

DAFTAR PUSTAKA

- Ajzen, I. (1991). The Theory of Planned Behavior. *Organizational Behavior and Human Decision Processes*, 50, 179–221. <https://doi.org/10.1080/10410236.2018.1493416>
- Allen, D. G., Bryant, P. C., & Vardaman, J. M. (2010). Retaining Talent : Replacing Misconceptions With Evidence-Based Strategies. *Academy of Management Perspectives*, 24(2), 48–64.
- Anderson, S. E., & Williams, L. J. (1996). Interpersonal, job, and individual factors related to helping processes at work. *Journal of Applied Psychology*, 81(3), 282–296. <https://doi.org/10.1037/0021-9010.81.3.282>
- Ardana, I. K., Mujiati, N. W., & Utama, I. W. M. (2013). Manajemen Sumber Daya Manusia. In *Graha Ilmu* (Vol. 53, Issue 9).
- Avolio, B. J., Zhu, W., Koh, W., & Bhatia, P. (2004). Transformational leadership and Organizational Commitment: Mediating Role of Psychological Empowerment and moderating Role of Structure. *Journal of Organizational Behavior*, 25(8), 951–968.
- Bailey, C., Madden, A., Alfes, K., & Fletcher, L. (2017). The Meaning, Antecedents and Outcomes of Employee Engagement: a Narrative Synthesis. *British Academy of Management*, 19(1), 31–53. <https://doi.org/10.1111/ijmr.12077>
- Bakker, A. B., Demerouti, E., & Isabel, S.-V. A. (2014). Burnout and Work Engagement: The JDR Approach. *Annual Review of Organizational Psychology and Organizational Behavior*, 1, 389–411. <https://doi.org/10.1146/annurev-orgpsych-031413-091235>
- Bandura, A. (2008). *Self Efficacy*. 4, 71–81.
- Barkman, A. I., Sheridan, J. E., Peters, L. H., Journal, S., Fall, N., Barkman, A. I., & Sheridan, J. E. (1992). *Survival Models Of Professional Staff Retention In Public Accounting Firms*. 4(3), 339–353.
- Brenyah, R. S., & Darko, T. O. (2017). Organisational Culture and Employee Engagement within the Ghanaian Public Sector. *Review of Public Administration and Management*, 05(03). <https://doi.org/10.4172/2315-7844.1000233>
- Cameron, kim S., & Quinn, R. E. (2011). Diagnosing and Changing Organizational Culture Based on The Competing Value Framework. In *Syria Studies* (Vol. 7, Issue 1).

- Chamorro-Premuzic, T., Garrad, L., & Elzinga, D. (2018). Is Employee Engagement Just a Reflection of Personality? *Harvard Business Review*, 1–8.
- Colquitt, J. A., Scott, B. A., & LePine, J. A. (2007). Trust, Trustworthiness, and Trust Propensity: a Meta-Analytic Test of Their Unique Relationships With Risk Taking and Job Performance. *Journal of Applied Psychology*, 92(4), 909–927. <https://doi.org/10.1037/0021-9010.92.4.909>
- Conger, J. A., & Kanungo, R. N. (1988). The Empowerment Process: Integrating Theory and Practice. *Academy of Management Review*, 13(3), 471–482. <https://doi.org/10.5465/amr.1988.4306983>
- Cook, J., & Wall, T. (1980). New Work Attitude Measures of Trust, Organizational Commitment and Personal Need Non-Fulfilment. *Journal of Occupational Psychology*, 53(1), 39–52. <https://doi.org/10.1111/j.2044-8325.1980.tb00005.x>
- Costa, P. L., Passos, A. M., & Bakker, A. B. (2015). Direct and Contextual Influence of Team Conflict on Team Resources, Team Work Engagement, and Team Performance. *Negotiation and Conflict Management Research*, 8(4), 211–227. <https://doi.org/10.1111/ncmr.12061>
- Costa, P. L., Passos, A. M., & Bakker, A. B. (2016). The Work Engagement Grid: Predicting Engagement from Two Core Dimensions. *Journal of Managerial Psychology*, 31(4), 774–789. <https://doi.org/10.1108/JMP-11-2014-0336>
- Cropanzano, R., & Mitchell, M. S. (2005). *Social Exchange Theory: An Interdisciplinary Review*. 31(6). <https://doi.org/10.1177/0149206305279602>
- Fairholm, M. R., Dzordzormenyoh, M. K., & Binda, G. A. (2018). Trust-Culture Leadership in Local Public Administrators' Work. *International Journal of Public Leadership*, 14(4), 260–273. <https://doi.org/10.1108/ijpl-06-2018-0031>
- Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program SPSS 25 Edisi 9. In *UNDIP*.
- Guiso, L., Sapienza, P., & Zingales, L. (2015). The Value of Corporate Culture. *Journal of Financial Economics*, 117(1), 60–76. <https://doi.org/10.1016/j.jfineco.2014.05.010>
- Hayes, A. F., & Rockwood, N. J. (2019). Conditional Process Analysis: Concepts, Computation, and Advances in the Modeling of the Contingencies of Mechanisms. *American Behavioral Scientist*, 64(1), 19–54. <https://doi.org/10.1177/0002764219859633>
- Homans, G. C. (1958). Social Behaviour as Exchange. *American Journal of Sociology*, 63(6), 597–606. <http://www.journals.uchicago.edu/t-and-c>

- Jena, L. K., Pradhan, S., & Panigrahy, N. P. (2018). Pursuit of Organisational trust: Role of Employee Engagement, Psychological Well-Being and Transformational Leadership. *Asia Pacific Management Review*, 23(3), 227–234. <https://doi.org/10.1016/j.apmrv.2017.11.001>
- Jose, G., & Mampilly, S. R. (2014). Psychological Empowerment as a Predictor of Employee Engagement: An Empirical Attestation. *Global Business Review*, 15(1), 93–104. <https://doi.org/10.1177/0972150913515589>
- Kahn W. (1990). Psychological Conditions of Personal Engagement and Disengagement at Work. *Academy of Management Journal*, 33(4), 692–724.
- Kahn, W. A. (1990). Pyschological Conditions of Personal Engagement and Disengagement at Work. *Physical Review B*, 33(5), 692–724. <https://doi.org/10.1103/PhysRevB.36.2607>
- Katarzyna Krot, & Lewica, D. (2015). The Model of HRM-Trust-Commitment Relationships. *Emerald Group*.
- Klein, A. (2011). Corporate Culture: Its Value as a Resource for Competitive Advantage. *Journal of Business Strategy*, 32(2), 21–28. <https://doi.org/10.1108/02756661111109743>
- Lashley, C. (1999). Employee Empowerment in Services: a Framework for Analysis. *Personnel Review*, 28(3), 169–191.
- Ledbetter, B. M., Banks, R. J., & Greenhalgh, D. C. (2016). *Reviewing Leadership A Christian Evaluation of Current Approaches*.
- Liu, X. Y., & Wang, J. (2013). Abusive Supervision and Organizational Citizenship Behaviour: is Supervisor-Subordinate Guanxi a Mediator? *International Journal of Human Resource Management*, 24(7), 1471–1489. <https://doi.org/10.1080/09585192.2012.725082>
- Lockwood, N. R. (2007). Leveraging Employee Engagement for Copetitive Advantage:HR's Strategic Role. In *Proceedings of the Annual Hawaii International Conference on System Sciences*. <https://doi.org/10.1109/HICSS.2007.324>
- Luthans, F., Avolio, B. J., Avey, J. B., & Norman, S. M. (2007). Positive Psychological Capital: Measurement and Relationship with Performance and Satisfaction. *Personnel Psychology*, 60(3), 541–572. <https://doi.org/10.1111/j.1744-6570.2007.00083.x>
- Macsinga, I., Sulea, C., Sârbescu, P., Fischmann, G., & Dumitru, C. (2014). Engaged, Committed and Helpful Employees: The Role of Psychological Empowerment. *Journal of Psychology: Interdisciplinary and Applied*, 1–14. <https://doi.org/10.1080/00223980.2013.874323>

- Malinen, S., Wright, S., & Cammock, P. (2013). What Drives Organisational Engagement? A Case Study on Trust, Justice Perceptions and Withdrawal Attitudes. *Emerald Insight*, 1(1), 96–108.
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job Burnout. *Annual Review of Psychology*, 52, 397–422.
- McBain, R. (2007). The Practice of Engagement: Research into current employee engagement practice. *Emerald Insight*, 11(6), 317–323.
- McLeary, C. N., & Cruise, P. A. (2015). A Context-Specific Model of Organizational Trust :An Examination of Cognitive and Socio-Affective Trust Determinants in Unique Cultural Settings. *Cross Cultural Management*, 22(2), 297–320. <https://doi.org/10.1108/CCM-11-2013-0180>
- Mohanty, S. K., & Arunprasad, P. (2020). Identification of drivers of employee engagement in Indian power companies. *International Journal of Productivity and Performance Management*, 70(6), 1263–1290. <https://doi.org/10.1108/IJPPM-08-2019-0414>
- Nam, Y., & Kim, H. (2016). Influences of Organizational Culture Characteristics on Job Attitudes of Organizational Members in Semiconductor Industry. *Procedia Computer Science*, 91, 1106–1115. <https://doi.org/10.1016/j.procs.2016.07.162>
- Ortega-Parra, A., & Sastre-Castillo, M. Á. (2013). Impact of perceived corporate culture on organizational commitment. *Management Decision*, 51(5), 1071–1083. <https://doi.org/10.1108/MD-08-2012-0599>
- Parent, J. D., & Lovelace, K. J. (2018). Employee engagement, positive organizational culture and Individual Adaptability. *On the Horizon*, 26(3), 206–214. <https://doi.org/10.1108/OTH-01-2018-0003>
- Quiñones, M., Van Den Broeck, A., & De Witte, H. (2013). Do job resources affect work engagement via psychological empowerment? A mediation analysis. *Revista de Psicología Del Trabajo y de Las Organizaciones*, 29(3), 127–134. <https://doi.org/10.5093/tr2013a18>
- Ram, P., & Prabhakar, G. V. (2011). The Role of Employee Engagement in Work-related Outcomes. *Advances in Economics and Business*, 3(6), 204–214. <https://doi.org/10.13189/aeb.2015.030602>
- Redman, T., Dietz, G., Snape, E., & van der Borg, W. (2011). Multiple constituencies of trust: A study of the Oman military. *International Journal of Human Resource Management*, 22(11), 2384–2402. <https://doi.org/10.1080/09585192.2011.584402>
- Reilly, C. A. O., Caldwell, D. F., Chatman, J. A., & Doerr, B. (2014). *The Promise*

- and Problems of Organizational Culture: CEO Personality , Culture , and Firm Performance.* December. <https://doi.org/10.1177/1059601114550713>
- Richman, A. L., Civian, J. T., Shannon, L. L., Jeffrey Hill, E., & Brennan, R. T. (2008). The Relationship of Perceived Flexibility, Supportive Work-Life Policies, and Use of Formal Flexible Arrangements and occasional flexibility to employee engagement and Expected Retention. *Community, Work and Family*, 11(2), 183–197. <https://doi.org/10.1080/13668800802050350>
- Robbins, B. G. (2016). What is Trust? A Multidisciplinary Review, Critique, and Synthesis. *Sociology Compass*, 10(10), 972–986. <https://doi.org/10.1111/soc4.12391>
- Robbins, S. P., & Judge, T. A. (2013). Organizational Behavior. In *Pearson Education* (Vol. 7, Issue 1). https://www.researchgate.net/publication/269107473_What_is_governance/link/548173090cf22525dcb61443/download%0Ahttp://www.econ.upf.edu/~reynal/Civil_wars_12December2010.pdf%0Ahttps://think-asia.org/handle/11540/8282%0Ahttps://www.jstor.org/stable/41857625
- Robinson D., P. S. (2004). *The Drivers of Employee Engagement*.
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600–619. <https://doi.org/10.1108/02683940610690169>
- Saks, A. M. (2019). Antecedents and consequences of employee engagement revisited. *Journal of Organizational Effectiveness*, 6(1), 19–38. <https://doi.org/10.1108/JOEPP-06-2018-0034>
- Schaufeli, W. B., Salanova, M., Gonzalez-Roma, V., & Bakker, A. B. (2002). The Measurement of Engagement and Burnout: A Two Sample Confirmatory Factor Analytic Approach. *Journal of Happiness Studies*, 3, 71–92. <https://doi.org/10.9790/487x-1810041925>
- Schein, E. H. (2004). Organizational Culture and Leadership. In *The Jossey-Bass business & management series* (3rd ed.). <https://doi.org/10.12968/indn.2006.1.4.73618>
- Schein, E., Wilber, K., Cotter-Lockard, D., Seashore, C., & Snow, J. (2009). Organizational Culture and Leadership, As Seen Through the Lens of Ken Wilber's AQAL Framework. *Fielding Graduate University*, 10(July), 1–35. <https://doi.org/10.13140/RG.2.1.2585.3680>
- Sekaran, U. (2003). *Research Methods For Business: A Skill-Building Aprroach* (Fourth Edi). John Wiley & Sons, Inc.
- Shuck, B., & Wolland, K. (2010). Employee engagement and HRD: A seminal

- review of the foundations. *Human Resource Development Review*, 9(1), 89–110. <https://doi.org/10.1177/1534484309353560>
- Singh, A., & Shukla, T. (2012). Employee Engagement in An Indian Tin Manufacturing Organization: An Investigation. *Asian Journal of Management Sciences and Education*, 1(3), 80–93.
- Sitkin, S. B., & Roth, N. L. (1993). Explaining the Limited Effectiveness of Legalistic “Remedies” for Trust/Distrust. *Organization Science*, 4(3), 367–392. <https://doi.org/10.1287/orsc.4.3.367>
- Soegandhi, V., Sutanto, E. M., & Setiawan, R. (2013). Pengaruh kepuasan kerja dan loyalitas kerja terhadap perilaku kewargaan organisasional pada karyawan PT. Surya Timur Sakti Jatim Kumpulan Daftar Pu... *Agora*, 1(1). <http://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/302>
- Spreitzer, G. M. (1995). Pyschological Empowerment In The Workplace : Dimensions, Measurement, and Validation. *The Academy of Management Journal*, 38(5), 1442–1465. https://doi.org/10.1007/978-1-4471-4953-8_17
- Spreitzer, G. M., De Janasz, S. C., & Quinn, R. E. (1999). Empowered to lead: The role of psychological empowerment in leadership. *Journal of Organizational Behavior*, 20(4), 511–526. [https://doi.org/10.1002/\(SICI\)1099-1379\(199907\)20:4<511::AID-JOB900>3.0.CO;2-L](https://doi.org/10.1002/(SICI)1099-1379(199907)20:4<511::AID-JOB900>3.0.CO;2-L)
- Thomas, K. W., & Velthouse, B. a. (1990). Cognitive Elements of Empowerment : An “Interpretive” Model of Intrinsic Task Motivation. *The Academy of Management Review*, 15(4), 666–681.
- Tyupa, S. (2011). A theoretical framework for back-translation as a quality assessment tool. *New Voices in Translation Studies*, 7(1), 35–46.
- Ugwu, F. O., Onyishi, I. E., & Rodríguez-Sánchez, A. M. (2014). Linking organizational trust with employee engagement: The role of psychological empowerment. *Personnel Review*, 43(3), 377–400. <https://doi.org/10.1108/PR-11-2012-0198>
- Williams, L. J., & Anderson, S. E. (1991). Job Statisfiction and organizational comitment as predictors of organizational citizenship and in-role behaviors. In *Journal of Management* (Vol. 17, Issue 3, pp. 601–617).
- Yuan, Y., Feng, B., Lai, F., & Collins, B. J. (2018). The role of trust, commitment, and learning orientation on logistic service effectiveness. *Journal of Business Research*, 93(August), 37–50. <https://doi.org/10.1016/j.jbusres.2018.08.020>