



DAFTAR PUSTAKA

DAFTAR PUSTAKA

- Allen, Natalie.J. and John. P. Meyer. 1991. The Measurement and Antecedents of Affective, Continuance, and Normative Commitment to The Organization. *Journal of Occupational Psychology*, Vo. 63, pp.1-18.
- _____ 1996. Affective, Continuance, and Normative Commitment to the Organization: An Examination of Construct Validity. *Journal of Vocational Behavior*. No.49, pp. 252-276.
- Angle, Harold .L. and M. B. Lawson. 1994. Organizational Commitment and Employees' Performance Rattings: Both Type of Commitment and Type of Performance Count. *Psychological Reports*, Vol.75, pp. 1539-1551.
- Angle, Harold L. and James L. Perry. 1981. An Empirical Assesment of Organizational Commitment and Organizational Effectiveness. *Administrative Science Quarterly*. Vol.26, No.1, pp.1-14.
- Armstrong, Michael. 2003. *A Handbook of Human Resources Management Practices. 9 th Edition*. London. Kogan Page Limited.
- Ashkanasy, Neal M., Celaste P.M. Wildoron, and Mark P. Peterson . 2000. *Handbook of Organizational Culture and Climate*. New York: Sage Publication.
- Bank Indonesia. 2010. Statistik Perbankan Indonesia. Jakarta: Bank Indonesia.
- _____ 1998. Undang Undang Perbankan No.10. Tahun 1998.
- Bank Mandiri. 2009. *Laporan Keuangan Bank Mandiri Tahun 2009*. Jakarta: Bank Mandiri.
- Bass, Bernard M. 1999. Two Decades of Research and Development in Transformational Leadership. *European Journal of Work and Organizational Psychology*, Vol.8, No.1,pp.9-32.
- Bass, Bernard M., David A. Waldman, Bruce J. Avolio, and Michael Bebb. 1986. Transformational Leadership and the Falling Dominoes Effect. *Group & Organization Studies*. Vol.12, No,1, pp. 73-87.
- Bass, Bernard M. and Bruce J. Avolio. 1993. Transformational Leadership and Organizational Culture. *Public Administration Quarterly*. Vol.17, No.1, pp.112-121.
- Bass, Bernard M, Bruce J. Avolio, Dong I Jung, and Yair Berson. 2003. Predicting Unit Performance by Assessing Transformational and Transactional Leadership. *Journal of Apllied Psychology* .Vol.88, No.2, pp. 207-218.

- Benkhoff, Brigit. 1997. Ignoring Commitment is Costly : New Approaches Establish the Missing Link Between Commitment and Performance. *Human Relations* Vol.50, No.6, pp. 701-726.
- Brahmasari, Ida Ayu. 2004. Pengaruh Variabel Budaya Perusahaan terhadap Komitmen Karyawan dan Kinerja Perusahaan Kelompok Penerbitan Pers Jawa Pos. Surabaya: Disertasi Program Pascasarjana Universitas Airlangga.
- Bratton, John, Keith Grint *and* Debra L. Nelson. 2005. *Organizational Leadership*. Singapore: Thomson South-Western.
- Boerner, Sabine, Silke Astrid Eisenbeiss *and* Daniel Grieser. 2007. Follower Behavior and Organizational Performance : The Impact of Transformational Leaders. *Journal of Leadership and Organizational Studies*. Vol.13, No.3, pp.15-26.
- Brown, Andrew. 1998. *Organizational Culture*. Harlow: Pearson Education Limited.
- Carretta, Alessandro, Vincenzo Farina, Franco Fiordelisi *and* Paola Schwizer. 2006. *Corporate Culture and Shareholder Value in Banking Industry*. Online at [http://mpira.ub.uni-muenchen.de/8304/MPRA Paper No. 8304](http://mpira.ub.uni-muenchen.de/8304/MPRA_Paper_No._8304), posted 17. April 2008 / 17:58.
- Casida, Jesus *and* Genevieve Pinto-Zipp. 2008. Leadership-Organizational Culture Relationship in Nursing Units of Acute Care Hospitals. *Nursing Economics*. Vol.26, No.1, pp. 7-15.
- Chang, Ting-Yueh. 2009. *Why Service Employees Exhibit Customer-Oriented Behaviors?* Tinan : Departement of Leisure, Recreation and Tourism Management, Southern Taiwan University of Technology.
- Charbonneau, Danielle, Julian Barling, and E. Kevin Kelloway. 2001. Transformational Leadership and Sports Performance : The Mediating Role of Intrinsic Motivation. *Journal of Applied Social Psychology*. Vol.31, No.7, pp.1521-1534.
- Chow, Chee W, Graeme L. Harrison, Jill L. McKinnon *and* Anne Wu. 2001. *Organizational Culture : Association with Affective Commitment, Job Satisfaction, Propensity to Remain and Information Sharing in a Chinese Cultural Context*. San Diego: Center for International Business Education San Diego University.
- Chughtai, Aamir Ali *and* Sohail Zafar. 2006. Antecedents and Consequences of Organizational Commitment among Pakistani University Teachers. *Applied H.R.M. Research*. Vol.11, No.1, pp.39-64.

- Coetzee, Mariette. 2005. *The Fairness of Affirmative Action : An Organizational Justice Perspective*. Pretoria: Faculty of Economic and Management Sciences at the University of Pretoria.
- Cohen, Aaron. 1993. Age and Tenure in Relation to Organizational Commitment: A Meta Analysis. *Basic and Social Psychology*, Vol.14, No.2, pp. 143-159.
- Coltman, T.R. 2007. *Can Superior CRM Capabilities Improve Performance in Banking*. Wollongong: Faculty of Informatics University of Wollongong.
- Conger, Jay A. and Craig L. Pearce. 2003. *Shared leadership: Reframing the Hows and Whys of Leadership*. Thousand Oaks: Sage.
- Cooper, David J. 2003. *Leadership and Follower Commitment*. Oxford: An Imprint of Elsevier Science.
- DeCotiis, T.A. and T.P. Summers.1987. A Path of Analysis of A Model of the Antecedents and Consequences of Organizational Commitment. *Human Relations*, Vol.40,pp.445-470.
- DenHartog, Deanne N., Paul Boselie and Jaap Paauwe. 2004. Performance Management : A Model and Research Agenda. *Applied Psychology An International Review*. Vol. 53, No.4. pp.556-569.
- Denison, Daniel R. and Aneil K. Mishra. 1995. Toward a Theory of Organizational Culture and Effectiveness. *Organization Science*. Vol.6, No.2, pp.204-223.
- Devi, Eva Kris Diana.2009. Analisis pengaruh Kepuasan Kerja dan Motivasi terhadap Kinerja Karyawan dengan Komitmen Organisasional sebagai Variabel Intervening. Semarang: Program Studi Magister Manajemen Program Pascasarjana Universitas Diponegoro.
- Djufri, Muhammad. 2005. Persepsi Terhadap Budaya Korporat, Sikap Kerja, dan Performansi Kerja Karyawan Bank Mandiri. Disertasi. Yogyakarta : Universitas Gajah Mada.
- Doloksaribu, Managara. 2001. Pengaruh Budaya Organisasi terhadap Kinerja Manajerial (Studi Kasus pada Kanca BRI Wilayah Jawa Barat, Jawa Tengah dan Yogyakarta serta Jawa Timur). Semarang: Program Studi Magister Manajemen Program Pascasarjana Universitas Diponegoro.
- Emery, Charles R. and Katherine J. Barker. 2007. The Effect of Transactional and Transformational Leadership Styles on the Organization Commitment and Job Satisfaction of Customer Contact Personnel. *Journal of Organizational Culture, Communication and Conflict*. Vol.11, No.1, pp .77-87

- Eppard, Randy G. 2004. *Transformational and Transactional Leadership Styles as They Predict Constructive Culture and Defensive Culture*. Virginia : Dissertation Doctor of Philosophy The Faculty of The Virginia Polytechnic Institute and State University.
- Ferdinand, Augusty. 2006. *Structural Equation Modelling dalam Penelitian Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Fey, Carl F. and Daniel R. Denison. 2003. Organizational Culture and Effectiveness: Can American Theory Be Applied in Russia? *Organization Science* . Vol. 14, No. 6, pp. 686–706.
- Ghozali, Imam. 2005. *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS Ver.5.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Giberson, Tomas R. 2000. *Embedding Leader's Trait : Leadership Role in the Creation of Organizational Culture*. Wayne: Wayne State University.
- Gilder, Dick de. 2003. Commitment, Trust and Work Behavior : The Case of Contingent Worker. *Personnel Review*. Vol. 32. No, 5, pp.588-604.
- Gillespie, Michael A, Daniel R. Denison, Stephanie Haaland, Ryan Smerek, and William S. Neale. 2007 Linking organizational culture and customer satisfaction: Results from two companies in different industries. Psychology Press, an imprint of the Taylor & Francis Group, an Informa business : <http://www.psypress.com/ejwop>.
- Griffeth, R., W.S. Gaertner, and J.K. Sager. 1999. Taxonomic Model of Withdrawal Behaviors: The Adaptive Response Model. *Human Resource Management Review* ,Vol. 9, No.4, pp. 577-590.
- Hair, Joseph F., William C. Black, Barry J. Babin, and Rolph E. Anderson. 2006. *Multivariate Data Analysis A Global Perspective*. Seventh Edition. Toronto : Pearson.
- Handayani, Wiwik. 2008. Pengaruh Komitmen Organisasional, Self Efficacy terhadap Konflik Peran dan Kinerja Karyawati PT. HM. Sampoerna, Tbk. di Surabaya. *Jurnal Riset Ekonomi dan Bisnis*, Vol.8, No.2, pp:69-78.
- Harvey, Don and Robert Bruce Bowin.1996. *Human Resource Management An Experimental Approach*. New Jersey: Prentice-Hall International, Inc.
- Hussain, Iftikhar, Mazhar Hussain, Shahid Hussain, and M.A. Sajid. 2009. Customer Relationship Management : Strategies and Practices in Selected Banks of Pakistan. *International Review of Business Research Papers*. Vol.5, No. 6, pp.117-132.

- Hatch, Mary Jo. 1997. *Organization Theory : Modern, Symbolic, and Postmodern Perspectives*. New York: Oxford University Press.
- Ismail, Azman, Nur Baizura Natasha Abidin, and Rabaah Tudin. 2009. Relationship Between Transformational Leadership, Empowerment and Follower's Performance : An Empirical Study in Malaysia./www/revisinegotian.org. Vol.13., No.5, pp.5-22.
- Jung, Dong I and Bruce J. Avolio. 2000. Opening the Black Box : An Experimental Investigation of the Mediating Effects of Trust and Value Congruence on Transformational and Transactional Leadership. *Journal of Organizational Behavior*. Vol.21, No.8, pp.949.
- Koesmono, Teman. 2005. Pengaruh Budaya Organisasi terhadap Motivasi dan Kepuasan Kerja serta Kinerja Karyawan pada Sub Sektor Industri Pengolahan Kayu Ekspor di Jawa Timur. Surabaya: Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.
- Krishnan, Venkat R. 2005. Transformational Leadership and Outcomes: Role of Relationship Duration. *Leadership & Organization Development Journal*. Vol. 26 No. 6, pp. 442-457.
- Krugman, Paul R. 2005. *Ekonomi Internasional Teori dan Kebijakan. Edisi Bahasa Indonesia*. Jakarta: PT. Indeks.
- Kusumawati, Ratna. 2008. *Analisis Pengaruh Budaya Organisasi dan Gaya Kepemimpinan terhadap Kepuasan Kerja untuk Meningkatkan Kinerja Karyawan*. Semarang : Thesis Program Magister Manajemen Universitas Diponegoro.
- Kwon, Yongsoo. 2002. A Process Model of Organizational Commitment of Korean Government Employees : The Effects of Organizational Practices, Role of Ambiguity, and Trust on Altruism. *International Reveiw of Public Administratiion*. Vo.7, No.2, pp. 81-97.
- Lo, May-Chun, T. Ramayah, and Hii Wei Min. 2009. Leadership Style and Organizational Commitment : A Test on Malaysia Manufacturing Industry. *African Journal of Marketing Management*. Vol.1, No.6, pp. 133-139.
- Lovering, Sandee Bybee. 1999. *Commitment in The Workplace*. A Thesis in Communication Studies. Texas: Texas Tech University.
- Lyons, Richard K., Jennifer A. Chatman, and Caneel K. Joyce. 2007. Innovation in Services: Corporate Culture and Investment Banking. *California Management Review*. Vol. 50, No. 1, pp. 174-191.

- Maholtra, Neeru *and* Avinandan Mukherjee. 2003. Analysing the Commitment – Service Quality Relationship : A Comparative Study of Retail Banking Call Centres and Branches. *Journal of Marketing Management*. Vol.19, pp.941-971.
- Mangkunegara, Anwar Prabu. 2007. *Evaluasi Kinerja SDM*. Bandung: PT. Rineka Aditama.
- Mankiw, N. Gregory. 2006. Principles of Economics Pengantar Ekonomi Makro. Jakarta: Penerbit Salemba Empat.
- Mansyur, A. Tolkah. 2009. Analisis Pengaruh Budaya Organisasi dan Rotasi Pekerjaan terhadap Motivasi Kerja untuk Meningkatkan Kinerja Pegawai Ditjen Pajak.(Studi pada Kantor Pelayanan Pajak Berbasis Administrasi Modern KPP Pratama Semarang Timur). Semarang: Program Studi Magister Manajemen Program Pascasarjana Universitas Diponegoro.
- Meijen, Jolise van Stuyvesant. 2007. *The Influence of Organisational Culture on Or ganisational Commitment at A Selected Local Municipality*. A thesis submitted in fulfilment of the requirements for the degree of Master of Commerce Department of Management Rhodes University.
- Meyer, John P., *and* Natalie J. Allen. 1991. A Three-Component Conceptualization of Organizational Commitment. *Human Resource Management Review*. Vol.1, No.1, pp.61-89.
- _____ . 1997. 1997. *Commitment in the Workplace : Theory. Research and Application*. New York: Sage Publications.
- Meyer, John P., David J. Stanley, Lyne Herscovitch, and Larysa Topolnytsky. 2002. Affective, Continuance, and Normatif Commitment to the Organization : A Meta-Analysis of Antecedents, Correlates, and Consequences. *Journal of Vocational Behavior*, Vol.61, pp.20-52.
- Mguqulwa, Nomakhuze.2008. *The Relationship Between Organizational Commitment and Work Performance in An Agricultural Company*. Pretoria: Master of Arts in The Subject Industrial and Organizational Psychology University of South Africa.
- Milkovich, George T *and* John W. Boudreau.1999. *Human Resource Management*. Boston: Richard D. Irwin. Inc.
- Miru, Sulaeman. 2006. Kajian Kepemimpinan Kaitannya dengan Total Quality Management Perusahaan Cold Stirage Eksportir Udang di Makasar. *Analisis*. Vol.3, No.1, pp. 53-60.
- Mishkin, Frederic S. 2007. *The Economics of Money, Banking, and Financial Markets. Eighth Editiion*. Boston: Pearson Education.

- Mohamed, Fatma, G. Stephen Taylor *and* Ahmad Hassan. 2006. Affective Commitment and Intent to Quit : The Impact of Work and Non-work Related Issues. *Journal of Managerial Issues*. Vol.18 No.4.pg:512-529.
- Muthuveloo, Rajendran *and* Raduan Che Rose. 2005. Antecedents and Outcomes of Organisational Commitment among Malaysian Engineers. *American Journal of Applied Sciences*, Vol.2, No.6, pp. 1095 - 1100
- Mwita, John Issac. 2002. *The Role of Motivation in Performance Management : The case of performance-related-pay schemes in British local authorities*. International Development Departement. Birmingham: School of Public Policy The University of Birmingham.
- Natsir, Syahir. 2004. Pengaruh Gaya Kepemimpinan terhadap Perilaku Kerja dan Kinerja Karyawan Perbankan di Sulawesi Tengah. Surabaya: Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.
- Nazir, Mohammad. 1988. *Metode Penelitian*. Jakarta: Ghalia Indonesia.
- Ng, Thomas W.H. *and* Daniel C. Feldman. 2011. Affective Organizational Commitment and Citizenship Behavior : Linear and non-linear moderating effects of organizational tenure. *Journal homepage: www.elsevier.com/locate/jvb*. 15 March 2011: 23.15 WIB.
- Ogbonna, Emmanuel *and* Lloyd C. Harris. 2000. Leadership Style, Organizational Culture and Performance : Empirical Evidence from UK Companies. *International Journal of Human Resource Management*. Vol,11, No.4, pp : 766-788.
- Ojo, Olu. 2009. Impact Assessment Of Corporate Culture On Employee Job Performance. *Business Intelligence Journal*. Vol. 2, No. 2, pp. 388-397.
- O'Reilly, Charles. 1989. Corporation, Culture and Commitment : Motivation and Social Control in Organization. *California Management Review*. Vol.31, No.4, pp.9-25.
- Pillai, Rajnandini *and* Ethyn Williams. 2004. Transformational Leadership, Self Efficacy, Group Cohesiveness, Commitment, and Performance. *Journal of Organizational Change Management*. Vol.2, no.17, pp. 144 – 159.
- Podsakoff, Philip M., Scott B. MacKenzie, Robert B. Moorman, and Richard Fetter. 1990. Transformational Leader Behaviors and Their Effects on Followers' Trust in Leader, Satisfaction and Organizational Citizenship Behaviors. *Leadership Quarterly*. Vol.1, No.2, pp. 107-142.

- Porter, L.W., R.M. Steers, R.T. Mowday, and P.V. Boulian. 1974. Organizational Commitment, Job Satisfaction, and Turnover among Psychiatric Technicians. *Journal of Applied Psychology*. No.59, pp.603-609.
- Purba, Debora Eflina dan Ali Nina Liche Seniati. 2004. Pengaruh Kepribadian dan Komitmen Organisasi terhadap Organizational Citizenship Behavior. *Makara, Sosial Humaniora*. Vol.8, No.3, pg: 105-111.
- Purba, Sylvia Diana, 2006. Analisis Budaya Organisasi Bank-Bank Berkinerja Baik pada Periode 2001-2004. *Jurnal Ekonomi*. Jakarta : Universitas Indonusa Esa Unggul.
- Ramachandran, Sudha and Venkat R. Krishnan. 2009. Effect of Transformational Leadership on Followers' Affective and Normative Commitment : Culture as Moderator. *Great Lakes Herald*. Vol.3, No.1, pp.23-38.
- Renyowijoyo, Muindro. 2003. *Hubungan antara Budaya Organisasi, Komitmen Organisasi, Kepuasan Kerja, dan Prestasi Kerja Karyawan : Studi Empiris Karyawan Sektor Manufaktur di Indonesia*. Tesis Doktor Falsafah. Universiti Utara Malaysia.
- Riaz, Tabassum, Muhammad Umair Akram, and Hassan Ijaz. 2010. Impact of Transformastional Leadership Style on Affective Employees' Commitment : An Empirical Study of Banking Sector in Islammabad (Pakistan). *Journal of Commerce*, Vol.3. No.1, pp:43-51.
- Robbin, Stephen P. (2007). *Perilaku Organisasi*. Edisi Bahasa Indonesia. Jakarta: PT. Macanan Jaya Cemerlang.
- Rosidi. 2007. *Pengaruh Gaya Kepemimpinan dan Kompetensi Individu terhadap Budaya dan Komitmen Organisasi serta Keberhasilan Implementasi Sistem Anggaran Kinerja pada Satuan Kerja Perangkat Daerah di Jawa Timur*. Surabaya: Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.
- Samad, Sarminah.2011. The Effects of Job Satisfaction on Organizational Commitment and Job Performance Relationship : A Case of Managers in Malaysia's Manufacturing Companies. *European Journal of Social Sciences*, Vol.18, No.4, pp: 602-611.
- Samosir, Agunan P. 2003. Analisis Kinerja Bank Mandiri setelah Merger dan sebagai Bank Rekapitalisasi. *Kajian Ekonomi dan Keuangan*. Vol.7, no.1, pp. 1-38.
- Sawitri, Pauline.2007. *Analisis terhadap Model Pengaruh Kepuasan Bekerja dan Komitmen Organisasi pada Kinerja (Studi Terhadap Tenaga-Tenaga Ahli Konsultan Perencanaan dan Pengawasan Jalan dan Jembatan di Jawa Timur)*. Surabaya; Program Pascasarjana Institut Teknologi Sepuluh November.

- Sediarsi, Kresno. 2008. Mandiri EASY Berpacu Meraih PL 1. *Majalah Bank Mandiri*. Edisi 252. pp.4-7.
- Shein, Edgar H. 2004. *Organizational Culture and Leadership 3rd Edition*. San Fransisco: John Wiley & Son. Inc.
- Shore, Lynn McFarlane and Harry J. Martin.1989. Job Satisfaction and Organizational Commitment in Relation to Work Performance and Turnover Intentions. *Human Relations*, Vol.42,No.7,pp.625-638.
- Sobirin, Achmad. 2007. *Budaya Organisasi Pengertian, Makna dan Aplikasinya dalam Kehidupan Organisasi*. Yogyakarta: Unit Penerbit dan Percetakan Sekolah Tinggi Ilmu Manajemen YKPN.
- Soemonagoro, Koeswardojo, 2006. *Challenging the Performance of a Restructured Indonesian Bank: A Case Study of Bank Mandiri's merger and recapitalization*. Swiss : German University Indonesia.
- Solimun. 2006. *Structural Equation Modelling (SEM) Aplikasi Software AMOS dan LISREL*. Malang: Fakultas & Program Pascasarjana Universitas Brawijaya.
- Sonnentag, Sabine. 2002. *Psychological Management of Individual Performance*. London: John Wiley & Son, Ltd.
- Sopiah. 2009. *Perilaku Organisasional*. Yogyakarta: CV. Andi Offset.
- Staw, Barry M. 1991. *Psychological Dimensions of Organizational Behavior*. New York: Prentice Hall.
- Steers, R.M. 1977. Antecedents and Outcomes of Organizational Commitment. *Administrative Science Quarterly*, Vol.2, No,2, pp.46-56.
- Stumpf, Stephen A. and Karen Hartman. 1984. Individual Exploration to Organizational Commitment or Withdrawal. *Academy of Management Journal* . No, 27, pp. 308- 329.
- Suharto, Babun. 2005. *Pengaruh Kepemimpinan Transaksional dan Transformasional terhadap Kepuasan dan Kinerja pada Sekolah Tinggi Agama Islam Negeri di Jawa Timur*. Surabaya: Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.
- Sugiyono. 2001. *Metode Penelitian*. Jakarta: Graha Ilmu.
- Syah, Lin Yan. 2009. *Pengaruh Kepemimpinan Transformasional dan Coaching Skill terhadap Emotional Intelligence, Sikap dan Perilaku Karyawan Frontliner, Kualitas Layanan serta Kepuasan Nasabah pada Kantor-*

Kantor Cabang Bank Mandiri Se-Jadetek. Surabaya: Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.

- Tobing, Diana Suliyanti. 2009. *Pengaruh Kepemimpinan Transformasional terhadap Komitmen Organisasional dan Motivasi Kerja Manajer di PTP VI. Sumatera Utara*. Surabaya : Program Pascasarjana Ilmu Ekonomi Universitas Airlangga.
- Ugboro, Isaiah O.2006. *Organizational Commitment, Job Redesign, Employee Empowerment and Intent to Quit Among Survivors of Restructuring and Downsizing*. Institute of Behavioral and Applied Management. North Carolina A&T State University.
- Vives , Xavier. 2001. Competition in The Changing World of Banking. *Oxford Review of Economic Policy*. Vol.17, No. 4, pp. 535-547.
- Wang, Hui, Kenneth S. Law, Rick D. Hackett, Duanxu Wang, and Zhen Xiong Chen.2004. Leader-Member Exchange as Mediator of The Leadership and Follower Performance and Organizational Citizenship Behavior. *Academy of Management Journal*. Vol.48, No.3, pp.420-432.
- William, Richard S. 2002. *Managing Employee Performance*. London: Thomson Learning.
- Wright, Thomas A. and Douglas G. Bonett. 2002. The moderating effects of Employee Tenure on The Relation between Organizational Commitment and Job Performance: A meta-analysis. *Journal of Applied Psychology*, Vol 87. No.6, pp: 1183-1190.
- Yukl, Gary. 1998. *Kepemimpinan dalam Organisasi*. Edisi Bahasa Indonesia. Jakarta: Prenhallindo.