

Daftar Pustaka

- Abdullahi, B. (t.thn.). Assessment of Job Design and Work Measurement in REPI.
Department of Management, Faculty of Business and Economics, Addis Ababa University, 201.
- Anggito, A., & Setiawan, J. (2018). *Metodologi Penelitian Kualitatif*. Sukabumi, Jawa Barat: CV Jejak.
- Anisailah, R. (2017). Analisis Kualitas Produk dan Kualitas Pelayanan Barista di Crema Koffie Pekanbaru. *Political Science, University of Riau*, 16.
- Anisailah, R. (2017). ANALISIS KUALITAS PRODUK DAN KUALITAS PELAYANAN BARISTA DI KREMA KOFFIE PEKANBARU. *Faculty of Social Science and Political Science, University of Riau*.
- Aragon Sanchez, A., Sanchez Marin, G., & Mueses Morales, A. (2015). The Mediating Effect of Strategic Human Resource Practices on Knowledge Management and Firm Performance. *Elsevier*, 138-148.
- Aryee, S., Walumbwa, F. O., Seidu, E. Y., & Otaye, L. E. (2016). Developing and Leveraging Human Capital Resource to Promote Service Quality: Testing a Theory of Performance. *Journal of Management Vol. 42 No. 2*, 480–499 .
- Bachri, B. S. (2010). Meyakinkan Validitas Data Melalui Triangulasi pada Penelitian Kualitatif. *Fakultas Ilmu Pendidikan, Universitas Negeri Surabaya*, 46-62.
- Bayu. (2020, June 3). Head Bar. (A. Raditya, Pewawancara)
- Creswell, J. W. (2014). *Research Design : Qualitative, Quantitative, and mixed methods approaches*. SAGE Publication Inc.
- Delery, J. E., & Dorothea, R. (2017). Strategic human resource management, human capital and competitive advantage: is the field going in circles? *Human Resource Management Journal, Vol 27, no 1*, 1-21.
- Fadil. (2017). *Apa Itu Barista*. Diambil kembali dari www.ilmubarista.com:
<http://www.ilmubarista.com/apa-itu-barista/>
- Fadil. (2017). *Apa Itu Barista*. Diambil kembali dari [ilmubarista.com](http://www.ilmubarista.com):
<http://www.ilmubarista.com/apa-itu-barista/>
- Guest, D. E. (2017). Human resource management and employee well-being: towards a new analytic framework. *School of Management and Business, King's College London Human Resource Management Journal, Vol 27, no 1*, 22-38.

- Gumulya, D., & Helmi, I. S. (2017). Kajian Budaya Minum Kopi Indonesia. *Dimensi*, Vol.13- No. 2, 153-172.
- Handoko, T. H. (2000). Dasar-dasar Manajemen Produksi dan Operasi. *BPFE*, Yogyakarta.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations Management, Sustainability and Supply Chain Management*. England: Pearson.
- International Coffee Organization. (2019, December 16). *ico.org*. Diambil kembali dari ico.org: ico.org
- Ivancevich, J. M. (1990). Organizational behavior. *Prentice Hall*, 470.
- Ivancevich, J. M. (2007). *Perilaku dan Manajemen Organisasi*. Jakarta: Erlangga.
- Kustiari, R. (2017). PERKEMBANGAN PASAR KOPI DUNIA DAN IMPLIKASINYA BAGI INDONESIA . *FORUM PENELITIAN AGRO EKONOMI*. Volume 25 No. 1, 43 - 55 .
- Lestari, D. (2016). ANALISIS DESAIN PEKERJAAN PADA PT. CIPUTRA GRAHA MITRA DI SAMARINDA. *ejournal.adbisnis.fisip-unmul.ac.id*, 211-221.
- Lukita, K. (2020, June 1). Manager. (A. Raditya, Pewawancara)
- Luthans, F. (2008). *Organizational Behavior*. 11th ed. New York: McGraw Hill.
- Masdakaty, Y. (2015). *Sekilas Tentang Barista*. Diambil kembali dari majalah otten coffee: <https://majalah.ottencoffee.co.id/sekilas-tentang-barista/>
- Mega. (2020, June 4). Barista. (A. Raditya, Pewawancara)
- Mondy, R. W. (2008). *Manajemen Sumber Daya Manusia (edisi 10, jilid 2)*. Jakarta: Erlangga.
- Moran, J. W., & Brightman, B. K. (2000). Leading Organizational Change. *Journal of Workplace Learnmg : Employee Conseling Today*, vol 12. no. 2, 66-74.
- Nurwigati, H. K. (2018, Maret 3). <https://jogjapolitan.harianjogja.com/read/2018/03/03/510/899467/penasaran-berapa-jumlah-kedai-kopi-di-jogja>. Diambil kembali dari jogjapolitan.harianjogja.com: <https://jogjapolitan.harianjogja.com/read/2018/03/03/510/899467/penasaran-berapa-jumlah-kedai-kopi-di-jogja>
- Philip Kotler, d. (2009). Manajemen Pemasaran dengan pemasaran efektif dan profitable. *Jakarta: Gramedia Pusat Utama*.
- Porter. (1985). *The Competitive Advantage of Nations*.
- Rusmana, Yoga. (2019, October 18). *Your Cup of Coffee May Get Cheaper With a Flood of Robusta*. Diambil kembali dari bloomberg.com: <https://www.bloomberg.com/news/articles/2019-10-18/the-world-s-flush-with-coffee-and-indonesia-wants-to-add-more>

- Shamim, S., Cang, S., Yu, H., & Li, Y. (2016). Management Approaches for Industry 4.0 . *IEEE Congress on Evolutionary Computation (CEC)*, 5309-5316.
- Singh, S., & Saluja, D. (2013). Customer Satisfaction Study of Barista Coffee. *European Journal of Commerce and Management Research (EJCMR)*, 118-122.
- Sulipan. (2000). Manajemen Karyawan. *Tugu*, Yogyakarta.
- Syahputra, C., Mulyo, J. H., & Suryantini, A. (2015). ANALISIS KOMPARASI KEPUASAN KONSUMEN COFFEE SHOP DI YOGYAKARTA. 17-38.