



Daftar Pustaka

- Anyidoho, Richmond, *Developing a Long-Term Profitable Relationship*, Suite 101: Online Magazine and Writers Network: 20 April 2010, <http://job-satisfaction.suite101.com/article.cfm/developing-a-long-term-profitable-customer-relationship>
- Armstrong, Michael, *Strategic Human Resource Management: A Guide to Action*, 2nd Edition, Clays Limited, UK, 2000.
- Azwar S., *Reliabilitas dan Validitas*, Pustaka Pelajar, Yogyakarta, 2003.
- Barthwal, R. R., *Industrial Economics*, 2nd Edition, New Age International Limited, New Delhi, 2000.
- Cameron, Kim S. and Robert E. Quinn, *Diagnosing and Changing Organizational Culture: Based on the Competing Values Framework*, Revision Edition, Jossey Bass, USA, 2006.
- Champion, Dean J., *Basics Statistics for Social Research*, Prentice – Hall, USA, 1981
- Cooper, Donald R. and Pamela S. Schindler, *Business Research Methods*, 10th Edition, McGraw Hill Education (Asia), Singapore, 2008.
- Cravens, David W., *Strategic Marketing*, 5th Edition, McGraw-Hill Companies, USA, 1997.
- Denison, Daniel R., *Corporate Culture and Organizational Effectiveness*, John Wiley and Sons, Inc., USA, 1990.
- Faard, Hasan Danaee, Ali Asghar Anvary Rostamy, Hamid Taghiloo, *How Types of Organizational Cultures Contributes in Shaping Learning Organisations*, Singapore Management Review; 2009; 31, 1; ABI/INFORM Global pg. 49
- Garvin, David A., *Building a Learning Organization*, Harvard Business Review on Knowledge Management, Harvard Business School Publishing, USA, 1998.
- Goh, Swee C., *Toward a Learning Organization: The Strategic Building Blocks*, SAM Advanced Management Journal, 1998.



- Grant, Robert M., *Contemporary Strategy Analysis*, 5th Edition, Blackwell Publishing, USA, 2005.
- Griffin, Ricky W., *Management*, 9th Edition, Cengage Learning Inc., USA, 2008.
- Hartono, J., *Metodologi Penelitian: Sistem Informasi*, C. V. Andi Offset, 2008.
- Hartono, J. *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-pengalaman*, Edisi Pertama, BPFE Yogyakarta, Yogyakarta, 2004.
- Hind, Matthew and John Koenigsberger, *Culture and Commitment: The Key to Creation of An Action Learning Organization*, Action Learning: Research and Practice Journal, Vol. 4. No.1. pp. 87-94, April 2007.
- Jaskyte, Kristina and William W. Dressler, *Organizational Culture and Innovation in NonProfit Human Service Organization*, Administration in Social Work Journal, Vol 29(2), The Haworth Press Inc., 2005.
- Kerlinger, Fred N., *Asas-asas Penelitian Behavioral*, 3rd Edition, Gadjah Mada University Press, Indonesia, 1990.
- Keyton, Joann, *Communication and Organizational Culture: A Key to Understanding Work Experiences*, Sage Publications, Inc., USA, 2005.
- Kontoghiorghes, Constantine, Susan M. Awbrey, and Pamela L. Feurig, *Examining the Relationship between Learning Organization Characteristics and Change Adaptation, Innovation, and Organizational Performance*, Human Resource Development Quarterly, John Wiley and Sons, Inc., 2005.
- Koontz, Harold and Heinz Weihrich. *Essentials of Management: An International Perspective*, 7th Edition, Tata McGraw Hill, New Delhi, 2007
- Lind, Douglas A., William G. Marchal and Samuel A. Wathen, *Statistical Techniques in Business and Economics*, 12th Edition - International Edition, The McGraw Hill Companies, USA, 2005.
- Marquardt, Michael J., *Building the Learning Organization: A System Approach to Quantum Improvement*, McGraw Hill, 1996
- Neuman, W. Lawrence, *Social Research Methods: Qualitative and Quantitative Approaches*, 6th Edition, Pearson education. Inc., USA, 2006.



- Peddler, Mike, John Burgoyne, and Tom Boydell, *The Learning Company: A Strategy for Sustainable Development*, 2nd Edition, McGraw Hill Publishing Company, 1997.
- Prieto, Leonel, *Some Necessary Conditions and Constraints for Successful Learning Organizations*, Competition Forum Vol. 7 (2), 2009.
- Raja, John, Adi Soenarno, Agung Santoso, Asep Saefudin, Faisal Tjandraatmaja, Linda Hamid, dkk, (HHRMA), *The Dynamics of Human Resources: Becoming a True HR Specialist*, Grasindo, Jakarta, 2006.
- Rickards, Tudor and Susan Moger, *Handbook for Creative Team Leaders*, Gower Publishing Limited, UK, 1998.
- Sekaran, Uma, *Research Methods for Business: A Skill Building Approach*, 4th Edition, John Wiley and Sons, Inc., 2003.
- Senge, Peter M., *The Fifth Discipline: The Art & Practice of the Learning Organization*, Currency Doubleday Inc., New York, 1994.
- Suhardini, Didien, *The Relationship between, Organizational Culture, Organizational Learning Capability and Organizational Effectiveness in Higher Education Institutions in Indonesia*, <http://eprints.uum.edu.my/1065/>, diakses tanggal 15 April 2010.
- Umar, Husein, *Metode Riset Perilaku Organisasi*, Gramedia Pustaka Utama, Jakarta, 2003.
- Urduan, Timothy C., *Statistics in plain English*, 2nd Edition, Lawrence Erlbaum Associates Inc., USA, 2005.
- Van De Ven, Andrew H., Harold L. Angle, Marshall Scott Poole, *Research on The Management of Innovation: The Minnesota Studies*, Oxford University Press, New York, 2000.
- Yang, Kaifeng, Gerald J. Miller, *Handbook of Research Method in Public Administration*, Taylor and Francis Group: CRC Press, USA, 2008.
- Yeung, Arthur K., David O. Ulrich, Stephen W. Nason, and Mary Ann Von Glinow, *Organizational Learning Capability: Generating and Generalizing Ideas with Impact*, Oxford University Press, Inc., USA, 1999.