

## BIBLIOGRAPHY

- Allen, N. J., & Meyer, J. P. (1996). Affective, Continuance, And Normative Commitment To The Organization: An Examination Of Construct Validity. *Journal of Vocational Behavior*, 49 (3), pp. 252-276.
- Anosike, U.P., and Eid, R. 2011. Integrating internal customer orientation, internal service quality, and customer orientation in the banking sector: an empirical study. *The Service Industries Journal*. Vol. 31, No. 14, pp. 2487–2505.
- Ariani, D.W. 2004. *Pengendalian Kualitas Statistik (Pendekatan Kuantitatif dalam Manajemen Kualitas)*. Yogyakarta: Penerbit Andi.
- Arikunto, S. 2006. *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Penerbit Rineka Cipta.
- Azwar, S. 2007. *Metode Penelitian*. Yogyakarta: Pustaka Pelajar.
- Boles, J., Madupalli, R., Rutherford, B., and Wood, J.A. 2007. The Relationship Of Facets Of Salesperson Job Satisfaction With Affective Organizational Commitment. *Journal of Business & Industrial Marketing*. Vol. 22 No.5, pp. 311–32.
- Cascio, F. W. 2003. *Managing Human Resources: Productivity, Quality of Work Life, Profits*, Third Edition, Singapore: McGraw-Hill, Inc
- Cetin, M. O. 2006. "The Relationship between Job Satisfaction, Occupational and Organizational Commitment of Academics", *Journal of American Academy of Business*, Mar., 8, pp. 78.
- Chen, W.J. 2013. "Factors Influencing Internal Service Quality at International Tourist Hotels". *International Journal of Hospitality Management*. Vol. 35, pp. 152-160.
- Clugston M. 2000. "The Mediating Effect of Multidimensional Organizational Commitment on Job Satisfaction and Intent to Leave", *Journal of Organizational Behavior*, 21, p. 477.
- Di Xie, 2005. Exploring Organizational Learning Culture, Job Satisfaction, Motivation to Learn, Organizational Commitment, and Internal Service Quality in a Sport Organization. *Dissertation*. The Ohio University.
- Ghozali, I. 2007. *Analisis Multivariat dengan SPSS*. Semarang: BPFE Undip.

- Gillespie, N.A. and Mann, L. 2004. Transformational Leadership And Shared Values: The Building Blocks Of Trust. *Journal of Managerial Psychology*. Vol. 19 No. 6, pp. 588-607
- Goetsch, D.L., dan Davis, S.B. 2002. *Manajemen Mutu Total*. Edisi Kedua, Alih bahasa: Banyamin Molan, Jakarta: PT Prenhallido.
- Greenberg J. and Baron R.A. 2003. *Behavior in Organizations*. Eighth Edition, Australia: Prentice Hall, Pearson Education International.
- Hair, J.F., Black, W.C., Babin, B.J., Anderson, R.E., and Tatham, R.L. 2006. *Multivariate Data Analysis*. Sixth Edition, New Jersey: Pearson Prentice Hall.
- Hallowell, Schlesinger, R., Leonard, A, and Jeffry, Z. 1996. Internal service quality, customer and job satisfaction: Linkages and Implications for Managers . *HR. Human Resource Planning*. Vol.19, No.2; pp. 20-31.
- Handoko, T. H. 2003. *Manajemen*, Edisi Kedua, Yogyakarta: BPFE Universitas Gadjah Mada.
- Hartmann L. and Bambacas L. 2000. "Organizational Commitment: A Multi Method Scale Analysis and Test of Effects", *International Journal of Organizational Analysis*, 8, 1, p. 89.
- Hasibuan, M.. 2010. *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.
- Iverson, R.D. and Buttigieg D.M. 1998. "Affective, Normative, and Continuance Commitment: Can The Right Kind of Commitment be Managed?". *Working Paper*, Department of Management, University of Melbourne.
- Jun, M., and Cai, S. 2010. Examining The Relationships Between Internal Service Quality And Its Dimensions, And Internal Customer Satisfaction. *Total Quality Management*, Vol. 21, No. 2, pp. 205–223..
- Kriyantono, R. 2008. *Teknik Praktis Riset Komunikasi*. Jakarta: Kencana Prenada Media Group.
- Luthans, S., 2006. *Perilaku Organisasi*, Edisi Kesepuluh, Jakarta: PT Indeks.
- Nawawi, H. 2006. *Kepemimpinan Mengefektifkan Organisasi*. Yogyakarta: Gadjah Mada University Press.
- Nazeer, H.M., Abbas, A.F., and Zafar, F. 2014. "Four Factors to Influence Organization & Employee Commitment to Change within Pakistan".

International Journal of Information, Business and Management, Vol. 6, No.4, pp. 183-200.

Odeh, G.R., and Alghdeer, H.R. 2014. The Impact of Organizational Commitment as a Mediator Variable on the Relationship between the Internal Marketing and Internal Service Quality: An Empirical Study of Five Star Hotels in Amman. *International Journal of Marketing Studies*; Vol. 6, No. 3, pp. 142-147.

Pace, R.W., dan Faules, D.F. 1998. *Komunikasi Organisasi: Strategi Meningkatkan Kinerja Perusahaan*. Alih bahasa: Deddy Mulyana, dkk., Bandung: PT. Remaja Rosdakarya.

Robbins, S. dan Judge, T.A. 2007. *Perilaku Organisasi*. Buku 2, Edisi 12, Jakarta: Salemba Empat.

Siagian, S. 2009. *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.

Sudjana. 2003. *Teknik Analisis Regresi dan Korelasi Bagi Para Peneliti*. Bandung: Tarsito.

Sugiyono. 2010. *Metode Penelitian Administrasi*. Cetakan Ke-18. Bandung: Alfabeta.

Voss, M.D, Calantone, R.J., and Keller, S.B. 2005. Internal Service Quality Determinants Of Distribution Center Performance. *International Journal of Physical Distribution & Logistics Management*. Vol. 35 No. 3, pp. 161-176.

Yiing, L.H. and Zaman, K. 2009. The Moderating Effects Of Organizational Culture On The Relationships Between Leadership Behaviour And Organizational Commitment And Between Organizational Commitment And Job Satisfaction And Performance. *Leadership & Organization Development Journal*. Vol. 30 No. 1, pp. 53-86.

Yukl, G. 2005. *Kepemimpinan Dalam Organisasi*. Edisi Kelima, Jakarta: PT Indeks.