



DAFTAR PUSTAKA

- Abun, D., & Maggalanez, T. (2017). Psychological need satisfaction at work of faculty and employees of divine word colleges in region I, Philippine and their work engagement. *HAL (Le Centre Pour La Communication Scientifique Directe)*. <https://doi.org/10.13140/rg.2.2.36352.07686>
- Alfons, M. (2021, June 21). *Tambahan 14.536 Kasus Corona RI 21 Juni Tertinggi Selama Pandemi*. detiknews. <https://news.detik.com/berita/d-5614544/tambahan-14536-kasus-corona-ri-21-juni-tertinggi-selama-pandemi>
- Alkharabsheh, O. H., Alias, R. B., & Bin Ismail, M. H. (2017). The Mediating Effect of Organisation Culture on Transformational Leadership and Turnover Intention in Jordanian Public Hospitals. *International Journal of Business & Management Science*, 7(2), 237–260
- Apuke, O. D. (2017). Quantitative Research Methods: A Synopsis Approach. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), 40–47. <https://doi.org/10.12816/0040336>
- Aydin Kucuk, B. (2020). Work Flow Experience in the Light of Leader-Member Exchange and Person-Job Fit Theories. *Psychological Reports*, 125(1), 464–497. <https://doi.org/10.1177/0033294120981927>
- Bernardin, J. H. (2002). *Human Resource Management: An Experiential Approach* (3rd ed.). McGraw-Hill/Irwin.
- Bianco, D., Bueno, A., Godinho Filho, M., Latan, H., Miller Devós Ganga, G., Frank, A. G., & Chiappetta Jabbour, C. J. (2023). The role of Industry 4.0



in developing resilience for manufacturing companies during COVID-19.

International Journal of Production Economics, 256, 108728.

<https://doi.org/10.1016/j.ijpe.2022.108728>

Committee of Sponsoring Organizations of the Treadway Commission (COSO).

2013. *Internal Control—Integrated Framework*. Durham, NC: AICPA

Conde, R., Prybutok, V., & Thompson, K. (2021, August 17). Bringing theory to

practice: Examining the role of pay for performance, intrinsic motivation, and culture on sales agent tenure. *Journal of Marketing Theory and Practice*, 30(3), 374–393. <https://doi.org/10.1080/10696679.2021.1958689>

de Baerdemaeker, J., & Bruggeman, W. (2015). The impact of participation in strategic planning on managers' creation of budgetary slack: The mediating role of autonomous motivation and affective organisational commitment.

Management Accounting Research, 29, 1–12.

Desai, V., & Potter, R. (2006). *Doing Development Research* (1st ed.). SAGE

Publications Ltd.

Egmond, M. C., Hanke, K., Omarshah, T. T., Navarrete Berges, A., Zango, V., & Sieu, C. (2020, January 7). Self-esteem, motivation and school attendance among sub-Saharan African girls: A self-determination theory perspective.

International Journal of Psychology, 55(5), 842–850.

<https://doi.org/10.1002/ijop.12651>

Ewelt-Knauer, C., Schwering, A., & Winkelmann, S. (2020). Doing Good by

Doing Bad: How Tone at the Top and Tone at the Bottom Impact



- Performance-Improving Noncompliant Behavior. *Journal of Business Ethics*, 175(3), 609–624. <https://doi.org/10.1007/s10551-020-04647-6>
- F. Hair Jr, J., Sarstedt, M., Hopkins, L., & G. Kuppelwieser, V. (2014). Partial least squares structural equation modeling (PLS-SEM). *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/ebr-10-2013-0128>
- Fan, Y., Chen, J., Shirkey, G., John, R., Wu, S. R., Park, H., & Shao, C. (2016). Applications of structural equation modeling (SEM) in ecological studies: an updated review. *Ecological Processes*, 5(1).
<https://doi.org/10.1186/s13717-016-0063-3>
- Firdaus, H. (2021, August 16). *25 Nakes di DIY Meninggal Terpapar Covid-19, Para Dokter Pakai Pita Hitam*. kompas.id.
<https://www.kompas.id/baca/nusantara/2021/08/16/25-nakes-di-diy-mennggal-terpapar-covid-19-para-dokter-pakai-pita-hitam>
- Gagné, M., & Deci, E. L. (2005). Self-determination theory and work motivation. *Journal of Organizational Behavior*, 26(4), 331–362.
<https://doi.org/10.1002/job.322>
- Gamble, J., Thompson, Jr, & Peteraf, M. (2014). *Essentials of Strategic Management: The Quest for Competitive Advantage* (4th ed.). McGraw-Hill Education.
- Garrett, J. B., Hoitash, R., & Prawitt, D. F. (2021). Perceptions of Tone at the Top from the Inside: Insights into Audit Pricing. *AUDITING: A Journal of Practice & Theory*, 41(1), 115–141. <https://doi.org/10.2308/ajpt-2020-058>



- Georgellis, Y., Iossa, E., & Tabvuma, V. (2011). Crowding out intrinsic motivation in the public sector. *Journal of Public Administration Research and Theory*, 21(3), 473–493
- Hackman, J. R., & Oldham, G. R. (1975). Development of the Job Diagnostic Survey. *Journal of Applied Psychology*, 60(2), 159–170.
<https://doi.org/10.1037/h0076546>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2018). *Multivariate Data Analysis* (8th ed.). United Kingdom: Cengage Learning.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2e ed.). Los Angeles: Sage Publications, Inc.
- Hardiyanto, S. (2021, July 24). *10 Provinsi dengan Kasus Covid-19 Tertinggi di Indonesia Halaman all - Kompas.com*. KOMPAS.Com.
<https://www.kompas.com/tren/read/2021/07/24/203000765/10-provinsi-dengan-kasus-covid-19-tertinggi-di-indonesia?page=all>
- Indonesia, C. (2021, March 2). *Peristiwa Penting Satu Tahun Pandemi Covid-19. nasional*. <https://www.cnnindonesia.com/nasional/20210302135537-20-612692/peristiwa-penting-satu-tahun-pandemi-covid-19/2>
- Kiruja, E., & Mukur, E. (2013). Effect of motivation on employee performance in public middle level technical training institutions in kenya. *International Journal of Advances in Management and Economics*, 2(4), 73-82.
- Kline, R. B. (2005). *Principles and practice of structural equation modeling*: Guilford Press.



Kock, N. (2020). *WarpPLS 7.0 User Manual*. Laredo, TX: ScriptWarp Systems.

Koopmans, L. (2015). *Individual Work Performance Questionnaire instruction manual*. Amsterdam, NL: TNO Innovation for Life – VU University Medical Center.

Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., Schaufeli, W. B., de Vet Henrica, C. W., & van der Beek, A. J. (2011). Conceptual frameworks of individual work performance. *Journal of Occupational and Environmental Medicine*, 53, 856-866. <https://doi.org/10.1097/JOM.0b013e318226a763>

KRISTOF, A. L. (1996). PERSON-ORGANIZATION FIT: AN INTEGRATIVE REVIEW OF ITS CONCEPTUALIZATIONS, MEASUREMENT, AND IMPLICATIONS. *Personnel Psychology*, 49(1), 1–49.

<https://doi.org/10.1111/j.1744-6570.1996.tb01790.x>

KRISTOF-BROWN, A. L. (2000). PERCEIVED APPLICANT FIT: DISTINGUISHING BETWEEN RECRUITERS' PERCEPTIONS OF PERSON-JOB AND PERSON-ORGANIZATION FIT. *Personnel Psychology*, 53(3), 643–671. <https://doi.org/10.1111/j.1744-6570.2000.tb00217.x>

Kudret, S., Erdogan, B., & Bauer, T. N. (2019). Self-monitoring personality trait at work: An integrative narrative review and future research directions. *Journal of Organizational Behavior*, 40(2), 193–208.

<https://doi.org/10.1002/job.2346>

Liu, Y., Wang, S., Zhang, J., & Li, S. (2021, June 23). When and How Job Design Influences Work Motivation: A Self-Determination Theory Approach.

Psychological Reports, 125(3), 1573–1600.

<https://doi.org/10.1177/00332941211027320>

Meiliana, D. (2021, June 25). *150 Dokter di Yogyakarta Positif Covid-19*,

Pasokan Oksigen Menurun Halaman all - Kompas.com. KOMPAS.Com.

<https://nasional.kompas.com/read/2021/06/25/19025051/150-dokter-di-yogyakarta-positif-covid-19-pasokan-oksiyen-menurun?page=all>

Merchant, K., & Stede, V. W. der. (2017, May 5). *Management Control Systems: Performance Measurement, Evaluation And Incentives* (4th ed.). Financial Times Press.

Muchtamim. (2021). The Influence of Knowledge, Skill, Attitude, and Professionalism on the Individual Performance of Bankers, Lecturers, Teachers and Nurses in Jabodetabek. *Journal of Research in Business, Economics, and Education*, 3(1), 1703–1714. <https://e-jurnal.stie-kusumanegara.ac.id/index.php/jrbee/article/view/234>

Olurotimi Adebayo Shonubi, Norida Abdullah, Rahman Hashim, & Norhidayu Binti AB Hamid. (2016). Recognition and Appreciation and the Moderating Role of Self-esteem on Job Satisfaction and Performance among IT Employees in Melaka. *J. Of Health Science*, 4(5).

<https://doi.org/10.17265/2328-7136/2016.05.001>

Pang, M.-S., & Lee, G. (2022). The Impact of IT Decision-Making Authority on IT Project Performance in the U.S. Federal Goverment. *MIS Quarterly*, 46(3), 1759–1776. <https://doi.org/10.25300/MISQ/2022/16898>

Permana, R. H. (2022, February 15). *Kilas Balik Pandemi COVID di RI hingga*

Kasus Harian Pecah Rekor 57 Ribu. detiknews.

<https://news.detik.com/berita/d-5943713/kilas-balik-pandemi-covid-di-ri-hingga-kasus-harian-pecah-rekor-57-ribu?single=1>

Perry, J. L., Hondeghem, A., & Recascino Wise, L. (2010). Revisiting the motivational bases of public service: Twenty years of research and an agenda for the future. *Public Administration Review*, 70(5), 681–690.

Pertana, P. R. (2021, March 2). *Fakta-fakta Pandemi Corona di Yogyakarta dalam Angka.* detiknews. <https://news.detik.com/berita-jawa-tengah/d-5477181/fakta-fakta-pandemi-corona-di-yogyakarta-dalam-angka>

Robbins, S., & Judge, T. (2018). *Organizational Behavior (What's New in Management)* (18th ed.). Pearson.

Rotundo, M., & Sackett, P. R. (2002). The relative importance of task, citizenship, and counterproductive performance to global ratings of job performance: A policy-capturing approach. *Journal of Applied Psychology*, 87, 66-80.

<https://doi.org/10.1037//0021-9010.87.1.66>

Ryan, R. M., & Deci, E. L. (2000). Self-determination theory and the facilitation of intrinsic motivation, social development, and well-being. *American Psychologist*, 55(1), 68–78. <https://doi.org/10.1037/0003-066x.55.1.68>

Ryan, R. M., & Deci, E. L. (2006). Self-Regulation and the Problem of Human Autonomy: Does Psychology Need Choice, Self-Determination, and Will? *Journal of Personality*, 74(6), 1557–1586. <https://doi.org/10.1111/j.1467-6494.2006.00420.x>



- Sackett, P. R., & Lievens, F. (2008). Personnel selection. *Annual Review of Psychology*, 59, 419-450.
<https://doi.org/10.1146/annurev.psych.59.103006.093716>
- Sarto, F., Veronesi, G., & Kirkpatrick, I. (2018). Organizing professionals and their impact on performance: the case of public health doctors in the Italian SSN. *Public Management Review*, 21(7), 1029–1051.
<https://doi.org/10.1080/14719037.2018.1544270>
- Sekaran, Uma and Roger Bougie (2016), *Research Method for Business: a Skill Building Approach*, 6th ed., Chichester, West Sussex, UK: John Wiley and Sons, Ltd
- Sucahyo, N. (2021, June 29). *Kondisi Rumah Sakit di Yogyakarta Darurat*. VOA Indonesia. <https://www.voaindonesia.com/a/kondisi-rumah-sakit-di-yogyakarta-darurat-/5946469.html>
- Terera, S. R., & Ngirande, H. (2014). The impact of training on employee job satisfaction and retention among administrative staff members: A case of a selected tertiary institution. *Journal of Social Sciences*, 39(1), 43-50.
- UNAIR NEWS. (2021, August 25). *Bagaimana Covid-19 Mengubah Cara Rumah Sakit Memberikan Perawatan?*
<https://news.unair.ac.id/2021/08/25/bagaimana-covid-19-mengubah-cara-rumah-sakit-memberikan-perawatan/?lang=id>
- van der Kolk, B., van Veen-Dirks, P. M., & ter Bogt, H. J. (2018). The Impact of Management Control on Employee Motivation and Performance in the



UNIVERSITAS
GADJAH MADA

PENGARUH KONTROL PERSONEL DAN KONTROL BUDAYA TERHADAP MOTIVASI INTRINSIK DAN

KINERJA PEGAWAI DI

INDUSTRI PELAYANAN JASA

Hasna Qonita, Ragil Sriharto, S.E., M.M.,

Universitas Gadjah Mada, 2023 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Public Sector. *European Accounting Review*, 28(5), 901–928.

<https://doi.org/10.1080/09638180.2018.1553728>