

## DAFTAR PUSTAKA

- Alfiah, J. (2013). Pengaruh konflik terhadap kepuasan kerja melalui kepercayaan. *Jurnal ilmu manajemen*, 1(1), 197-208.
- Arriaga, X. B., Kumashiro, M., Finkel, E. J., Vanderdrift, L. E. & Luchies, L. B. (2013). Filling the void: Bolestering attachment security in committed relationships. *Social psychological and personality science*, 1-8.
- Azwar, S. (2009). *Metode penelitian*. Yogyakarta: Pustaka Pelajar
- Azwar, S. (2012). *Penyusunan skala psikologi*. Yogyakarta: Pustaka Pelajar.
- BPS DIY. (2015). *Jumlah akomodasi, kamar dan tempat tidur hotel menurut kabupaten/kota di D.I. Yogyakarta, 2006 – 2015*. Diakses pada tanggal 1 Maret 2017 dari Badan Pusat Statistik Provinsi DIY: <https://yogyakarta.bps.go.id/linkTabelStatistik/view/id/41>.
- BPS Kota Yogyakarta. (2013). *Jumlah hotel/jasa akomodasi menurut kecamatan dan golongan hotel di kota Yogyakarta 2013*. Diakses pada tanggal 1 Maret 2017 dari Badan Pusat Statistik Kota Yogyakarta: <https://jogjakota.bps.go.id/linkTableDinamis/view/id/13>.
- Cho, Y. J. & Lee, J. W. (2011). Perceived trustworthiness of supervisors, employee satisfaction and cooperation. *Public management review*, 13(7), 941-965.
- Colquitt, J. A., Lepine, J. A. & Wesson, M. J. (2015). *Organizational behavior*. New York: Mc Graw Hill Education.
- Colquitt, J. A. & Rodell, J. B. (2011). Justice, trust, and trustworthiness: A longitudinal analysis integrating three theoretical perspectives. *Academy of management journal*, 54(6), 1183-1206.
- Covey, S. M. R. & Merrill, R. R. (2008). *The speed of trust*. New York: Free Press.
- Creswell, J. W. (2009). *Research design: Qualitative, quantitative, and mixed methods approaches 3rd edition*. Los Angeles: SAGE Publication, Inc.
- Cummings, T. G. & Worley, C. G. (2009). *Organization development & change*. Mason: South-Western Cengage Learning.
- Ermawaty, E. (2011). *Evaluasi kegiatan employee relations dalam upaya meningkatkan produktivitas kerja karyawan Inna Garuda Yogyakarta*. Skripsi. Yogyakarta: Universitas Pembangunan Nasional "Veteran".

- Farida, S. I., Iqbal, M. & Kurniasih, A. (2016). Pengaruh kepercayaan dan komitmen organisasi terhadap motivasi dan kepuasan kerja. *Jurnal kependidikan*, 46(1), 121-134.
- Faturochman. (2000). Dinamika psikologis dan sosial kepercayaan. Dalam Supratiknya, Faturohman, & Sentot Haryanto (eds.). *Tantangan psikologi dalam menghadapi milenium baru*, 57-74. Yogyakarta: Galang Printika.
- Faturochman & Minza, W. M. (2014). Exploring personal and relational trustworthiness. *Paper presented on International Association of Relational Research, Melbourne ,10-13 July 2014*.
- Frazier, M. L., Gooty, J., Little, L. M. & Nelson, D. L. (2015). Employee attachment: implications for supervisor trustworthiness and trust. *Journal of business & psychology*, 30, 373-386.
- Gill, H., Boies, K. & McNally, J. E. F. J. (2005). Antecedents of trust: Establishing a boundary condition for the relation between propensity to trust and intention to trust. *Journal of bussiness and psychology*, 19(3), 287-302.
- Glanville, J. L. & Paxton, P. (2007). How do we learn to trust? A confirmatory tetrad analysis of the sources of generalized trust. *Social psychology quarterly*, 70(3), 230-242.
- Hadi, S. (2004). *Statistik I*. Yogyakarta: Andi Offset.
- Haningtyas, A. A. (2009). *Aktivitas employee relations dalam meningkatkan kinerja karyawan Inna Garuda Yogyakarta*. Tugas akhir. Surakarta: Universitas Sebelas Maret.
- Hartono. (2008). *SPSS 16.0: Analisis data statistika dan penelitian*. Yogyakarta : Pustaka Pelajar.
- Hawley, K. (2014). Trust, distrust, and commitment. *Nous*, 48(1), 1-20.
- Kreitner, R. & Kinicki, A. (2014). *Perilaku organisasi, Edisi 9, Buku 2*. Jakarta: Salemba Empat.
- Krot, K. & Lewicka, D. (2012). The importance of trust in manager-employee relationships. *International journal of electronic business management*, 10(3), 224-233.

- Lau, D. C., Lam, L. W. & Salamon, S. D. (2008). The impact of relational demographics on perceived managerial trustworthiness: Similarity or norms. *The journal of social psychology*, 148(2), 187-208.
- Linangkung, E. (2016). *Holding company bidang perhotelan mulai beroperasi*. Diakses pada tanggal 16 Februari 2017 dari Sindonews: <https://ekbis.sindonews.com/read/1143685/179/holding-company-bumn-bidang-perhotelan-mulai-beroperasi-1475260169>.
- Mayer, R. C., Davis, J. H. & Schoorman, F. D. (1995). An integrative model of organizational trust. *Academy of management review*, 20(3), 709-734.
- Nur'aini, A. (2009). *Aktivitas marketing public relations dalam membina hubungan dengan travel agents dalam meningkatkan occupancy Hotel Inna Garuda Jogjakarta*. Tugas akhir. Surakarta: Universitas Sebelas Maret.
- Prastyaningsih, W. (2014). *Komunikasi organisasi dalam upaya membangun iklim supportiveness*. Skripsi. Yogyakarta: Universitas Islam Negeri.
- Priantinah, D. & Adhisty, M. C. (2012). Persepsi karyawan tentang peran auditor internal sebagai pengawas, konsultan dan katalisator dalam pencapaian tujuan perusahaan. *Jurnal nominal*, 1(1), 35-49.
- Raharso, S. (2011). Kepercayaan dalam tim. *Manajerial*, 10(19), 42-53.
- Rempel, J.K., Holmes, J.G. & Zanna, M.P. (1985). Trust in close relationships. *Journal of personality and social psychology*, 49, 95-112.
- Robbins, S. P. & Judge, T. A. (2013). *Organization behavior*. New York: Pearson Education.
- Roy, S. K. & Shekhar, V. (2010). Alternative models of trustworthiness of service providers. *Journal of global marketing*, 23, 371-386.
- Roy, S. K., Eshghi, A. & Shekhar, V. (2011). Dimensions of trust and trustworthiness in retail banking: evidence from India. *The marketing management journal*, 21(1), 97-110.
- Schneider, I. K., Konijn, E. A., Righetti, F. And Rusbult, C. E. (2011). A healthy dose of trust: the relationship between interpersonal trust and health. *Personal relationships*, 18, 668-676.
- Sekhon, H., Ennew, C., Kharouf, H. & Devlin, J. (2014). Trustworthiness and trust: influences and implication. *Journal of marketing management*, 30(3-4), 409-430.

- Simpson, J. A. (2007). Psychological foundations of trust. *Current directions in psychological science*, 16(5), 264-268.
- Sriwidodo, U. & Sugito, B. (2007). Pengaruh kepemimpinan, kepercayaan, dan kepuasan kerja terhadap kinerja karyawan. *Jurnal manajemen sumberdaya manusia*, 2(1), 35-43.
- Tan, H. H. & Lim, A. K. H. (2009). Trust in coworkers and trust in organizations. *The journal of psychology*, 143(1), 45-66.
- Viklund, M. & Sjoberg, L. (2008). An expectancy-value approach to determinants of trust. *Journal of applied social psychology*, 38(2), 294-313.
- Wieselquist, J., Rusbult, C. E., Foster, C. A. & Agnew, C. R. (1999). Commitment, pro-relationship behavior, and trust in close relationship. *Journal of personality and social psychology*, 77(5), 942-966.
- Wright, S. (2010). Trust and trustworthiness. *Philosophia*, 38, 615-627.