

BIBLIOGRAPHY

- Aczel, Amir D., *Complete Business Statistics*, Richard D. Irwin Inc. and Toppan Co. Ltd, Tokyo, 1991.
- Anthony, William P., Kacmar, Michele K., Perrewe, Pamela L., *Human Resources Management: A Strategic Approach*, 4th Ed., Harcourt College Publisher, Orlando, 2002.
- Argyris, Chris, "Empowerment: The Emperor New Clothes", *Harvard Business Review*, May-June, 1998.
- Ariffi, Aldy Maulana, *A Descriptive Study About The Practice of Empowerment in Functional Unit that Directly Linked to Refinery Operation in Pertamina Unit Pengolahan VI*, Unpublished Thesis to Postgraduate Studies Program, University Gadjah Mada, Yogyakarta, 2000.
- Aung, May, "The Accor Multinational Hotel Chain in Emerging Market: Through the Lens of the Core Competency Concept", *The Service Industries Journal*, Vol. 20, No. 3, July, 2000.
- Azwar, Saifuddin, *Dasar-dasar Psikometri*, Pustaka Pelajar, Yogyakarta, 2001.
- Azwar, Saifuddin, *Reliabilitas dan Validitas*, 3rd Ed., Pustaka Pelajar, Yogyakarta, 2001.
- Bacal, Robert, *Performance Management*, McGraw-Hill, USA, 1999.
- Bandura, Albert, "Self Efficacy: Toward a Unifying Theory of Behavioral Change", *Psychological Review*, Vol. 84 No. 2, 1977.
- Barbee, C. and Bott, V., "Customer Treatment as a Mirror of Employee Treatment", *Advanced Management Journal*, Vol. 5, 1991
- Bowen, David E. and Lawler III, Edward E., "The Empowerment of Service Workers: What, Why, How and When", *Sloan Management Review*, Spring, 1992.
- Bowen, David E. and Lawler III, Edward E., "Empowering Service Employees", *Sloan Management Review*, Summer, 1995.
- Brymer, Robert A., "Employee Empowerment: A Guest-Driven Leadership Strategy", *The Cornell Hotel and Restaurant Administration Quarterly*, May, 1991.

- Case, John, "Opening the Books", *Harvard Business Review*, 1997, on Ulrich, Dave (ed), *Delivering Results: A New Mandate for Human Resources Professionals*, Harvard Business Review Books, USA, 1998.
- Caudron, Shari, "Are Self-directed Teams Right for Your Company", *Personnel Journal*, December, 1993
- Caudron, Shari, "Create an Empowering Environment", *Personnel Journal*, September, 1995
- Conger, Jay A. and Kanungo, Rabindra A., "The Empowerment Process: Integrating Theory and Practice", *Academy of Management Review*, Vol. 13 No. 3, 1988.
- Cooper, Donald R., and Schindler, Pamela S., *Business Research Methods*, 7th ed., McGraw-Hill Book Co., Singapore, 2001.
- Deci, Edward L., Connell, James P., and Ryan, Richard M., "Self-Determination in a Work Organization", *Journal of Applied Psychology*, Vol. 74 No. 4, 1989.
- Dobbs, John H., "The Empowerment Environment", *Training and Development*, February, 1993.
- Drucker, Peter F., "The Coming of New Organization", *Harvard Business Review*, January-February, 1988.
- Gandz, Jeffrey, and Bird, Frederick G., "The Ethics of Empowerment", *Journal of Business Ethics*, No. 15, 1996.
- Gibson, James L., Ivancevich, John M., and Donnelly Jr., James H., *Organizations: Behavior, Structure, Processes*, 10th ed., McGraw-Hill Companies, 2000.
- Gist, Marilyn E., and Mitchell, Terence R., "Self-Efficacy: A Theoretical Analysis of its Determinants and Malleability", *Academy of Management Review*, Vol. 17 No. 2, 1992.
- Hadi, Sutrisno, *Statistik*, 2nd ed., Andi Offset, Yogyakarta, 2000.
- Iman, Ronald L., and Conover, W.J., *Modern Business Statistics*, 2nd ed., John Wiley and Sons Inc., USA, 1989.
- Khan, Sharafat, "The Key to Being A Leader Company: Empowerment", *The Journal for Quality and Participation*, Vol. 20 No. 1, Jan-Feb, 1997.
- Kizilos, Peter, " Crazy about Empowerment?" *Training*, No. 47, December, 1990.

- Koberg, Chirstine M., Boss, R.W., Senjem, Jason C., Goodman, Eric A., "Antecedents and Outcomes of Empowerment", *Group and Organization Management*, March, 1999.
- Laschinger, Heather K., Finegan Joan, and Shamian, Judith, "The Impact of Workplace Empowerment, Organizational Trust on Staff Nurses' Work Satisfaction and Organizational Commitment", *Health Care Management Review*, 26 (3), 2001.
- Lashley, Conrad, "Towards An Understanding of Employee Empowerment in Hospitality Services", *International Journal of Contemporary Hospitality Management*, Vol. 7 No. 1, 1995.
- Lin, Carol Yeh-Yun, "The Essence of Empowerment: A Conceptual Model and A Case Illustration", *Journal of Applied Management Studies*, Vol. 7 No. 2, December 1998.
- Luthans, Fred, *Organizational Behavior*, 7th ed., McGraw Hill, Singapore, 1995.
- Mendenhall, W., Reinmuth, J.E., Beaver, R., *Statistics for Management and Economics*, 6th ed., PWS-Kent Publishing Co., Boston, 1989.
- Neser, John, Wasserman, William, and Kutner, Michael H., *Applied Linier Statistical Models*, 3rd ed., Richard D. Irwin Inc, Tokyo, Japan, 1990.
- Orly, Christophe, "Quality Circles in France: Accor's Experiment in Self-Management", *The Cornell Hotel and Restaurant Administration Quarterly*, November 1998.
- Perkins, Douglas D. and Zimmerman, Marc A., "Empowerment Theory, Research, and Application", *American Journal of Community Psychology*, Vol. 23 No. 5, October 1995.
- Pfeffer, Jeffrey and Veiga, John F., "Putting People First for Organizational Success", *The Academy of Management Executive*, May, 1999.
- Pfeffer, Jeffrey, "Seven Practice of Successful Organization", 1998, on French, Wendell L., Bell, Cecil H., and Zawacki, Robert A., ed., *Organizational Development and Transformation*, McGraw Hill, Singapore, 2000.
- Pikiran Rakyat, "Angka Pariwisata Naik, Tapi Belum Normal", 5 February 2003.
- Ripley, Robert E. and Ripley, Marie J., "Empowerment, The Cornerstone of Quality: Empowering Management in Innovative Organizations in the 1990s", *Management Decision*, Vol. 30 No. 4, 1992.

- Santoso, Singgih, *SPSS versi 10: Mengolah Data Statistik Secara Profesional*, PT Elex Media Komputindo, Jakarta, 2001.
- Schermerhorn Jr., J.R., *Management and Organizational Behavior*, John Wiley and Son, Toronto, 1996.
- Sekaran, Uma, *Research Methods for Business: A Skill Building Approach*, 3rd ed, John Wiley & Sons Inc, 2000.
- Spreitzer, Gretchen M., "Psychological Empowerment in the Workplace: Dimensions, Measurement and Validation", *Academy of Management Journal*, Vol. 38 No. 5, October, 1995 (a).
- Spreitzer, Gretchen M., "An Empirical Test of a Comprehensive Model of Intrapersonal Empowerment in the Workplace", *American Journal of Community Psychology*, Vol. 23 No. 3, October, 1995 (b).
- Spreitzer, Gretchen M., "Social Structural Characteristics of Psychological Empowerment", *Academy of Management Journal*, Vol. 39 No. 2, April, 1996.
- Sternberg, Lawrence E., "Empowerment: Trust vs. Control", *The Cornell Hotel and Restaurant Administration Quarterly*, February, 1992.
- Sugiyono, *Statistika Untuk Penelitian*, CV Alfabeta, Bandung, 2002.
- Supratiknya, A., *Statistik Psikologi*, PT Grasindo, Jakarta, 2000.
- Suryabrata, Sumadi, *Pengembangan Alat Ukur Psikologis*, Penerbit Andi, Yogyakarta, 2000.
- Thomas, Kenneth W. and Velthouse, Betty A., "Cognitive Elements of Empowerment: An "Interpretive" Model of Intrinsic Task Motivation", *Academy of Management Review*, Vol. 15 No. 4, 1990.
- Thompson, Arthur A. and Strickland, A. J., *Strategic Management: Concept and Cases*, 12th ed., McGraw Hill, Singapore, 2001.
- Ulrich, Dave, "A New Mandate for Human Resources", *Harvard Business Review*, January-February 1998.
- Umar, Husein, *Riset Sumber Daya Manusia dalam Organisasi*, PT Gramedia Pustaka Utama, Jakarta, 2001.
- Velthouse, Betty A., "Creativity and Empowerment: A Complementary Relationship", *Review of Business*, Fall, 1990.



The Relationship between information sharing practices and psychological empowerment of Front-Line

employees at Hotel Ibis Yogyakarta

ZULKARYADI, Teuku, Dr. Supra Wimbarti, MSc

Universitas Gadjah Mada, 2003 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Wetlaufer, Suzy, "Organizing for Empowerment: Interview with AES' Roger Sant and Dennis Bakke", *Harvard Business Review*, January – February 1999.

Wood, Robert, and Bandura, Albert, "Social Cognitive Theory of Organizational Management", *Academy of Management Review*, Vol. 14, No. 3, 1989.

Zimmerman, Marc A., "Psychological Empowerment: Issues and Illustration", *American Journal of Community Psychology*, Vol. 23 No. 5, October 1995.