Journal of Human Resource Management* 17 (2): 316–30. <https://doi.org/10.1080/09585190500404788>.
- Gittell, Jody Hoffer, Rob Seidner, and Julian Wimbush. 2010. "A Relational Model of How High-Performance Work Systems Work." *Organization Science* 21 (2): 490–506. <https://doi.org/10.1287/orsc.1090.0446>.
- Guthrie, Hugh. 2009. "Competence and Competency-Based Training: What the Literature Says." *National Centre for Vocational Education Research*, 1–32. [https://doi.org/ISBN 978 1921413](https://doi.org/ISBN%20978%201921413).
- Hailesilassie, Gebregziabher. 2009. "Determinants of Public Employees' Performance: Evidence from Ethiopian Public Organizations." *International Journal of Productivity and Performance Management* 58 (3): 238–53. <https://doi.org/10.1108/17410400910938841>.
- Halawi, Leila A, Jay E Aronson, and Richard V Mccarthy. 2005. "Resource-Based View of Knowledge Management for Competitive Advantage" 3 (2): 75–86.
- Hair, Joseph E, Jr et al. 2014. *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. SAGE Publications, Inc. California. USA
- Hasan, Prof, and Ali Al- Zu. 2014. "The Relationship between Strategic Orientation and Competitive Advantages," no. May.
- "Hoy Dan Miskel, 2013." *Leadership In School*.
- Jennifer, L. 2004. "The Role of Strategic Planning in the Performance of Small , Professional Service Firms : A Researc ..."
- Jogiyanto, 2004. *Metodologi Penelitian Bisnis*, BPFE, Yogyakarta
- Jr, William B. Werther dan Davis, Keith. (2003). *Human Resources and Personnel*.

Management 4th Edition. Singapore: Mc Graw Hill

- Kerlinger. 2006. *Asas–Asas Penelitian Behaviour*. Edisi 3, Cetakan 7. Yogyakarta: Gadjah Mada University Press.
- Lam, Wing, Ziguang Chen, and Norihiko Takeuchi. 2009. “Perceived Human Resource Management Practices and Intention to Leave of Employees: The Mediating Role of Organizational Citizenship Behaviour in a Sino-Japanese Joint Venture.” *International Journal of Human Resource Management* 20 (11): 2250–70. <https://doi.org/10.1080/09585190903239641>.
- Laporan tahunan 2019 PT. Angkasa Pura I (Persero) dan PT. Angkasa Pura II (Persero)
- Lawton, Thomas C. 2003. “Managing Airports: An International Perspective.” *Journal of Air Transport Management*. [https://doi.org/10.1016/s0969-6997\(02\)00074-1](https://doi.org/10.1016/s0969-6997(02)00074-1).
- Li, Suhong, Bhanu Ragu-nathan, T S Ragu-nathan, and S Subba Rao. 2004. “The Impact of Supply Chain Management Practices on Competitive Advantage and Organizational Performance” 34: 107–24. <https://doi.org/10.1016/j.omega.2004.08.002>.
- Lu, Kangyin, and Jinxia Zhu. 2015. “High-Performance Human Resource Management and Firm Performance The Mediating Role of Innovation in China” 115 (2): 353–82. <https://doi.org/10.1108/IMDS-10-2014-0317>.
- Luk, Sherriff T K, Ken Lu, and Ben Liu. 2008. “SERV \* OR in China : Testing the Effect of Service Orientation on Service Skills Performance.” <https://doi.org/10.1108/08876041311296356>.
- Lytle, Richard S., and John E. Timmerman. 2006. “Service Orientation and Performance: An Organizational Perspective.” *Journal of Services Marketing* 20 (2): 136–47. <https://doi.org/10.1108/08876040610657066>.
- Mahdi, Omar Rabeea, and Mahmoud Khalid Almsafir. 2014. “The Role of Strategic Leadership in Building Sustainable Competitive Advantage in the Academic Environment.” *Procedia - Social and Behavioral Sciences* 129: 289–96. <https://doi.org/10.1016/j.sbspro.2014.03.679>.
- Marilyn M. Helms Lawrence P. Etkin, 2000. 2007. “Competitiveness Review: An International Business Journal Changes Publisher.” *Competitiveness Review* 17 (1/2). <https://doi.org/10.1108/cr.2007.34717aaa.001>.
- Mayo, Andrew. 2000. “The Role of Employee Development in the Growth of Intellectual Capital.” *Personnel Review* 29 (4): 521–33. <https://doi.org/10.1108/00483480010296311>.
- Menguc, Bulent, and Lucie K. Ozanne. 2005. “Challenges of the ‘Green Imperative’: A Natural Resource-Based Approach to the Environmental Orientation-Business Performance Relationship.” *Journal of Business Research* 58 (4): 430–38.

<https://doi.org/10.1016/j.jbusres.2003.09.002>.

- Mohd, Wan, and Wan Mohd. 2017. "Strategic Orientation and Performance of SMEs in Malaysia," no. June. <https://doi.org/10.1177/2158244017712768>.
- Obeng, Kofi, and North Carolina Agricultural. 2017. "Top Management Leadership , Employee Empowerment , Job Satisfaction , and Customer Satisfaction in TQM Organizations : An Empirical Study Copyright © 2001 All Rights Reserved" 8568 (July 2000). [https://doi.org/10.1016/S1084-8568\(01\)00023-2](https://doi.org/10.1016/S1084-8568(01)00023-2).
- Ong, J. W., and Hishamuddin Bin Ismail. 2008. "Sustainable Competitive Advantage through Information Technology Competence: Resource-Based View on Small and Medium Enterprises." *Innovation and Knowledge Management in Business Globalization: Theory and Practice - Proceedings of the 10th International Business Information Management Association Conference 1–2*: 57–65.
- Ordanini, Andrea, and Paolo Pasini. 2008. "Service Co-Production and Value Co-Creation : The Case for a Service-Oriented Architecture ( SOA ) Q," 289–97. <https://doi.org/10.1016/j.emj.2008.04.005>.
- Paraschi, Elen Paraskevi, Antonios Georgopoulos, and Panagiotis Kaldis. 2019. "Airport Business Excellence Model: A Holistic Performance Management System." *Tourism Management* 72 (June): 352–72. <https://doi.org/10.1016/j.tourman.2018.12.014>.
- Pariwisata, Kementerian. 2019. "Laporan Akuntabilitas Kinerja Kementerian Pariwisata Tahun 2019." *Laporan Kementerian Pariwisata 2019*. Vol. 7.
- Potjanajaruwit, Pisit. 2018. "Competitive Advantage Effects on Firm Performance : A Case Study of Startups In" 10: 104–11.
- Prasertcharoensuk, Thanomwan, and Keow Ngang Tang. 2017. "The Effect of Strategic Leadership Factors of Administrators on School Effectiveness under the Office of Maha Sarakham Primary Educational Service Area 3." *Kasetsart Journal of Social Sciences* 38 (3): 316–23. <https://doi.org/10.1016/j.kjss.2016.09.001>.
- Rabaa, Omar, and Mahmoud Khalid. 2020. "The Role Of Strategic Leadership In Building Sustainable Competitive Advantage In The Academic Environment." *Procedia - Social and Behavioral Sciences* 129: 289–96. <https://doi.org/10.1016/j.sbspro.2014.03.679>.
- Samimi, Mehdi, Andres Felipe Cortes, Marc H. Anderson, and Pol Herrmann. 2020. "What Is Strategic Leadership? Developing a Framework for Future Research." *Leadership Quarterly*, no. April: 101353. <https://doi.org/10.1016/j.leaqua.2019.101353>.
- Sigalas, Christos, and Vassilis M Papadakis. 2018. "Empirical Investigation of Relationship Patterns between Competitive Advantage and Superior Performance" 11 (1): 81–111. <https://doi.org/10.1108/JSMA-01-2017-0010>.

- Sekaran, Uma (2003), *Research Methods For Business: A Skill Building Approach*, New York-USA: John Wiley and Sons, Inc
- Sekaran, Uma. & Bougie, Roger. (2009). *Research methods for business: A skill building approach* (5th ed.). Chichester: John Wiley & Sons.
- Sharma, S., Mukherjee, S., Kumar, A., & Dillon, W. R. (2005). A simulation study to investigate the use of cutoff values for assessing model fit in covariance structure models. *Journal of Business Research*, 58(7), 935–943. <https://doi.org/10.1016/j.jbusres.2003.10.007>
- Sigalas, Christos, Victoria Pekka Economou, and Nikolaos B. Georgopoulos. 2013. “Developing a Measure of Competitive Advantage.” *Journal of Strategy and Management* 6 (4): 320–42. <https://doi.org/10.1108/JSMA-03-2013-0015>.
- Sparrow, Paul, and David Farnham. 2012. “Human Resource Management in Context: Strategy, Insights and Solutions.”
- Sukoco, IwanPrameswari, Dea. 2017. “HUMAN CAPITAL APPROACH TO INCREASING PRODUCTIVITY OF HUMAN Iwan Sukoco \* Dan Dea Prameswari \*\*\*” 2 (1): 93–104.
- Urban, Wieslaw. 2009. “Organizational Service Orientation and Its Role in Service Performance Formation : Evidence from Polish Service Industry” 13 (1): 72–81. <https://doi.org/10.1108/13683040910943063>.
- Vas, B. 2000. “Impact of Leadership and Senior Management Commitment on Business ...,” 4–6.
- Vouzas, Fotis K. 2009. “Business Excellence and Human Resources : Investigating Best Practices in European Quality Awarded Hellenic Organisations” 3 (3): 281–97.
- Wang, Dan, Taiwen Feng, and Alan Lawton. 2017. “Linking Ethical Leadership with Firm Performance : A Multi-Dimensional Perspective.” *Journal of Business Ethics* 145 (1): 95–109. <https://doi.org/10.1007/s10551-015-2905-9>.
- Wang, Hui-ling. 2014. “Theories for Competitive Advantage,” 33–43.
- Winn, A, and D Ph. 2017. “Leadership and Small Firm Performance: The Moderating Effects of Demographic Characteristics” 3 (1): 2–19.
- Yoon, Sung Joon, Dong Choon Choi, and Jong Won Park. 2007. “Service Orientation: Its Impact on Business Performance in the Medical Service Industry.” *Service Industries Journal* 27 (4): 371–88. <https://doi.org/10.1080/02642060701346375>.
- Yukl, Gary, Rubina Mahsud, Shahidul Hassan, and Gregory E. Prussia. 2013. “An Improved Measure of Ethical Leadership.” *Journal of Leadership and Organizational Studies* 20 (1): 38–48. <https://doi.org/10.1177/1548051811429352>.

Zainol, Noor Raihani, and Abdullah Al Mamun. 2018. "Entrepreneurial Competency, Competitive Advantage and Performance of Informal Women Micro-Entrepreneurs in Kelantan, Malaysia." *Journal of Enterprising Communities* 12 (3): 299–321. <https://doi.org/10.1108/JEC-11-2017-0090>.