



DAFTAR PUSTAKA

- Ancok, D. (2012). *Psikologi Kepemimpinan dan Inovasi*. Jakarta: Erlangga.
- Andersen, J. A. (2009). When a servant-leader comes knocking. *Leadership & Organization Development Journal*, 30(1), 4-15.
- Arjanti, R. A. (2013). *Marissa Mayer Nahkoda Perubahan di Yahoo*. Kompas, 6 Februari 2013. Diakses dari <http://tekno.kompas.com/read/2013/02/06/16050079/>, pada 14 Mei 2014.
- Banutu-Gomez, M. B. (2004). Great leaders teach exemplary followership and serve as servant leaders. *The Journal of American Academy of Business*, 143-151.
- Barbuto, J., & Wheeler, D. (2006). Scale development and construct clarification of servant leadership. *Group & Organization Management*, 31(3), 300-326.
- Bass, B. M., & Bass, R. (2009). *The Bass Handbook of Leadership: Theory, Research, and Managerial Applications*. New York: Simon and Schuster.
- Beck, C. D. (2014). Antecedents of servant leadership: A mixed methods study. *Journal of Leadership & Organizational Studies*, 21(3), 299-314.
- Businessdictionary.com. 2015. *Service Business*. Diakses dari <http://www.businessdictionary.com/definition/service-business.html>.
- Chan, S. C., & Mak, Wai-ming. (2014). The impact of servant leadership and subordinates' organizational tenure on trust in leader and attitudes. *Personnel Review*, 43(2), 272-287.
- Creswell, J. W. (1998). *Qualitative Method Inquiry and Research Design: Choosing Among Five Traditions*. California: Sage Publication.
- Daft, R. L. (2014). *The Leadership Experience (Sixth Edition)*. Stamford: Cengage Learning.
- Day, D. V. (2014). *The Oxford Handbook of Leadership and Organizations*. New York: Oxford University Press.
- Dennis, R. S., & Bocarnea, M. (2005). Development of the Servant Leadership Assessment Instrument. *Leadership & Organization Development Journal*, 26(8), 600-615.
- Dierendonck, D. v. (2011). Servant leadership: A review and synthesis. *Journal of Management*, 37(4), 1228-1261.
- Dierendonck, D. v., & Nijten, I. (2011). The Servant Leadership Survey: Development and Validation of a Multidimensional Measure. *J Bus Psychol*, 26, 249-267.
- Duff, A. J. (2013). Performance management coaching: Servant leadership and gender implications. *Leadership & Organization Development Journal*, 34(3), 204-221.



- Firmansyah, F. (2012). *4 Direktur Yahoo Mundur*. *Tempo*, 08 Februari 2012. Diakses dari <http://www.tempo.co/read/news/2012/02/08/093382509/>, pada 12 Juni 2014.
- Goh, S.-K., & Low, B. Z.-J. (2014). The influence of servant leadership towards organizational commitment: The mediating role of trust in leaders. *International Journal of Business and Management*, 9(1), 17-25.
- Greenleaf, R. K. (2002). *Servant Leadership: A Journey Into the Nature of Legitimate Power and Greatness*. New Jersey: Paulist Press.
- Hale, J. R., & Fields, D. L. (2007). Exploring servant leadership across cultures: A study of followers in Ghana and the USA. *Leadership*, 3(4), 397-417.
- Handoyo, S. (2010). Pengukuran servant leadership sebagai alternatif kepemimpinan di institusi pendidikan tinggi pada masa perubahan organisasi. *Makara, Sosial Humaniora*, 14(2), 130-140.
- Harwiki, W. (2013). The influence of servant leadership on organization culture, organizational commitment, organizational citizenship behavior and employees' performance (Study of outstanding cooperatives in East Java Province, Indonesia). *Journal of Economics and Behavioral Studies*, 5(12), 876-885.
- Hughes, R. L., Ginnett, R. C., & Curphy, G. J. (2012). *Leadership: Memperkaya Pelajaran dari Pengalaman (Edisi Ketujuh)*. Jakarta: Salemba Humanika.
- Joseph, E. E., & Winston, B. E. (2005). A correlation of servant leadership, leader trust, and organizational trust. *Leadership & Organization Development Journal*, 26(1), 6-22.
- Kool, M., & Dierendonck, D. v. (2012). Servant leadership and commitment to change, the mediating role of justice and optimism. *Journal of Organizational Change Management*, 25(3), 422-433.
- Kotler, P. (2000). *Marketing Management: Millenium Edition*. New Jersey: Prentice Hall.
- Laub, J. A. (1999). *Assessing the Servant Organization: Development of the Servant Organizational Leadership Assessment (SOLA) Instrument (Doctoral Dissertation)*. Ann Arbor: UMI.
- Liden, R. C., Wayne, S. J., Zhao, H., & Henderson, D. (2008). Servant leadership: Development of a multidimensional measure and multi-level assessment. *Leadership Quarterly*, 19, 161-177.
- Lofland, J., & Lofland, L. (1995). *Analyzing Social Setting: A Guide to Qualitative Observation and Analysis*. Boston: Wadsworth Publishing Company.
- Lovelock, C., & Wright, L. (2002). *Principles of Service Marketing and Management*. New Jersey: Prentice Hall.



- Lytle, R. S., Hom, P. W., & Mokwa, M. P. (1998). Serv*or: A managerial measure of organizational service-orientation. *Journal of Retailing*, 74(4), 455-489.
- Moxley, R. S. (2002). Leadership As Partnership. Dalam L. C. Spears, & M. Lawrence (Eds.), *Focus on Leadership: Servant-Leadership for the Twenty-First* (hal. 47-52). New York: John Wiley & Sons.
- Northouse, P. G. (2013). *Kepemimpinan: Teori dan Praktik*. Jakarta: PT Indeks.
- Paramita, B. (2012). *Gaya Kepemimpinan yang Melayani dan Kualitas Kehidupan kerja sebagai Prediktor Perilaku Kewargaan Organisasi* (Tesis Tidak Dipublikasikan). Yogyakarta: UGM.
- Parris, D. L., & Peachey, J. W. (2012). A systematic literature review of servant leadership theory in organizational contexts. *Journal of Business Ethics*, 113, 377-393.
- Patterson, K. A. (2003). *Servant Leadership: A Theoretical Model (Doctoral Dissertation)*. Ann Arbor: UMI.
- Pekerti, A., & Sendjaya, S. (2010). Exploring servant leadership across cultures: Comparative study in Australia and Indonesia. *The International Journal of Human Resource Management*, 21(5), 754-780.
- Putra, A. D. (2012). *Pengaruh Kepemimpinan Yang Melayani (Servant Leadership) dan Tingkat Kepercayaan Karyawan pada Pemimpin Terhadap Komitmen Karyawan* (Tesis Tidak Dipublikasikan). Yogyakarta: UGM.
- Putri, A. (2014). *Dahlan Perpanjang Masa Jabatan Jonan di PT KAI*. Tempo, 21 Februari 2014. Diakses dari <http://www.tempo.co/read/news/2014/02/21/090556347/>, pada 12 Juni 2014.
- Rachmawati, A. W., & Lantu, D. C. (2014). Servant Leadership Theory Development & Measurement. *The 5th Indonesia International Conference on Innovation, Entrepreneurship, and Small Business (IICIES 2013)* (hal. 387-393). Bandung: Elsevier Ltd.
- Rahmani, N. (2011). *Komitmen Organisasi pada Hotel BUMN di Indonesia* (Disertasi Doktoral Tidak Dipublikasikan). Yogyakarta: UGM.
- Russell, R. F., & Stone, A. G. (2002). A review of servant leadership attributes: Developing a practical model. *Leadership & Organization Development Journal*, 23(3), 145-157.
- Samiyanto. (2011). *Konstrak Spiritualitas dan Pengaruhnya Terhadap Psychological Capital, Servant Leadership, dan Kinerja Manajer* (Disertasi Doktoral Tidak Dipublikasikan). Yogyakarta: UGM.



- Sendjaya, S., & Pekerti, A. (2010). Servant leadership as antecedent of trust in organizations. *Leadership & Organization Development Journal*, 31(7), 643-663.
- Sendjaya, S., Sarros, J. C., & Santora, J. C. (2008). Defining and measuring servant leadership behaviour in organizations. *Journal of Management Studies*, 45(2), 402-424.
- Siccode.com (Worldwide Business Directory). 2015. *SIC Codes*. Diakses dari <http://siccode.com/en/codes/sic/70-89/services>.
- Spears, L. C. (2004). Practicing Servant-Leadership. *Leader to Leader*, 34, 7-11.
- Spears, L. C. (2010). Character and servant leadership: Ten characteristics of effective, caring leaders. *The Journal of Virtues & Leadership*, 1(1), 25-30.
- Stogdill, R. M. (1974). *Handbook of Leadership: A Survey of Theory and Research*. New York: The Free Press.
- Stone, A. G., Russell, R. F., & Patterson, K. (2004). Transformational versus servant leadership: A difference in leader focus. *The Leadership & Organization Development Journal*, 25(4), 349-361.
- Strauss, A., & Corbin, J. (1990). *Basics of Qualitative Research: Grounded Theory Procedures and Techniques*. Newbury Park: Sage Publications.
- Trompenaars, F., & Voerman, E. (2010). *Servant-Leadership Across Cultures*. New York: McGraw-Hill.
- Washington, R. R., Sutton, C. D., & Feild, H. S. (2006). Individual differences in servant leadership: The roles of values and personality. *Leadership & Organization Development Journal*, 27(8), 700-716.
- Winardi, J. (2007). *Teori Organisasi & Pengorganisasian*. Jakarta: Raja Grafindo Persada.
- Yukl, G. (2013). *Leadership in Organizations (Eighth Edition)*. New York: Pearson Education.
- Yusuf, O. (2012). *CEO Yahoo Resmi Mengundurkan Diri*. Kompas, 14 Mei 2012. Diakses dari <http://tekno.kompas.com/read/2012/05/14/1210428/>, pada 14 Mei 2014.