

DAFTAR PUSTAKA

- Agus Rina, F., & Mahjudin, M. (2024). The Impact Of Positive Motivation And Negative Motivation On Employee Work Performance (Case Study At Pt. Actual Kencana Appraisal Surabaya Branch). *Journal of Managerial Sciences and Studies*, 2(3), 313–331. <https://doi.org/10.61160/jomss.v2i3.59>
- Ahmadi, A. (2018). *Psikologi Sosial*. PT Rineka Cipta.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Aliando, B. A., & Noor, M. I. (2023). Pengaruh Kompetensi dan Motivasi Terhadap Kinerja Karyawan PT Bank Mandiri tbk Kota Bekasi. *Jurnal Manajemen Bisnis Krisnadwipayana*, 11(1). <https://doi.org/10.35137/jmbk.v11i1.920>
- Altinay, L., Brookes, M., Yeung, R., & Aktas, G. (2014). Franchisees' perceptions of relationship development in franchise partnerships. *Journal of Services Marketing*. <https://doi.org/10.1108/JSM-09-2013-0240>
- Anggraini, R., & Johannes, S. (2024). How Transformational Leadership and Competency Supporting Employee Performance: Role of Achievement Motivation as Mediation. *Asean International Journal of Business*, 3(1), 50–61. <https://doi.org/10.54099/aijb.v3i1.830>
- ANJULO, L. A. (2017). Employees Attitude Towards Performance Appraisal Practices in Ethiopian Private Banking Industry . *European Journal of Business and Management*, 9(34).
- Anxo, D., & Ericson, T. (2023). Senior citizens' intrinsic and extrinsic work motivation. *International Journal of Manpower*, 44(9), 216–236. <https://doi.org/10.1108/IJM-12-2022-0578>
- Asrin, A., Sukarso, A., Fahrudin, F., & Sunarti, D. (2024). Teacher Pedagogical Competence Development Workshop for Strengthening Student Character and Achievement Motivation. *Unram Journal of Community Service*, 5(4), 395–399. <https://doi.org/10.29303/ujcs.v5i4.732>
- Athiah. (2022). The Influence of Work Behavior, Achievement Motivation, and Work Competence on Employee's Performance: A Newest Evidence. *Enrichment: Journal of Management*, 12(2), 1463–1472.

- Aulia, M., Musnadi, S., & Faisal. (2020). The effect of knowledge sharing and motivation on individual competency and its impact on employee performance of pt. bank negara indonesia (persero) tbk. lhokseumawe branch. *International Journal of Business Management and Economic Review*, 03(01), 70–77. <https://doi.org/10.35409/IJBMER.2020.3139>
- Awan, A. G., & Islam, M. (2015). Relationship between Satisfaction, Attitude and Performance: A Case Study of MCB Bank Ltd. . *Journal of Marketing and Consumer Research*, 7.
- BAJ, N. M. R. J., BAJ, P. D. P., & BAJ, N. M. I. P. (2023). Kinerja Individual Karyawan Ditinjau Dari Konsep Theory Of Planned Behavior (Studi Kasus Pada Dinas Perpustakaan Dan Kearsipan Kota Denpasar). *Behavioral Accounting Journal*, 1(1), 25–36. <https://doi.org/10.33005/baj.v1i1.16>
- Bandhu, D., Mohan, M. M., Nittala, N. A. P., Jadhav, P., Bhadauria, A., & Saxena, K. K. (2024). Theories of motivation: A comprehensive analysis of human behavior drivers. *Acta Psychologica*, 244, 104177. <https://doi.org/10.1016/j.actpsy.2024.104177>
- Benamar, L., Balagué, C., & Ghassany, M. (2017). The Identification and Influence of Social Roles in a Social Media Product Community. *Journal of Computer-Mediated Communication*, 22(6), 337–362. <https://doi.org/10.1111/jcc4.12195>
- Brancourt, L., Shantika, B., & Mimaki, C. A. (2022). The influence of work discipline, motivation, and work environment on the performance of employees. *REVENUE*, 3(1).
- Buchari, I., Rafiki, I., & Hadi, M. A. (2014). The Employees' Awareness and Attitudes Towards Islamic Banking Products: a Survey of Islamic Banks in Bahrain. *World Applied Sciences Journal*, 32(3), 436–443.
- Budiharjo, M. (2015). *Panduan Praktis Penilaian Kinerja Karyawan* (Cetakan Pertama). Penerbit Raih Asa Sukses.
- Carrera, P. M., & Lambooj, M. S. (2015). Implementation of Out-of-Office Blood Pressure Monitoring in the Netherlands. *Medicine*, 94(43), e1813. <https://doi.org/10.1097/MD.0000000000001813>
- Chua, J., & Ayoko, O. B. (2021). Employees' Self-Determined Motivation, Transformational Leadership and Work Engagement. *Journal of Management & Organization*, 27(3), 523–543. <https://doi.org/10.1017/jmo.2018.74>
- Damiati, & Masdarini, L. (2017). *Perilaku Konsumen*. Rajawali Pers.

- Danish, M. (2015). Reflection of self image, self perception and self management in communicating organizational culture. *IJPSS*, 5(10).
- Daulay, B., Haidir, H., & Firmansyah, F. (2024). The influence of managerial competence and achievement motivation on the leadership effectiveness of high school principals in Medan city. *Jurnal Cakrawala Pendidikan*, 43(2). <https://doi.org/10.21831/cp.v43i2.61912>
- Dwiningtyas, A. S., S, E. W. H., & Taufiq, M. (2024). Motivasi Berprestasi Memediasi Pengaruh Kompetensi Dan Insentif Terhadap Kinerja Karyawan Pada PT. Golden Roof Polymer Area Daerah Istimewa Yogyakarta. *MENAWAN: Jurnal Riset Dan Publikasi Ilmu Ekonomi*, 2(3), 12–35. <https://doi.org/10.61132/menawan.v2i3.504>
- Edison, E., Komariyah, I., & Anwar, Y. (2018). *Manajemen Sumber Daya Manusia*. Alfabeta.
- Evianisa, H., Sukmawati, A., & Setiawan Slamet, A. (2021). Exploring the Relationship of Competency, Management Best Practices, and Employee Performance in a Palm Oil Mill Company. *Binus Business Review*, 12(1), 85–92. <https://doi.org/10.21512/bbr.v12i1.6407>
- Febrianti, W., & Wati, L. N. (2020). Pengaruh Kompensasi Terhadap Etos Kerja Dan Dampaknya Terhadap Kinerja Karyawan Pt. Artha Retailindo. *Jurnal Ekobis: Ekonomi Bisnis & Manajemen*, 10(1), 82–93. <https://doi.org/10.37932/j.e.v10i1.87>
- Firgan Lussa, M., Sudiro, A., & Dwi Vata Hapsari, R. (2023). The effect of work motivation and work environment on employee performance through work engagement. *International Journal of Research in Business and Social Science (2147- 4478)*, 12(9), 134–143. <https://doi.org/10.20525/ijrbs.v12i9.3063>
- Fishman, J., Yang, C., & Mandell, D. (2021). Attitude theory and measurement in implementation science: a secondary review of empirical studies and opportunities for advancement. *Implementation Science*, 16(1), 87. <https://doi.org/10.1186/s13012-021-01153-9>
- Garner, B. R., Godley, S. H., & Bair, C. M. L. (2011). The impact of pay-for-performance on therapists' intentions to deliver high-quality treatment. *Journal of Substance Abuse Treatment*, 41(1), 97–103. <https://doi.org/10.1016/j.jsat.2011.01.012>
- George, B. P., & Hegde, P. G. (2004). Employee attitude towards customers and customer care challenges in banks. *International Journal of Bank Marketing*, 22(6), 390–406. <https://doi.org/10.1108/02652320410559321>

- Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program SPSS 25 Edisi 9. In *UNDIP*.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Springer International Publishing. <https://doi.org/10.1007/978-3-030-80519-7>
- Hasibuan, M. S. (2019). *Manajemen Sumber Daya Manusia*. Bumi Aksara.
- Hasibuan, M. S. P. (2006). *Manajemen sumber daya manusia* (Revisi). Bumi Aksara.
- Heidemeier, H., & Staudinger, U. M. (2015). Age Differences in Achievement Goals and Motivational Characteristics of Work in An Ageing Workforce. *Ageing and Society*, 35(4), 809–836. <https://doi.org/10.1017/S0144686X13001098>
- Hendarman, A. F., & Cantner, U. (2018). Soft skills, hard skills, and individual innovativeness. *Eurasian Business Review*, 8(2), 139–169. <https://doi.org/10.1007/s40821-017-0076-6>
- Hidayat, T., Prahiawan, W., & Kambara, R. (2024). The Role Of Achievement Motivation Mediation In The Influence Of Employee Mutation And Internal Communication On Employee Performance (A Study At Kpp Pratama Serang Barat). *IJSSR : International Journal of Social Service and Research*, 4(11).
- Ibrahim Morsy, O. M., EL-Gueneidy, M. M., Gamal El-Dein, A. M., & Sheshtawy, Hesham Adel. (2024). Effect of Positive Emotion Training Program on Negative Symptoms, Motivation, and Enjoyment among Patients with Schizophrenia. *Alexandria Scientific Nursing Journal*, 26(3), 49–60. <https://doi.org/10.21608/asalexu.2024.376239>
- Idris, M. O., Yusuf, M., Mohd Hanif, M. H., Adekunle, S. M., & Kayode, B. K. (2021). An Appraisal of the Attitudes and Achievement Motivation of Arab Postgraduate Students Towards the Learning of the English Language in Selected Malaysian Public Universities. *Asian Journal of Assessment in Teaching and Learning*, 11(1), 34–46. <https://doi.org/10.37134/ajatel.vol11.1.4.2021>
- Koopmans, L., Coffeng, J. K., Bernaards, C. M., Boot, C. R., Hildebrandt, V. H., de Vet, H. C., & van der Beek, A. J. (2014). Responsiveness of the individual work performance questionnaire. *BMC Public Health*, 14(1), 513. <https://doi.org/10.1186/1471-2458-14-513>

- Kurnianto, S., & Ningsih, S. (2024). “The Influence Of Adaptive, Competence, And Transformative Leadership On Individual Performance.” *The Influence Of Adaptive, Competence, And Transformative Leadership On Individual Performance. EKUITAS (Jurnal Ekonomi Dan Keuangan)*, 8(1), 79–98. <https://doi.org/10.24034/j25485024.y2024.v8.i1.6266>
- Lang, J. W. B., & Fries, S. (2006). A Revised 10-Item Version of the Achievement Motives Scale. *European Journal of Psychological Assessment*, 22(3), 216–224. <https://doi.org/10.1027/1015-5759.22.3.216>
- Laoli, B. P., Hulu, F., Zebua, E., & Waruwu, M. H. (2024). Pengaruh Kompetensi Perangkat Desa Terhadap Efektivitas Pengelolaan Dana Desa Di Desa Hilimbowo Idanoi Kecamatan Gunungsitoli Idanoi Kota Gunungsitoli. *Jurnal Bisnisan : Riset Bisnis Dan Manajemen*, 6(1), 95–107. <https://doi.org/10.52005/bisnisan.v6i1.211>
- Li, N., Yang, Y., Zhao, X., & Li, Y. (2023). The relationship between achievement motivation and college students’ general self-efficacy: A moderated mediation model. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.1031912>
- Makuya, V. (2024). Need for achievement and financial performance: a mediating role of board creativity. *Cogent Business & Management*, 11(1). <https://doi.org/10.1080/23311975.2024.2315314>
- Mangkunegara, A. A. A. P. (2011). *Manajemen Sumber Daya Manusia Perusahaan*. Remaja Rosdakarya.
- Marpaung, S., & Siregar, O. M. (2023). Effect Of Work Attitude, Employee Competency And Work Environment On Employee Performance. *MARGINAL JOURNAL OF MANAGEMENT ACCOUNTING GENERAL FINANCE AND INTERNATIONAL ECONOMIC ISSUES*, 3(1), 118–130. <https://doi.org/10.55047/marginal.v3i1.876>
- Martin, D. (2007). Responsibility: A Philosophical Perspective. In *Responsibility and Dependable Systems* (pp. 21–42). Springer London. https://doi.org/10.1007/978-1-84628-626-1_2
- Mulki, J. P., Caemmerer, B., & Heggde, G. S. (2015). Leadership style, salesperson’s work effort and job performance: the influence of power distance. *Journal of Personal Selling & Sales Management*, 35(1), 3–22. <https://doi.org/10.1080/08853134.2014.958157>
- Mustikaningsih, D., Primiana, I., Sucherly, & Febrian, E. (2019). Partnership Strategy Model in Developing Renewable Power Plant: Case Study in

Indonesia. *European Research Studies Journal*.
<https://doi.org/10.35808/ersj/1425>

- Noviyanti, Y. T., Bahrudin, Moh., Rosilawati, W., & Amrina, D. H. (2024). The Effect of Competence, Work Discipline, and Motivation on Employee Performance in an Islamic Perspective (Study at Bank DKI Syariah Lampung Branch). *Al-Mashrof: Islamic Banking and Finance*, 5(1), 17. <https://doi.org/10.24042/al-mashrof.v5i1.21992>
- Nurhikmah, N., Iskandar, R., & Achmad, G. N. (2020). Influence Of Organizational Leadership And Commitment And Work Ability To Motivation And Performance Employee's Employee, Education And Regional Training In The City Of Samarinda. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(02). <https://doi.org/10.29040/ijebar.v4i02.1056>
- Nuryanti, B. L., Masharyono, M., & Faishal, M. (2021). *When Employee Performance Affects the Quality and Quantity of the Company: What is the Role of Work Discipline and Occupational Safety and Health (OSH)?* <https://doi.org/10.2991/aebmr.k.210831.046>
- Oeberst, A., Kimmerle, J., & Cress, U. (2016). What Is Knowledge? Who Creates It? Who Possesses It? The Need for Novel Answers to Old Questions. In *Mass Collaboration and Education* (pp. 105–124). Springer International Publishing. https://doi.org/10.1007/978-3-319-13536-6_6
- Onivefu, O. V., Onivefu, O. S., Onivefu, A. J., Onivefu, Z. O., Onivefu, O. B., & Latinwo, A. M. (2023). Examining the influence of motivation on employees' productivity: A case study of first bank of Nigeria Plc, Head Office, Lagos Nigeria. *International Journal of Science and Research Archive*, 10(1), 077–089. <https://doi.org/10.30574/ijrsra.2023.10.1.0697>
- Pang, E., Wong, M., Leung, C. H., & Coombes, J. (2019). Competencies for fresh graduates' success at work: Perspectives of employers. *Industry and Higher Education*, 33(1), 55–65. <https://doi.org/10.1177/0950422218792333>
- Prusaczyk, A., Oberska, J., Żuk, P., Guzek, M., & Bogdan, M. (2023). Behaviorism and the concepts of influencing the attitudes of patients towards health behaviors. *Journal of Education, Health and Sport*, 13(4), 108–114. <https://doi.org/10.12775/JEHS.2023.13.04.011>
- Purwanto, D. V., Harmanto, H., & Basuki, I. (2019). Pengaruh Model Pembelajaran Assurance, Relevance, Interest, Assessment, Satisfaction (ARIAS) dan Motivasi Berprestasi Terhadap Hasil Belajar IPS Siswa Kelas VIII SMP

- Negeri 1 Kanigoro. *Briliant: Jurnal Riset Dan Konseptual*, 4(3), 314. <https://doi.org/10.28926/briliant.v4i3.345>
- Rastryana, U., & Masahere, U. (2024). Pengaruh Sikap Berprilaku dan Motivasi Diri Terhadap Kinerja Karyawan Pada PT. Bank Danamon Indonesia. *AL-MIKRAJ Jurnal Studi Islam Dan Humaniora (E-ISSN 2745-4584)*, 4(02), 791–800. <https://doi.org/10.37680/almikraj.v4i02.4927>
- Ratnawati, Widjaja, W., Said, A., Saiyed, R., & Kadeni. (2023). Employee Performance and Competence. *Journal of Management and Creative Business*, 1(2), 234–246. <https://doi.org/10.30640/jmcbus.v1i2.955>
- Resawati, R., & Rinawati, N. (2024). The Mediating Role of Achievement Behaviors on Motivation and Employee Performance. *Majalah Bisnis & IPTEK*, 17(2), 114–124. <https://doi.org/10.55208/6p9zya52>
- Rivai, V. (2003). *Kepemimpinan dan Perilaku Organisasi*. Raja Grafindo.
- Robbins, S. P., & Judge, T. (2018). *Organizational Behavior* (18th ed.). Pearson.
- Sagituly, G., & Guo, J. (2021). The Influence of Work Motivation on Organizational Commitment Among Civil Servants of Kazakhstan: Analyzing the Mediating Role of Job Satisfaction. *Lex Localis - Journal of Local Self-Government*, 19(3), 543–567. [https://doi.org/10.4335/19.3.543-567\(2021\)](https://doi.org/10.4335/19.3.543-567(2021))
- Shet, S. V., Patil, S. V., & Chandawarkar, M. R. (2019). Competency based superior performance and organizational effectiveness. *International Journal of Productivity and Performance Management*, 68(4), 753–773. <https://doi.org/10.1108/IJPPM-03-2018-0128>
- Siahaan, S., & Bahri, S. (2019). Pengaruh Penempatan, Motivasi, Dan Lingkungan Kerja Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 16–30. <https://doi.org/10.30596/maneggio.v2i1.3402>
- Smith, M. B., & McClelland, D. C. (1964). The Achieving Society. *History and Theory*, 3(3), 371. <https://doi.org/10.2307/2504238>
- Soetrisno, E. (2016). *Manajemen Sumber Daya Manusia*. Kencana.
- Sohn, J., Cho, J., Lee, J., Heo, S., Han, J.-E., & Mortensen, D. R. (2024). *Carrot and Stick: Inducing Self-Motivation with Positive & Negative Feedback*.
- Stockemer, D. (2019). *Quantitative Methods for the Social Sciences: A Practical Introduction with Examples in SPSS and Stata*. Springer.

- Sulaiman, I., Haeruddin, M. I. W., Akbar, A., Kurniawan, A. W., & Dipomatmodjo, T. S. P. (2023). The Influence of Achievement Motivation on Employee Job Performance at Pandora Corp. *Journal of Management Specialists*, 1(2).
- Sulistyaningsih, Sari Marliani, & July Yuliawati. (2024). Pengaruh Kompetensi dan Komunikasi Terhadap Kinerja Karyawan PT Beta Pharmacon. *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 6(12). <https://doi.org/10.47467/alkharaj.v6i12.4476>
- Supriyadi, & Ekawati, R. (2014). The Effect of Strategic Partnership On Innovation Capability and Business Performance Of Garment Industry In West Java - Indonesia. *International Journal of Scientific & Technology Research*.
- Surawan, Wibisono, C., & Sajiyo, S. (2024). Determination of Competence, Motivation and Work Environment Towards Performance Achievement in the Intervening of Work Satisfaction of Community Health Center Employees in Kundur Island, Karimun Regency. *International Journal of Environmental, Sustainability, and Social Science*, 5(4), 929–942. <https://doi.org/10.38142/ijesss.v5i4.1145>
- Sutoro, Moh., & Darmadi, D. (2024). Studi kausalitas motivasi dan disiplin kerja terhadap kinerja karyawan bank muamalat kcu fatmawati. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 7(4), 1045–1054. <https://doi.org/10.37481/sjr.v7i4.953>
- Urhahne, D., & Wijnia, L. (2023). Theories of Motivation in Education: an Integrative Framework. *Educational Psychology Review*, 35(2), 45. <https://doi.org/10.1007/s10648-023-09767-9>
- Vardhini, V., & Naik, W. (2014). *Competency mapping of bank managers an empirical study*.
- Verma, S., & Bala, A. (2021). Achievement Motivation of Foreign Students Pursuing Technical and Non-Technical Courses in LPU: A Cross Cultural Study. *MIER Journal of Educational Studies Trends & Practices*, 195–209. <https://doi.org/10.52634/mier/2014/v4/i2/1470>
- Vigo Hariyanto, Theofilus Samalelo, & Catharina Aprilia Hellyani. (2023). Analisis Pengaruh Motivasi Terhadap Kinerja Karyawan Bank. *Jurnal Kajian Dan Penelitian Umum*, 1(3), 228–238. <https://doi.org/10.47861/jkpu-nalanda.v1i3.253>
- Wang, H., Wang, L., & Liu, C. (2018). Employee Competitive Attitude and Competitive Behavior Promote Job-Crafting and Performance: A Two-

Component Dynamic Model. *Frontiers in Psychology*, 9. <https://doi.org/10.3389/fpsyg.2018.02223>

Werda, P. A. A., & Prabowo, B. (2023). Pengaruh Kompetensi, Motivasi, dan Disiplin Kerja terhadap Kinerja Karyawan Bank BPR Jawa Timur (Cabang Pasuruan). *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 6(2), 2295–2304. <https://doi.org/10.47467/alkharaj.v6i2.5209>

Werdhiastutie, A., Suhariadi, F., & Partiw, S. G. (2020). Achievement Motivation as Antecedents of Quality Improvement of Organizational Human Resources. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 3(2), 747–752. <https://doi.org/10.33258/birci.v3i2.886>

Wicaksana, M., & Kasmir. (2023). Corporate Culture and Employee Competence Effects on Employee Performance with Organizational Commitment at Bank BXXXS Tbk. *DEVOTION: Journal of Research and Community Service*, 4(8).

Wong, S.-C. (2020). Competency Definitions, Development and Assessment: A Brief Review. *International Journal of Academic Research in Progressive Education and Development*, 9(3). <https://doi.org/10.6007/IJARPED/v9-i3/8223>

Yaşar, M. F., Ünal, Ö. F., & Zaim, H. (2013). Analyzing The Effects Of Individual Competencies On Performance: A Field Study In Services Industries In Turkey. *Journal of Global Strategic Management*, 2(7), 67–67. <https://doi.org/10.20460/JGSM.2013715668>

Yen, W.-W. (2015). Relationships Among Perceptions of Organizational Politics (POPs), Work Motivation and Salesperson Performance. *Journal of Management & Organization*, 21(2), 203–216. <https://doi.org/10.1017/jmo.2014.75>

Yusuf, Y. (2024). The Influence of Competence, Motivation, Facilities and Infrastructure, and Leadership Style on Performance and Their Implications for Work Achievement. *Equity: Jurnal Ekonomi*, 12(2), 18–30. <https://doi.org/10.33019/equity.v12i2.340>