UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

Abdien, M. (2019). Impact of communication satisfaction and work-life balance on employee turnover intention. *Journal of Tourism Theory and Research*, *5*(2), 228–238. https://doi.org/10.24288/jttr.526678

Abuzid, H. F. T., & Abbas, M. (2017). Impact of Teamwork Effectiveness on Organizational Performance Vis-a-Vis Role of Organizational Support and Team Leader's Readiness: A Study of Saudi Arabian Government Departments Work Teams. *Journal of Engineering and Applied Sciences*, *12*(8), 2229–2237. https://doi.org/10.36478/jeasci.2017.2229.2237

Alfaki, I. M. A., & Ahmed, A. (2013). Technological readiness in the United Arab Emirates towards global competitiveness. *World Journal of Entrepreneurship, Management and Sustainable Development*, *9*(1), 4–13. https://doi.org/10.1108/20425961311315683

Ali, M., Lodhi, S. A., Raza, B., & Ali, W. (2018). Examining the impact of managerial coaching on employee job performance: Mediating role of work engagement, leader-member-exchange quality, job satisfaction, and turnover intentions. *Pakistan Journal of Commerce and Social Sciences (PJCSS)*, *12*(1), 253–282.

Ali, R. (2018). *Effective Leadership Strategies, Employee Performance, and Organizational Sustainability in the Boxing Industry* (Vol. 5158). Thesis: Walden Dissertations and Doctoral Studies.

Aliaga, A. O. (2001). Human capital, HRD and the knowledge organization. *Academy of Human Resource Development 2001: Conference Proceedings*, 427–434.

Almatrooshi, B., Singh, S. K., & Farouk, S. (2016). Determinants of organizational performance: a proposed framework. *International Journal of Productivity and Performance Management*, *65*(6), 844–859. https://doi.org/10.1108/IJPPM-02-2016-0038

Ambler, G. (2010). *10 Steps to Setting SMART Objectives*. ProjectSmart.co.uk. http://www.projectsmart.co.uk/10-steps-to-setting-smart-objectives.html

Arab, Z., & Muneeb, A. (2019). An Employees' Perspective of Effective Communication as a Strategy for Enhancing Organizational Performance. *Kardan Journal of Economics and Management Sciences*, *2*(1), 104 122.

Ashford, S. J., Blatt, R., & VandeWalle, D. (2003). Reflections on the Looking Glass: A Review of Research on Feedback-Seeking Behavior in Organizations. *Journal of Management*, *29*(6), 773–799. https://doi.org/10.1016/S0149-2063(03)00079-5

Ayers, R. S. (2015). Aligning individual and organizational performance: Goal alignment in federal government agency performance appraisal programs.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Public Personnel Management, *44*(2), 169–191. https://doi.org/10.1177/0091026015575178

Ayres, J., & Malouff, J. M. (2007). Problem-solving training to help workers increase positive affect, job satisfaction, and life satisfaction. *European Journal of Work and Organizational Psychology*, *16*(3), 279–294. https://doi.org/10.1080/13594320701391804

Bahn, S., & Weatherill, P. (2013). Qualitative social research: A risky business when it comes to collecting sensitive data. *Qualitative Research*, *13*(1), 19–35. https://doi.org/10.1177/1468794112439016

Balcioglu, H., & Nihinlola, A. J. (2014). Perception of employee towards performing performance evaluation system: Case study of National Horticultural Research Institute (NIHORT) Nigeria. *International Journal of Business and Social Science*, *5*(8), 135–150. http://www.ijbssnet.com

Ballesteros-Rodríguez, J. L., De Saá-Pérez, P., & Domínguez-Falcón, C. (2012). The role of organizational culture and HRM on training success: evidence from the Canarian restaurant industry. *The International Journal of Human Resource Management*, *23*(15), 3225–3242. https://doi.org/10.1080/09585192.2011.637071

Baltes, B. B., & Heydens-Gahir, H. A. (2003). Reduction of work-family conflict through the use of selection, optimization, and compensation behaviors. *Journal of Applied Psychology*, *88*(6), 1005–1018. https://doi.org/10.1037/0021-9010.88.6.1005

Bandura, A. (1977). *Self-efficacy: The exercise of control*. New York: Freeman.

Bandura, Albert, & Cervone, D. (1986). Differential engagement of self-reactive influences in cognitive motivation. *Organizational Behavior and Human Decision Processes*, *38*(1), 92–113. https://doi.org/https://doi.org/10.1016/0749-5978(86)90028-2

Banihashemi, S., Hosseini, M. R., Golizadeh, H., & Sankaran, S. (2017). Critical success factors (CSFs) for integration of sustainability into construction project management practices in developing countries. *International Journal of Project Management*, *35*(6), 1103–1119. https://doi.org/10.1016/j.ijproman.2017.01.014

Baum, J. R., & Locke, E. A. (2004). The relationship of entrepreneurial traits, skill, and motivation to subsequent venture growth. *The Journal of applied psychology*, *89*(4), 587–598. https://doi.org/10.1037/0021-9010.89.4.587

Beattie, R. S. (2006). Line managers and workplace learning: Learning from the voluntary sector. *Human Resource Development International*, *9*(1), 99–119. https://doi.org/10.1080/13678860600563366

Becker, G. S. (1964). *Human capital: A theoretical and empirical analysis, with special reference to education*. New York: National Bureau of Economic Research.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Becker, L. J. (1978). Joint effect of feedback and goal setting on performance: A field study of residential energy conservation. *Journal of Applied Psychology*, *63*(4), 428–433. https://doi.org/10.1037/0021-9010.63.4.428

Behn, R. D. (1998). The new public management paradigm and the search for democratic accountability. *International Public Management Journal*, *1*(2), 131–164. https://doi.org/10.1016/S1096-7494(99)80088-9

Belle, N. (2013). Leading to make a difference: A field experiment on the performance effects of transformational leadership, perceived social impact, and public service motivation. *Journal of Public Administration Research and Theory*, *24*(1), 109–136. https://doi.org/10.1093/jopart/mut033

Benhabib, J., & Spiegel, M. M. (1994). The role of human capital in economic development evidence from aggregate cross-country data. *Journal of Monetary Economics*, *34*(2), 143–173. https://doi.org/10.1016/0304-3932(94)90047-7

Berbary, L. A. (2014). Too good at fitting in: Methodological consequences and ethical adjustments. *International Journal of Qualitative Studies in Education*, *27*(10), 1205–1225. https://doi.org/10.1080/09518398.2013.820856

Berg, P., Appelbaum, E., & Kalleberg, A. L. (1999). The role of the work environment and job characteristics in balancing work and family. *an Economic Policy Institute symposium*.

Bernecker, A., Klier, J., Stern, S., & Thiel, L. (2018). *Sustaining high performance beyond public-sector pilot projects*. McKinsey.com. https://www.mckinsey.com/industries/public-and-social-sector/our-insights/sustaining-high-performance-beyond-public-sector-pilot-projects

Berssaneti, F. T., & Carvalho, M. M. (2015). Identification of variables that impact project success in Brazilian companies. *International journal of project management*, *33*(3), 638–649. https://doi.org/10.1016/j.ijproman.2014.07.002

Bhanu, M. V. V, & Babu, S. P. C. (2018). Impact of work environment and job stress towards job satisfaction. *IOSR Journal of Business and Management (IOSR-JBM)*, *20*(2), 1–7.

Blakely, C. L. (2020). Leadership Strategies to Achieve Organizational Excellence [ProQuest Dissertations & Theses Global]. In *Walden Dissertations and Doctoral Studies*. https://scholarworks.waldenu.edu/dissertations/9055

Bonini, S., Gorner, S., & Jones, A. (2010). How companies manage sustainability: McKinsey Global Survey results. *Journal of Leadership & Organizational Studies, online journal*. https://www.mckinsey.com/business-functions/sustainability/our-insights/how-companies-manage-sustainability-mckinsey-global-survey-results

Boothby, D., Dufour, A., & Tang, J. (2010). Technology adoption, training and productivity performance. *Research Policy*, *39*(5), 650–661. https://doi.org/10.1016/j.respol.2010.02.011

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Boschken, H. L. (1992). Analyzing performance skewness in public agencies: The case of urban mass transit. *Journal of Public Administration Research and Theory*, *2*(3), 265–288. https://doi.org/10.1093/oxfordjournals.jpart.a037131

Boyne, G. A., Meier, K. J., O'Toole Jr, L. J., & Walker, R. M. (2006). *Public service performance: Perspectives on measurement and management.* Cambridge University Press. https://doi.org/10.1017/CBO9780511488511

Bozer, G., Sarros, J. C., & Santora, J. C. (2013). The role of coachee characteristics in executive coaching for effective sustainability. *Journal of Management Development*, *32*(3), 277–294. https://doi.org/10.1108/02621711311318319

Braun, S., Peus, C., Weisweiler, S., & Frey, D. (2013). Transformational leadership, job satisfaction, and team performance: A multilevel mediation model of trust. *The Leadership Quarterly*, *24*(1), 270–283. https://doi.org/https://doi.org/10.1016/j.leaqua.2012.11.006

Bright, D., & Crockett, A. (2012). Training combined with coaching can make a significant difference in job performance and satisfaction. *Coaching: An International Journal of Theory, Research and Practice*, *5*(1), 4–21. https://doi.org/10.1080/17521882.2011.648332

Briner, R. B. (2000). Relationships between work environments, psychological environments and psychological well-being. *Occupational medicine*, *50*(5), 299–303.

Bulut, C., & Culha, O. (2010). The effects of organizational training on organizational commitment. *International Journal of Training and Development*, *14*(4), 309–322. https://doi.org/10.1111/j.1468-2419.2010.00360.x

Burdett, J. O. (1998). Forty things every manager should know about coaching. *Journal of Management Development*, *17*(2), 142–152. https://doi.org/10.1108/02621719810206050

Burke, C. S., Wilson, K. A., & Salas, E. (2003). Teamwork at 35,000 feet: Enhancing safety through team training. *Human Factors and Aerospace Safety*, *3*(4), 287–312.

Burns, J. M. (1978). *Leadership*. Harper & Row.

Button, S. B., Mathieu, J. E., & Aikin, K. J. (1996). An examination of the relative impact of assigned goals and self-efficacy on personal goals and performance over time. *Journal of Applied Social Psychology*, *26*(12), 1084–1103. https://doi.org/10.1111/j.1559-1816.1996.tb01126.x

Camisón, C., & Villar-López, A. (2014). Organizational innovation as an enabler of technological innovation capabilities and firm performance. *Journal of business research*, *67*(1), 2891–2902. https://doi.org/10.1016/j.jbusres.2012.06.004

Carlan, P. E., & Nored, L. S. (2008). An Examination of Officer Stress: Should Police Departments Implement Mandatory Counseling? *Journal of Police and*

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Criminal Psychology, *23*(1), 8–15. https://doi.org/10.1007/s11896-008-9015-x

Carmeli, A., & Tishler, A. (2004). The relationships between intangible organizational elements and organizational performance. *Strategic Management Journal*, *25*(13), 1257–1278. https://doi.org/https://doi.org/10.1002/smj.428

Carroll, M. (1996). *Workplace Counselling: A Systematic Approach to Employee Care*. SAGE Publications. https://books.google.co.id/books?id=apFZebmbt0gC

Carucci, R. (2020). How to Manage an Employee Who's Struggling to Perform Remotely. *Harvard Business Review*. https://hbr.org/2020/05/how-to-manage-an-employee-whos-struggling-to-work-remotely

Castka, P., Sharp, J. M., & Bamber, C. J. (2003). Assessing teamwork development to improve organizational performance. *Measuring Business Excellence*, *7*(4), 29–36. https://doi.org/10.1108/13683040310509296

Cera, E., & Kusaku, A. (2020). Factors Influencing Organizational Performance: Work Environment, Training-Development, Management and Organizational Culture. *European Journal of Economics and Business Studies*, *6*(1), 16–27. https://doi.org/10.26417/ejes.v6i1.p16-27

Chan, Y. K. (2011). *How Effective is Workplace Counselling in Improving Employee Well-Being and Performance?* College of Medicine, Biological Sciences and Psychology Leicester.

Chandrasekar, K. (2011). Workplace environment and its impact on organisational performance in public sector organisations. *International journal of enterprise computing and business systems*, *1*(1), 1–19.

Chen, C.-C. (2010). Leadership and teamwork paradigms: Two models for baseball coaches. *Social Behavior and Personality: an international journal*, *38*(10), 1367–1376. https://doi.org/10.2224/sbp.2010.38.10.1367

Cheng, E. W. L., & Ho, D. C. K. (2001). The influence of job and career attitudes on learning motivation and transfer. *Career Development International*, *6*(1), 20–28. https://doi.org/10.1108/13620430110381007

Choo, S., & Bowley, C. (2007). Using training and development to affect job satisfaction within franchising. *Journal of Small Business and Enterprise Development*, *14*(2), 339–352. https://doi.org/10.1108/14626000710746745

Christensen, M. (2014). Communication as a Strategic Tool in Change Processes. *International Journal of Business Communication*, *51*(4), 359–385. https://doi.org/10.1177/2329488414525442

Coles, A. (2003). *Counselling in the workplace*. Open University Press.

Cornelissen, J. P. (2008). Corporate Communication. In *The International Encyclopedia of Communication*.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

https://doi.org/https://doi.org/10.1002/9781405186407.wbiecc143

Cotton, P., & Hart, P. (2003). Occupational Wellbeing and Performance: A Review of Organisational Health Research. *Australian Psychologist*, *38*(2), 118–127. https://doi.org/10.1080/00050060310001707117

Darling, J. R. (1999). Organizational excellence and leadership strategies: principles followed by top multinational executives. *Leadership & Organization Development Journal*, *20*(6), 309–321. https://doi.org/10.1108/01437739910292625

Davar, S. C., & Parti, M. (2013). Does Training Affect Productivity of Employees? Two Methods of Meta-Analysis. *Indian Journal of Industrial Relations*, *48*(4), 651–662. http://www.jstor.org/stable/23509821

Dawis, R. V. (1996). The theory of work adjustment and person-environment-correspondence counseling. In *Career choice and development* (Vol. 3, hal. 75–120). Jossey-Bass San Francisco, CA.

Day, D. V, & Lord, R. G. (1988). Executive leadership and organizational performance: Suggestions for a new theory and methodology. *Journal of management*, *14*(3), 453–464. https://doi.org/10.1177/014920638801400308

De Grip, A., & Sauermann, J. (2013). The effect of training on productivity: The transfer of on-the-job training from the perspective of economics. *Educational Research Review*, *8*, 28–36. https://doi.org/10.1016/j.edurev.2012.05.005

Delarue, A., Van Hootegem, G., Procter, S., & Burridge, M. (2008). Teamworking and organizational performance: a review of survey-based research. *International Journal of Management Reviews*, *10*(2), 127–148. https://doi.org/10.1111/j.1468-2370.2007.00227.x

Doran, G. T. (1981). There'sa SMART way to write management's goals and objectives. *Management review*, *70*(11), 35–36.

Downs, C. W., & Hazen, M. D. (1977). A Factor Analytic Study of Communication Satisfaction. *The Journal of Business Communication (1973)*, *14*(3), 63–73. https://doi.org/10.1177/002194367701400306

Duijts, S. F. A., Kant, I., van den Brandt, P. A., & Swaen, G. M. H. (2008). Effectiveness of a preventive coaching intervention for employees at risk for sickness absence due to psychosocial health complaints: results of a randomized controlled trial. *Journal of occupational and environmental medicine*, *50*(7), 765–776. https://doi.org/10.1097/JOM.0b013e3181651584

Dunn, M. W., Dastoor, B., & Sims, R. L. (2012). Transformational leadership and organizational commitment: A cross-cultural perspective. *Journal of Multidisciplinary Research*, *4*(1), 45–59. http://www.jmrpublication.org/Default.aspx

Dupe, A. A. (2015). Organisational Communication, The Panacea For Improved Labour Relations. *Studies in Business and Economics*, *10*(2), 5–16. https://doi.org/10.1515/sbe-2015-0016

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Earley, P. C. (1985). Influence of information, choice and task complexity upon goal acceptance, performance, and personal goals. *Journal of Applied Psychology*, *70*(3), 481–491. https://doi.org/10.1037/0021-9010.70.3.481

Ekpang, P. U. (2015). Counselling for effective work performance: a way for service improvement. *IOSR Journal of humanities and social science*, *20*(3), 39–43. https://doi.org/10.9790/0837-20313943

Eldon, R. (2010). Making the team: teams, teamwork and teambuilding. *Chemical Engineering Progress*, *106*(6), 41–45.

Elena, N. I. (2012). Human resources motivation–An important factor in the development of business performance. *Annals of the University of Oradea, Economic Science Series*, *21*(1), 1039–1045.

Ellinger, A D, Ellinger, A. E., Hamlin, R. G., & Beattie, R. S. (2009). Achieving improved performance through managerial coaching. In *Handbook of Improving Performance in the Workplace* (Vol. 1–3, hal. 275–298). https://doi.org/10.1002/9780470592663.ch30

Ellinger, A D, Hamlin, R. G., & Beattie, R. S. (2008). Behavioural indicators of ineffective managerial coaching: A cross-national study. *Journal of European Industrial Training*, *32*(4), 240–257. https://doi.org/10.1108/03090590810871360

Ellinger, Andrea D, & Beattie, R. S. (2009). Toward a profession of coaching? A definitional examination of 'coaching,''organization development,'and 'human resource development.' *International Journal of Evidence Based Coaching and Mentoring*, *7*(1), 13–38.

Ellinger, Andrea D, & Bostrom, R. P. (1999). Managerial coaching behaviors in learning organizations. *Journal of Management Development*, *18*(9), 752–771. https://doi.org/10.1108/02621719910300810

Epstein, P. D., Fountain, J. R., Parry, R. W., & Waller, J. B. (1992). Get Ready: The Time for Performance Measurement Is Finally Coming! *Public Administration Review*, *52*(5), 513–519. https://doi.org/10.2307/976812

Erez, M. (1977). Feedback: A necessary condition for the goal setting-performance relationship. *Journal of Applied Psychology*, *62*(5), 624–627. https://doi.org/10.1037/0021-9010.62.5.624

Evans, D. W. (1990). *People, Communication, and Organizations*. Pearson Education Ltd.

Evered, R. D., & Selman, J. C. (1989). Coaching and the art of management. *Organizational Dynamics*, *18*(2), 16–32. https://doi.org/10.1016/0090-2616(89)90040-5

Fang, E., Evans, K. R., & Zou, S. (2005). The moderating effect of goal-setting characteristics on the sales control systems–job performance relationship. *Journal of Business Research*, *58*(9), 1214–1222. https://doi.org/https://doi.org/10.1016/j.jbusres.2004.03.006

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Feldman, D. C., & Lankau, M. J. (2005). Executive coaching: A review and agenda for future research. *Journal of management*, *31*(6), 829–848. https://doi.org/10.1177/0149206305279599

Fielden, S. L., Davidson, M. J., & Sutherland, V. J. (2009). Innovations in coaching and mentoring: implications for nurse leadership development. *Health Services Management Research*, *22*(2), 92–99. https://doi.org/10.1258/hsmr.2008.008021

Fletcher, T. D., & Major, D. A. (2006). The Effects of Communication Modality on Performance and Self-Ratings of Teamwork Components. *Journal of Computer-Mediated Communication*, *11*(2), 557–576. https://doi.org/10.1111/j.1083-6101.2006.00027.x

Foldspang, L., Mark, M., Hjorth, L. R., Langholz-Carstensen, C., Poulsen, O. M., Johansson, U., Ahonen, G., Aasnæss, S., & Rants, L. L. (2014). *Working environment and productivity: A register-based analysis of Nordic enterprises*. Nordic Council of Ministers.

Fournies, F. (1987). *Coaching for Improved Work Performance*. Liberty Hall.

Frankel, A., Gardner, R., Maynard, L., & Kelly, A. (2007). Using the communication and teamwork skills (CATS) assessment to measure health care team performance. *The Joint Commission Journal on Quality and Patient Safety*, *33*(9), 549–558. https://doi.org/10.1016/S1553-7250(07)33059-6

Fröbel, P., & Marchington, M. (2005). Teamworking structures and worker perceptions: a cross-national study in pharmaceuticals. *The International Journal of Human Resource Management*, *16*(2), 256–276. https://doi.org/10.1080/0958519042000311435

Gallie, D., Zhou, Y., Felstead, A., & Green, F. (2009). Teamwork, productive potential and employee welfare. *SKOPE Research Paper*, *84*, 1–28.

Gattellari, M., Donnelly, N., Taylor, N., Meerkin, M., Hirst, G., & Ward, J. E. (2005). Does 'peer coaching'increase GP capacity to promote informed decision making about PSA screening? A cluster randomised trial. *Family Practice*, *22*(3), 253–265. https://doi.org/10.1093/fampra/cmi028

Geringer, J. M., Frayne, C. A., & Milliman, J. F. (2002). In search of "best practices" in international human resource management: research design and methodology. *Human Resource Management*, *41*(1), 5–30. https://doi.org/10.1002/hrm.10017

Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23* (8 ed.). Semarang: Badan Peneliti Universitas Diponegoro.

Ghozali, I., & Latan, H. (2015). *Partial Least Square Konsep Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0* (2 ed.). Semarang: Badan Peneliti Universitas Diponegoro.

Grant, A. M., Curtayne, L., & Burton, G. (2009). Executive coaching enhances goal attainment, resilience and workplace well-being: a randomised controlled

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

study. *The Journal of Positive Psychology*, *4*(5), 396–407. https://doi.org/10.1080/17439760902992456

Greco, J. (2001). Hey, coach! *Journal of Business Strategy*, *22*(2), 28–31.

Gregory, J. B., & Levy, P. E. (2010). Employee coaching relationships: enhancing construct clarity and measurement. *Coaching: An International Journal of Theory, Research and Practice*, *3*(2), 109–123. https://doi.org/10.1080/17521882.2010.502901

Grote, D. (2000). Public sector organizations: Today's innovative leaders in performance management. *Public personnel management*, *29*(1), 1–20. https://doi.org/10.1177/009102600002900101

Gunaseelan, R., & Ollukkaran, B. A. (2012). A study on the impact of work environment on employee performance. *Namex International Journal of Management Research*, *71*(2), 70–85.

Guo, C., Porschitz, E. T., & Alves, J. (2013). Exploring career agency during self-initiated repatriation: a study of Chinese sea turtles. *Career Development International*, *18*(1), 34–55. https://doi.org/10.1108/1362043131130

Gyllensten, K., & Palmer, S. (2005). Can coaching reduce workplace stress? A quasi-experimental study. *International Journal of Evidence Based Coaching and Mentoring*, *3*(2), 75–85.

Habib, M. rajabali, & Reuben, J. M. (2019). The Effect of Teamwork Development on Organizational Performance: A Case Study of Tile and Carpet Centre in Kenya. *Global Scientific Journals*, *7*(9), 542–558.

Hafeez, U., & Akbar, W. (2015). Impact of training on employees performance (Evidence from pharmaceutical companies in Karachi, Pakistan). *Business Management and Strategy*, *6*(1), 49–64. https://doi.org/10.5296/bms.v6i1.7804

Hair, J.F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Thousand Oaks, California: Sage Publications, Inc.

Hair, J F, Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis*. Pearson Education Limited. https://books.google.co.id/books?id=VvXZnQEACAAJ

Hair, Joe F, Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a Silver Bullet. *Journal of Marketing Theory and Practice*, *19*(2), 139–152. https://doi.org/10.2753/MTP1069-6679190202

Hanaysha, J. (2016). Examining the Effects of Employee Empowerment, Teamwork, and Employee Training on Organizational Commitment. *Procedia - Social and Behavioral Sciences*, *229*, 298–306. https://doi.org/10.1016/j.sbspro.2016.07.140

Hanson, D. (1996). *Modern Business Administration* (3rd ed.). Pittman Publishing

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Ltd.

Haroon, H., & Malik, H. D. (2018). The impact of organizational Communication on organizational performance. *Journal of Research in Social Sciences*, *6*(2), 140–151.

Hartono, J. (2013). *Metode Penelitian Bisnis*. Yogyakarta: BPFE.

Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, *43*(1), 115–135. https://doi.org/10.1007/s11747-014-0403-8

Heslin, P. A., Carson, J. B., & VandeWalle, D. (2009). Practical applications of goal-setting theory to performance management. In *Performance management: Putting research into action.* (hal. 89–114). Jossey-Bass/Wiley.

Holland, J., & Weathers, J. (2013). Aligning a company's people strategy with its business strategy and brand strategy. *Journal of Brand Strategy*, *2*(3), 245–258.

Hu, Z., Li, Q., Liu, T., Wang, L., & Cheng, Z. (2020). Government equity investment, effective communication and public private partnership (PPP) performance: evidence from China. *Engineering, Construction and Architectural Management*, *ahead-of-p*(ahead-of-print). https://doi.org/10.1108/ECAM-02-2020-0138

Huber, V. L. (1985). Effects of task difficulty, goal setting, and strategy on performance of a heuristic task. *Journal of Applied Psychology*, *70*(3), 492–504. https://doi.org/10.1037/0021-9010.70.3.492

Hussein, M. El, Hirst, S., Salyers, V., & Osuji, J. (2014). Using grounded theory as a method of inquiry: Advantages and disadvantages. *Qualitative Report*, *19*(27), 1–15.

Hyland, P. K., Lee, R. A., & Mills, M. J. (2015). Mindfulness at work: A new approach to improving individual and organizational performance. *Industrial and organizational Psychology*, *8*(4), 576–602. https://doi.org/10.1017/iop.2015.41

Ibrahim, R., Boerhannoeddin, A., & Bakare, K. K. (2017). The effect of soft skills and training methodology on employee performance. *European Journal of Training and Development*.

Indrawan, R., & Yaniawati, P. (2014). *Metodologi Penelitian Kuantitatif, Kualitatif, dan Campuran untuk Manajemen, Pembangunan, dan Pendidikan*. Bandung: PT Refika Aditama.

Ingram, H. (1996). Linking teamwork with performance. *Team Performance Management: An International Journal*, *2*(4), 5–10. https://doi.org/10.1108/13527599610131854

Ireland, D., & Hitt, M. (2005). Achieving and maintaining competitiveness in the

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

21st century: the role of strategic leadership. *Academy of Management Executive*, *19*(4), 63–77.

Islam, M. Z., & Siengthai, S. (2010). Human resource management practices and firm performance improvement in DHAKA Export Processing Zone (DEPZ). *Research and Practice in Human Resource Management*, *18*(1), 60–77.

Ivancevich, J. M., & McMahon, J. T. (1982). The effects of goal setting, external feedback, and self-generated feedback on outcome variables: A field experiment. *Academy of Management Journal*, *25*(2), 359–372. https://doi.org/10.2307/255997

Izzat, F. (2014). Significance of workplace counselling on increasing job performance in an organization in Malaysia. *International journal of human resource*, *8*(14), 122–144.

Jain, R., & Kaur, S. (2014). Impact of Work Environment on Job Satisfaction. *International Journal of Scientific and Research Publications*, *4*(1), 1–8. https://doi.org/10.1108/IJLMA-10-2016-0085

Jobson, J. D., & Schneck, R. (1982). Constituent views of organizational effectiveness: Evidence from police organizations. *Academy of Management Journal*, *25*(1), 25–46. https://doi.org/10.5465/256022

Johansson, C., Grandien, C., & Strandh, K. (2019). Roadmap for a communication maturity index for organizations—Theorizing, analyzing and developing communication value. *Public Relations Review*, *45*(4), 101791. https://doi.org/10.1016/j.pubrev.2019.05.012

Johnson, D. S., & Kanfer, R. (1992). Goal-performance relations: The effects of initial task complexity and task practice. *Motivation and Emotion*, *16*(2), 117–141. https://doi.org/10.1007/BF00995515

Jones, A., Richard, B., Paul, D., Sloane, K., & Peter, F. (2007). Effectiveness of teambuilding in organization. *Journal of management*, *5*(3), 35–37.

Jones, R. J., Woods, S. A., & Guillaume, Y. R. F. (2016). The effectiveness of workplace coaching: A meta-analysis of learning and performance outcomes from coaching. *Journal of Occupational and Organizational Psychology*, *89*(2), 249–277. https://doi.org/10.1111/joop.12119

Jooste, C., & Fourie, B. (2010). The role of strategic leadership in effective strategy implementation: perceptions of South African strategic leaders. *South African Business Review*, *13*(3), 51–68.

Joyce, P. (2016). *Strategic Leadership in the Public Sector* (2nd ed.). New York: Routledge. https://doi.org/10.4324/9781315660677

Jung, C. S., & Lee, G. (2013). Goals, Strategic Planning, and Performance in Government Agencies. *Public Management Review*, *15*(6), 787–815. https://doi.org/10.1080/14719037.2012.677212

Kacmar, K. M., Witt, A., Zivnuska, S., & Gully, S. M. (2003). The interactive effect

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

of leader-member exchange and communication frequency on performance ratings. *Journal of Applied Psychology*, *88*(4), 764–72.

Kampa-Kokesch, S., & Anderson, M. Z. (2001). Executive coaching: A comprehensive review of the literature. *Consulting Psychology Journal: Practice and Research*, *53*(4), 205. https://psycnet.apa.org/doi/10.1037/1061-4087.53.4.205

Karanja, E. W., Muraguri, C., & Kinyua, G. (2018). Effects of Teamwork on Performance of The Water Service Regulatory Board. *The Strategic Journal of Business & Change Management*, *5*(3), 1–6.

Keeys, L. A., & Huemann, M. (2017). Project benefits co-creation: Shaping sustainable development benefits. *International Journal of Project Management*, *35*(6), 1196–1212. https://doi.org/10.1016/j.ijproman.2017.02.008

Kerr, S., & Landauer, S. (2004). Using stretch goals to promote organizational effectiveness and personal growth: General Electric and Goldman Sachs. *Academy of Management Perspectives*, *18*(4), 134–138. https://doi.org/10.5465/ame.2004.15268739

Khan, M. M. (2013). A study on trends and issues of employee turnover in education of UP. *International Journal of Emerging Research in Management &Technology*, *2*(2), 13–17.

Khan, S., & Mashikhi, L. S. (2017). Impact of teamwork on employees performance. *International Journal of Education and Social Science*, *4*(11), 14–22.

Khuntia, R., & Suar, D. (2004). A scale to assess ethical leadership of Indian private and public sector managers. *Journal of business ethics*, *49*(1), 13–26. https://doi.org/10.1023/B:BUSI.0000013853.80287.da

Kibe, C. W. (2014). Effects of communication strategies on organizational performance: A case study of Kenya Ports Authority. *European journal of business and management*, *6*(11), 6–10.

Kim, Sangmook. (2004). Individual-level factors and organizational performance in government organizations. *Journal of public administration research and theory*, *15*(2), 245–261. https://doi.org/10.1093/jopart/mui013

Kim, Sewon, Egan, T. M., & Moon, M. J. (2013). Managerial Coaching Efficacy, Work-Related Attitudes, and Performance in Public Organizations: A Comparative International Study. *Review of Public Personnel Administration*, *34*(3), 237–262. https://doi.org/10.1177/0734371X13491120

Kleingeld, A., Van Mierlo, H., & Arends, L. (2011). The Effect of Goal Setting on Group Performance: A Meta-Analysis. *The Journal of applied psychology*, *96*(6), 1289–1304. https://doi.org/10.1037/a0024315

Kozlowski, S., & Bell, B. (2013). Work groups and teams in organizations. In *Handbook of psychology, Industrial and organizational psychology* (hal. 412–

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

469). New Jersey: Wiley.

Kraiger, K. (2003). Perspectives on Training and Development. In *Handbook of Psychology* (hal. 171–192). https://doi.org/10.1002/0471264385.wei1208

Kum, F. D., Cowden, R., & Karodia, A. M. (2014). The impact of training and development on employee performance: A case study of ESCON Consulting. *Singaporean Journal of Business Economics and Management Studies*, *3*(3), 72–105.

Kundu, S. C., & Lata, K. (2017). Effects of supportive work environment on employee retention. *International Journal of Organizational Analysis*, *25*(4), 703–722. https://doi.org/10.1108/IJOA-12-2016-1100

Latham, G. P. (2004). The motivational benefits of goal-setting. *Academy of Management Perspectives*, *18*(4), 126–129. https://doi.org/10.5465/ame.2004.15268727

Leavy, B. (2016). Effective leadership today–character not just competence. *Strategy & Leadership*, *44*(1), 20–29. http://www.emeraldinsight.com/journal/sl

Leitão, J., Pereira, D., & Gonçalves, Â. (2019). Quality of Work Life and Organizational Performance: Workers' Feelings of Contributing, or Not, to the Organization's Productivity. In *International Journal of Environmental Research and Public Health* (Vol. 16, Nomor 20, hal. 1–18). https://doi.org/10.3390/ijerph16203803

Leonard, M. W., & Frankel, A. S. (2011). Role of effective teamwork and communication in delivering safe, high-quality care. *Mount Sinai Journal of Medicine: A Journal of Translational and Personalized Medicine*, *78*(6), 820–826. https://doi.org/10.1002/msj.20295

Leppel, K., Brucker, E., & Cochran, J. (2012). The Importance of Job Training to Job Satisfaction of Older Workers. *Journal of Aging & Social Policy*, *24*(1), 62–76. https://doi.org/10.1080/08959420.2012.629136

Lesiuk, T. (2020). *The Perfect Performance Improvement Plan*. Factorialhr.com. https://factorialhr.com/blog/performance-improvement-plan/

Levin, R. P. (2017). Five fundamental leadership strategies. *The Journal of the American Dental Association*, *148*(1), 54–55 10 1016 2016 10 006.

Li, A., & Butler, A. B. (2004). The effects of participation in goal setting and goal rationales on goal commitment: An exploration of justice mediators. *Journal of business and psychology*, *19*(1), 37–51. https://doi.org/10.1023/B:JOBU.0000040271.74443.22

Liu, X., & Batt, R. (2010). How Supervisors Influence Performance: A Multilevel Study of Coaching and Group Management in Technology-Mediated Services. *Personnel Psychology*, *63*(2), 265–298. https://doi.org/https://doi.org/10.1111/j.1744-6570.2010.01170.x

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Locke, E. A., & Latham, G. P. (1990). *A theory of goal setting & task performance.* New Jersey: Prentice-Hall.

Locke, E. A., Latham, G. P., Smith, K. J., Wood, R. E., & Bandura, A. (1990). *A theory of goal setting & task performance*. New Jersey: Prentice Hall Englewood Cliffs.

Locke, E. A., Shaw, K. N., Saari, L. M., & Latham, G. P. (1981). Goal setting and task performance: 1969–1980. *Psychological Bulletin*, *90*(1), 125–152. https://doi.org/10.1037/0033-2909.90.1.125

Locke, E., & Latham, G. P. (2019). Reply to commentaries on "The development of goal setting theory: A half century retrospective." *Motivation Science*, *5*(2), 93–105. https://doi.org/10.1037/mot0000127

Locke, Edwin, & Latham, G. (2002). Building a Practically Useful Theory of Goal Setting and Task Motivation: A 35Year Odyssey. *American Psychologist - AMER PSYCHOL*, *57*(9), 705–717. https://doi.org/10.1037/0003-066X.57.9.705

Longenecker, C. O., & Neubert, M. J. (2005). The practices of effective managerial coaches. *Business Horizons*, *48*(6), 493–500. https://doi.org/10.1016/j.bushor.2005.04.004

Luca, J., & Tarricone, P. (2001). Does emotional intelligence affect successful teamwork? *18th Annual Conference of the Australasian Society for Computers in Learning in Tertiary Education*.

Lucas, R. E. (1990). Why doesn't capital flow from rich to poor countries? *American Economic Review: Papers and Proceedings*, *80*(2), 92–96. http://www.jstor.org/stable/2006549

Luck, E. M., & Buchanan, E. J. (2008). Sporting Organisations: Do they need to communicate with members? *3CMedia: Journal of Community, Citizen's and Third Sector Media and Communication*, *4*, 45–60.

Lutgen-Sandvik, P., & Sypher, B. D. (2009). *Destructive Organizational Communication: Processes, Consequences, and Constructive Ways of Organizing* (P. Lutgen-Sandvik & B. D. Sypher (ed.); 1st ed.). New York: Routledge. https://doi.org/10.4324/9780203928554

MacMillan, J., Entin, E. E., & Serfaty, D. (2004). Communication overhead: The hidden cost of team cognition. In *Team cognition: Understanding the factors that drive process and performance.* (hal. 61–82). American Psychological Association. https://doi.org/10.1037/10690-004

Mafini, C., & Pooe, D. R. I. (2013). The relationship between employee satisfaction and organisational performance: Evidence from a South African government department. *SA Journal of Industrial Psychology/SA Tydskrif vir Bedryfsielkunde, 39*(1), 1–9. https://doi.org/10.4102/ sajip.v39i1.1090

Maini, B. S., & Morrel-Samuels, P. (2006). Cascading improvements in communication: adopting a new approach to organizational communication.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Physician executive, *32*(5), 38–43.

Malik, M. I., Ahmad, A., Gomez, S. F., & Ali, M. (2011). A study of work environment and employees performance in Pakistan. *African Journal of Business Management*, *5*(34), 13227–13232. https://doi.org/10.5897/AJBM11.1502

Malone, J. W. (2001). Shining a new light on organizational change: Improving self-efficacy through coaching. *Organization Development Journal*, *19*(2), 27–36.

March, J. G., & Sutton, R. I. (1997). Crossroads—organizational performance as a dependent variable. *Organization science*, *8*(6), 698–706. https://doi.org/10.1287/orsc.8.6.698

Marks, M. A., Mathieu, J. E., & Zaccaro, S. J. (2001). A Temporally Based Framework and Taxonomy of Team Processes. *The Academy of Management Review*, *26*(3), 356–376. https://doi.org/10.2307/259182

Matolo, R. S., & Mukulu, E. (2016). Role of counseling in employee performance in public universities (A case study of Kenyatta University). *International Journal of Humanities and Social Science*, *6*(8), 229–239.

Mattick, B., & Miller, D. G. (2006). Teamwork pays. *Journal for Quality and Participation*, *29*(4), 30–33.

McGarry, K. J. (1975). *Communication, Knowledge and the Librarian*. Clive Binglay Ltd.

McLeod, J., & McLeod, J. (2001). How effective is workplace counselling? A review of the research literature. *Counselling and Psychotherapy Research*, *1*(3), 184–190. https://doi.org/10.1080/14733140112331385060

Mehmood, M., Awais, M., Afzal, M. M., Shahzadi, I., & Khalid, U. (2017). The impact of human resource management practices on organizational performance. *International Journal of Engineering and Information Systems*, *1*(9), 165–178.

Meier, K. J., & O'Toole, L. J. (2002). Public management and organizational performance: The effect of managerial quality. *Journal of Policy Analysis and Management*, *21*(4), 629–643. https://doi.org/10.1002/pam.10078

Mento, A. J., Steel, R. P., & Karren, R. J. (1987). A meta-analytic study of the effects of goal setting on task performance: 1966–1984. *Organizational behavior and human decision processes*, *39*(1), 52–83.

Merriman, K. K., Sen, S., Felo, A. J., & Litzky, B. E. (2016). Employees and sustainability: the role of incentives. *Journal of Managerial Psychology*, *31*(4), 820–836. http://www.emeraldinsight.com/journal/jmp

Migwe, W. G., Gachunga, H. G., & Iravo, M. A. (2017). Influence of Strategic Human Resource Development Practices on Performance of Youth Development Officers in Kenya. *International Journal of Economics,*

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Commerce and Management, *5*(1), 128–165.

Miller, W. R., Yahne, C. E., Moyers, T. B., Martinez, J., & Pirritano, M. (2004). A randomized trial of methods to help clinicians learn motivational interviewing. *Journal of consulting and Clinical Psychology*, *72*(6), 1050–1062.

Miner, J. B. (2003). The rated importance, scientific validity, and practical usefulness of organizational behavior theories: A quantitative review. *Academy of Management Learning & Education*, *2*(3), 250–268. https://doi.org/10.5465/amle.2003.10932132

Mink, B., Mink, O., & Owen, K. (1993). *Developing High-Performance People: The Art of Coaching*. Addison-Wesley.

Minter, R. L., & Thomas, E. G. (2000). Employee development through coaching, mentoring and counseling: A multidimensional approach. *Review of Business*, *21*(1), 43–47.

Mishra, K., Boynton, L., & Mishra, A. (2014). Driving Employee Engagement: The Expanded Role of Internal Communications. *International Journal of Business Communication*, *51*(2), 183–202. https://doi.org/10.1177/2329488414525399

Mohamud, A. M. (2014). *The effect of training on employee performance in public sector organizations in Kenya. The case of NHIF Machakos County* [Thesis: University of Nairobi]. http://hdl.handle.net/11295/73664

Moleong, L. . (2017). *Metodelogi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.

Montes, F. J. L., Moreno, A. R., & Morales, V. G. (2005). Influence of support leadership and teamwork cohesion on organizational learning, innovation and performance: an empirical examination. *Technovation*, *25*(10), 1159–1172. https://doi.org/10.1016/j.technovation.2004.05.002

Mullins, L. J. (2002). *Management and Organizational Behaviour*. David Preece.

Musheke, M. M., & Phiri, J. (2021). The Effects of Effective Communication on Organizational Performance Based on the Systems Theory. *Open Journal of Business and Management*, *9*(2), 659–671. https://doi.org/10.4236/ojbm.2021.92034

Muthuveloo, R., Kathamuthu, K., & Ping, T. A. (2014). Impact of leadership styles on employee adaptability in call centers: A perspective of telecommunication industry in Malaysia. *Asian Social Science*, *10*(7), 96–106. http://www.ccsenet.org/journal/index.php/ass

Nuhu, N. A., Baird, K., & Appuhami, R. (2019). The impact of management control systems on organisational change and performance in the public sector. *Journal of Accounting & Organizational Change*, *15*(3), 473–495. https://doi.org/10.1108/JAOC-08-2018-0084

Olivero, G., Bane, K. D., & Kopelman, R. E. (1997). Executive coaching as a

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

transfer of training tool: Effects on productivity in a public agency. *Public personnel management*, *26*(4), 461–469. https://doi.org/10.1177%2F009102609702600403

Omar, M., & Mahmood, N. (2020). Mediating the effect of organizational culture on the relationship between training and development and organizational performance. *Management Science Letters*, *10*(16), 3793–3800. https://doi.org/10.5267/j.msl.2020.7.032

Otache, I. (2019). The mediating effect of teamwork on the relationship between strategic orientation and performance of Nigerian banks. *European Business Review*, *31*(5), 744–760. https://doi.org/10.1108/EBR-10-2017-0183

Palvalin, M. (2017). How to measure impacts of work environment changes on knowledge work productivity – validation and improvement of the SmartWoW tool. *Measuring Business Excellence*, *21*(2), 175–190. https://doi.org/10.1108/MBE-05-2016-0025

Pandey, S. K., & Garnett, J. L. (2006). Exploring public sector communication performance: Testing a model and drawing implications. *Public Administration Review*, *66*(1), 37–51. https://doi.org/10.1111/j.1540-6210.2006.00554.x

Parris, D. L., & Peachey, J. W. (2013). A systematic literature review of servant leadership theory in organizational contexts. *Journal of Business Ethics*, *113*(2), 377–393. https://doi.org/10.1007/s10551-012-1322-6

Patterson, L. E., & Eisenberg, S. (2013). *The Counseling Process* (3 ed.). Houghton Mifflin.

Phillips, J. M., & Gully, S. M. (1997). Role of goal orientation, ability, need for achievement, and locus of control in the self-efficacy and goal-setting process. *Journal of Applied Psychology*, *82*, 792–802. https://doi.org/10.1037/0021-9010.82.5.792

PonceVega, J. A. (2018). Leadership strategies for implementing quality improvement initiatives in primary care facilities. In *Theses Global* (Vol. 2160779430). http://eserv.uum.edu.my/dissertations-theses/leadership-strategies-implementing-quality/docview/2160779430/se-2?accountid=42599

Pontefract, D. (2019). *The Wasted Dollars of Corporate Training Programs*. Forbes.com. https://www.forbes.com/sites/danpontefract/2019/09/15/the-wasted-dollars-of-corpo

Pousa, C., & Mathieu, A. (2014). The Influence of Coaching on Employee Performance: Results From Two International Quantitative Studies. *Performance Improvement Quarterly*, *27*(3), 75–92. https://doi.org/https://doi.org/10.1002/piq.21175

Pritchard, R. D., Jones, S. D., Roth, P. L., Stuebing, K. K., & Ekeberg, S. E. (1988). Effects of group feedback, goal setting, and incentives on organizational productivity. *Journal of applied psychology*, *73*(2), 337–358.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

https://doi.org/10.1037/0021-9010.73.2.337

Putnam, L. L., & Nicotera, A. M. (2009). *Building theories of organization. The constitutive role of communication*. New York: Routledge.

Putz, P., & Lehner, J. (2002). "Effekte zielorientierter Führungssysteme - Entwicklungund Validierung des Zielvereinbarungsbogens (ZVB)" ("Effects of goal oriented management systems – development and validation of the goal-setting questionnaire"). *Zeitschrift Fur Arbeits-und Organisationspsychologie - Z ARB ORGANISATIONSPSYCHOL*, *46*(20), 22–34. https://doi.org/10.1026//0932-4089.46.1.22

Rahimnia, F., & Molavi, H. (2020). A model for examining the effects of communication on innovation performance: emphasis on the intermediary role of strategic decision-making speed. *European Journal of Innovation Management*, *ahead-of-p*(ahead-of-print). https://doi.org/10.1108/EJIM-10-2019-0293

Rainey, H. G., & Steinbauer, P. (1999). Galloping Elephants: Developing Elements of a Theory of Effective Government Organizations. *Journal of Public Administration Research and Theory*, *9*(1), 1–32. https://doi.org/10.1093/oxfordjournals.jpart.a024401

Rajhans, K. (2012). Effective organizational Communication: A key to employee motivation and performance. *Interscience Management Review*, *2*(2), 81–85.

Rana, R. (2013). Effective Communication in a Diverse Workplace. *International Journal of Enhanced Research in Management & Computer Applications*, *2*(2), 1–5.

Ratiu, P., & Suciu, L. E. (2013). Performance improvement strategies used by managers in the private sector. Annals of the University of Oradea. *Economic Science Series*, *1*(1), 1613–1624. http://anale.steconomiceuoradea.ro/en

Razak, N. A., Ma'amor, H., & Hassan, N. (2016). Measuring Reliability and Validity Instruments of Work Environment Towards Quality Work Life. *Procedia Economics and Finance*, *37*, 520–528. https://doi.org/10.1016/S2212-5671(16)30160-5

Raziq, A., & Maulabakhsh, R. (2015). Impact of working environment on job satisfaction. *Procedia Economics and Finance*, *23*, 717–725. https://doi.org/10.1016/S2212-5671(15)00524-9

Richard, P. J., Devinney, T. M., Yip, G. S., & Johnson, G. (2009). Measuring organizational performance: Towards methodological best practice. *Journal of management*, *35*(3), 718–804. https://doi.org/10.1177/0149206308330560

Robbins, S. P. (2009). *Organizational Behavior*. New Jersey: Pearson Education Inc.

Robinson, D. G., & Robinson, J. (1989). Training for impact. *Training & Development Journal*, *43*(8), 34–43.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Rustanto, B. (2015). *Penelitian Kualitatif Pekerjaan Sosial*. Bandung: Remaja Rosdakarya.

Sabiu, M. S., Kura, K. M., Mei, T. S., Raihan Joarder, M. H., & Umrani, W. A. (2019). The Mediating Role of Ethical Climate in the Relationship Between Performance Appraisal and Organizational Performance. *International Journal of Public Administration*, *42*(8), 642–653. https://doi.org/10.1080/01900692.2018.1498105

Saks, A. M., Salas, E., & Lewis, P. (2014). The transfer of training. *International Journal of Training and Development*, *18*(2), 81–83. https://doi.org/10.1111/ijtd.12032

Salas, E, Shuffler, M. L., Thayer, A. L., Bedwell, W. L., & Lazzara, E. H. (2015). Understanding and improving teamwork in organizations: A scientifically based practical guide. *Human resource management*, *54*(4), 599–622. https://doi.org/10.1002/hrm.21628

Salas, Eduardo, Dickinson, T. L., Converse, S. A., & Tannenbaum, S. I. (1992). Toward an understanding of team performance and training. In *Teams: Their training and performance* (hal. 3–29). Ablex Publishing.

Sandhya, K., & Kumar, D. (2011). Employee Retention by Motivation. *Indian journal of science and technology*, *4*(12), 1778–1782.

Santoso, S. (2018). *Mahir Statistik Multivariat dengan SPSS*. Jakarta: Elex Media Komputindo. https://books.google.co.id/books?id=6CVtDwAAQBAJ

Schaap, J. I. (2012). Toward strategy implementation success: An empirical study of the role of senior-level leaders in the Nevada gaming industry. *UNLV Gaming Research & Review Journal*, *10*(2), 13–37. http://digitalscholarship.unlv.edu/cgi/viewcontent.cgi?article=1140&context=grrj

Schwarz, G., Eva, N., & Newman, A. (2020). Can Public Leadership Increase Public Service Motivation and Job Performance? *Public Administration Review*, *80*(4), 543–554. https://doi.org/10.1111/puar.13182

Sehgal, S. (2012). Relationship between work environment and productivity. *International journal of engineering research and applications*, *2*(4), 1992–1995.

Seijts, G. H., & Latham, G. P. (2005). Learning versus performance goals: When should each be used? *Academy of Management Perspectives*, *19*(1), 124–131. https://doi.org/10.5465/ame.2005.15841964

Seijts, G., & Latham, G. (2000). The Effects of Goal Setting and Group Size on Performance in a Social Dilemma. *Canadian Journal of Behavioural Science/Revue canadienne des sciences du comportement*, *32*(2), 104–116. https://doi.org/10.1037/h0087105

Sekaran, U. (2012). *Metodologi Penelitian Untuk Bisnis*. Jakarta: Salemba Empat.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Sekaran, U., & Bougie, R. (2013). *Research Methods for Business: A Skill-Building Approach* (6 ed.). New York: Wiley.

Senior, B., & Swailes, S. (2007). Inside Management Teams: Developing a Teamwork Survey Instrument. *British Journal of Management*, *18*(2), 138–153. https://doi.org/10.1111/j.1467-8551.2006.00507.x

Serfontein, J. J. (2010). *The impact of strategic leadership on the operational strategy and performance of business organizations in South Africa (Doctoral dissertation*. Disertasi: University of Stellenbosch, South Africa.

Serinkan, C., & Kızıloğlu, M. (2015). Innovation management and teamwork: An investigation in Turkish banking sector. *Journal of Management Policies and Practices*, *3*(1), 94–102.

Shannon, C. E. (1948). A mathematical theory of communication. *The Bell System Technical Journal*, *27*(3), 379–423. https://doi.org/10.1002/j.1538-7305.1948.tb01338.x

Shannon, W. (2018). Effective Management Communication Strategies. In *Walden Dissertations and Doctoral Studies* (Vol. 5779). https://scholarworks.waldenu.edu/dissertations/5779

Sharabi, M., & Harpaz, I. (2010). Improving employees' work centrality improves organizational performance: work events and work centrality relationships. *Human Resource Development International*, *13*(4), 379–392. https://doi.org/10.1080/13678868.2010.501960

Sharar, D. A., Pompe, J. C., & Lennox, R. (2012). Evaluating the workplace effects of EAP counseling. *Journal of Health & Productivity*, *6*(2), 5–14.

Shaw, K. N. (2004). Changing the goal-setting process at Microsoft. *Academy of Management Perspectives*, *18*(4), 139–142. https://doi.org/10.5465/ame.2004.15268744

Simoes, P. M. M., & Esposito, M. (2014). Improving change management: how communication nature influences resistance to change. *Journal of Management Development*, *33*(4), 324–341. https://doi.org/10.1108/JMD-05-2012-0058

Singh, A. K. (2014). Role of interpersonal Communication in organizational effectiveness. *International Journal of Research in Management and Business Studies*, *1*(4), 36–39.

Singh, R., & Sharma, T. (2020). A Disquisition of Significant Role of Feedback and Counseling on Workforce Performance-Reference of IT Companies (delhi-ncr region). *International Journal of Management and Humanities (IJMH)*, *4*(11), 46–52. https://doi.org/10.35940/ijmh.K1063.0741120

Smith, A. (1996). *Training and development in Australia*. Butterworths.

Smith, K., Baum, J. R., & Locke, E. (2001). A Multi-Dimensional Model of Venture Growth. *The Academy of Management Journal*, *44*(2), 292–303.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

https://doi.org/10.2307/3069456

Sohmen, V. S. (2013). Leadership and teamwork: Two sides of the same coin. *Journal of IT and Economic Development*, *4*(2), 1–18.

Starik, M., & Rands, G. P. (1995). Weaving An Integrated Web: Multilevel and Multisystem Perspectives of Ecologically Sustainable Organizations. *Academy of Management Review*, *20*(4), 908–935. https://doi.org/10.5465/amr.1995.9512280025

Starkey, J. D. (1973). Toward a Grammar for Dyadic Conversation. *Semiotica*, *9*(1), 29–46. https://doi.org/10.1515/semi.1973.9.1.29

Stein, N. (2000). Winning the war to keep top talent. *Fortune*, *141*(11), 132–136.

Sun, L.-Y., Aryee, S., & Law, K. S. (2007). High-Performance Human Resource Practices, Citizenship Behavior, and Organizational Performance: A Relational Perspective. *Academy of Management Journal*, *50*(3), 558–577. https://doi.org/10.5465/amj.2007.25525821

Super, J. F. (2020). Building innovative teams: Leadership strategies across the various stages of team development. *Business Horizons*, *63*(4), 553–563. https://doi.org/10.1016/j.bushor.2020.04.001

Swanepoel, S., Botha, P. A., & Mangonyane, N. B. (2014). Politicisation of performance appraisals. *SA Journal of Human Resource Management/SA Tydskrif vir Menslikehulpbronbestuur*, *12*(1), 9. https://doi.org/10.4102/sajhrm.v12i1.525

Tarricone, P., & Luca, J. (2002). Successful teamwork: A case study. *25th HERDSA Annual Conference*.

Taylor, F. W. (1911). *The Principles of Scientific Management*. New York: Harper & Brothers.

Tharenou, P., Saks, A. M., & Moore, C. (2007). A review and critique of research on training and organizational-level outcomes. *Human Resource Management Review*, *17*(3), 251–273. https://doi.org/10.1016/j.hrmr.2007.07.004

Thuo, D. W. (2018). Workplace Environment and Employees Performance in the Public Sector: A Case of Ministry of Land, Housing and Urban Development Nairobi City County, Kenya. *International Journal of Current Aspects in Human Resource Management (IJCAHRM)*, *1*(2), 29–46.

Truitt, D. L. (2011). The Effect of Training and Development on Employee Attitude as it Relates to Training and Work Proficiency. *SAGE Open*, *1*(3), 2158244011433338. https://doi.org/10.1177/2158244011433338

Tsai, P. C.-F., Yen, Y.-F., Huang, L.-C., & Huang, I.-C. (2007). A study on motivating employees' learning commitment in the post-downsizing era: Job satisfaction perspective. *Journal of World Business*, *42*(2), 157–169. https://doi.org/10.1016/j.jwb.2007.02.002

Tubbs, M. E. (1986). Goal setting: A meta-analytic examination of the empirical

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

evidence. *Journal of applied psychology*, *71*(3), 474–484.

Uka, A. (2014). The Communication and Its Influence on the Effectiveness of the Organization. *Mediterranean Journal of Social Sciences*, *5*(2), 165–170. https://doi.org/10.5901/mjss.2014.v5n2p165

Utrilla, P. N.-C., Grande, F. A., & Lorenzo, D. (2015). The effects of coaching in employees and organizational performance: The Spanish Case. *Intangible Capital*, *11*(2), 166–189. https://doi.org/10.3926/ic.586

Van Wart, M. (2014). *Leadership in public organizations: An introduction*. London: Routledge.

Vidyarthi, P. R., Anand, S., & Liden, R. C. (2014). Do emotionally perceptive leaders motivate higher employee performance? The moderating role of task interdependence and power distance. *The Leadership Quarterly*, *25*(2), 232–244. https://www.journals.elsevier.com/the-leadership-quarterly/

Vigoda-Gadot, E. (2007). Leadership style, organizational politics, and employees' performance: An empirical examination of two competing models. *Personnel Review*, *36*(5), 661–83.

Vigoda-Gadot, E., & Beeri, I. (2012). Change-oriented organizational citizenship behavior in public administration: The power of leadership and the cost of organizational politics. *Journal of Public Administration Research and Theory*, *22*(3), 573–96. https://doi.org/10.1093/jopart/mur036

Vischer, J. C. (2007). The Concept of Workplace Performance and its Value to Managers. *California Management Review*, *49*(2), 62–79. https://doi.org/10.2307/41166383

Wagstaff, C. R. D., Arthur, C. A., & Hardy, L. (2018). The Development and Initial Validation of a Measure of Coaching Behaviors in a Sample of Army Recruits. *Journal of Applied Sport Psychology*, *30*(3), 341–357. https://doi.org/10.1080/10413200.2017.1384937

Walker, R. M., Damanpour, F., & Devece, C. A. (2011). Management Innovation and Organizational Performance: The Mediating Effect of Performance Management. *Journal of Public Administration Research and Theory*, *21*(2), 367–386. https://doi.org/10.1093/jopart/muq043

Webber, R. A. (1970). Perceptions of Interactions Between Superiors and Subordinates. *Human Relations*, *23*(3), 235–248. https://doi.org/10.1177/001872677002300306

Wei, Y. (Susan), & Morgan, N. A. (2004). Supportiveness of Organizational Climate, Market Orientation, and New Product Performance in Chinese Firms. *Journal of Product Innovation Management*, *21*(6), 375–388. https://doi.org/https://doi.org/10.1111/j.0737-6782.2004.00092.x

Weiss, D. J., Dawis, R. W., & Lofquist, L. H. (1966). Instrumentation for the theory of work adjustment. *Minnesota Studies in Vocational Rehabilitation*, *21*, 85.

UNIVERSITAS
GADJAH MADA
STRATEGI KEPEMIMPINAN DAN PENINGKATAN KINERJA: STUDI KASUS ORGANISASI SEKTOR PUBLIK (BKKBN RI)
VETAROY, Dr. Ratminto, M.Pol. Admin
Universitas Gadjah Mada, 2021 | Diunduh dari http://etd.repository.ugm.ac.id/

Wile, D. (2014). Why doers do - Part 2: External - tangible elements of human performance. *Performance Improvement*, *53*(3), 5–13. https://doi.org/10.1002/pfi.21398

Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors. *Journal of Management*, *17*(3), 601–617. https://doi.org/10.1177/014920639101700305

Williams, R. I., Manley, S. C., Aaron, J., & Daniel, F. (2018). The relationship between a comprehensive strategic approach and small business performance. *Journal of Small Business Strategy*, *28*(2), 33–48.

Winsborough, D. (2015). Getting leadership back to its purpose: And it's not about you, cupcake. *People & Strategy*, *38*(1), 10–12. http://go.galegroup.com.

Wolf, P. J. (1997). Why must we reinvent the federal government? Putting historical developmental claims to the test. *Journal of Public Administration Research and Theory*, *7*(3), 353–388. https://doi.org/10.1093/oxfordjournals.jpart.a024354

Wright, B. E. (2001). Public-sector work motivation: A review of the current literature and a revised conceptual model. *Journal of public administration research and theory*, *11*(4), 559–586.

Xu, X. D., Zhong, J. A., & Wang, X. Y. (2013). The impact of substitutes for leadership on job satisfaction and performance. *Social Behavior and Personality: an international journal*, *41*(4), 675–685. https://doi.org/10.2224/sbp.2013.41.4.675

Yukl, G. (2012). Effective leadership behavior: What we know and what questions need more attention. *The Academy of Management Perspectives*, *26*(4), 66–85. http://aom.org/Publications/AMP/Academy-of-Management-Perspectives.aspx

Yusliza, M. Y., Noor Faezah, J., Ali, N., Mohamad Noor, N. M., Ramayah, T., Tanveer, M. I., & Fawehinmi, O. (2020). Effects of supportive work environment on employee retention: the mediating role of person–organisation fit. *Industrial and Commercial Training*, *ahead-of-p*(ahead-of-print). https://doi.org/10.1108/ICT-12-2019-0111

Zeytinoglu, I. U., & Denton, M. (2006). *Satisfied workers, retained workers: Effects of work and work environment on homecare workers' job satisfaction, stress, physical health, and retention*. Research Institute for Quantitative Studies in Economics and Population ….

Zuñiga-Collazos, A., Castillo-Palacio, M., Montaña-Narváez, E., & Castillo-Arévalo, G. (2020). Influence of managerial coaching on organisational performance. *Coaching: an international journal of theory, research and practice*, *13*(1), 30–44. https://doi.org/10.1080/17521882.2019.1619795