

## DAFTAR PUSTAKA

- Afzal, N., Hanif, A., dan Rafique, M. (2022). Exploring the impact of total quality management initiatives on construction industry projects in Pakistan. *PLOS ONE*, 17(9), e0274827. <https://doi.org/10.1371/journal.pone.0274827>
- Agyabeng-Mensah, Y., Ahenkorah, E., Afum, E., dan Owusu, D. (2020). The influence of lean management and environmental practices on relative competitive quality advantage and performance. *Journal of Manufacturing Technology Management*, 31(7), 1351–1372. <https://doi.org/10.1108/JMTM-12-2019-0443>
- Ahmad, Danish, D. R. Q., Ali, S. A., Ali, H. F., dan Humayon, D. A. A. (2019). A Comparative Study of Banking Industry Based on Appraisal System, Rewards and Employee Performance. *SEISENSE Journal of Management*, 2(1), Article 1. <https://doi.org/10.33215/sjom.v2i1.64>
- Ahmad, I., dan Manzoor, S. R. (2017). Effect of Teamwork, Employee Empowerment and Training on Employee Performance. *International Journal of Academic Research in Business and Social Sciences*, 7(11), Pages 380-394. <https://doi.org/10.6007/IJARBSS/v7-i11/3472>
- Alalie, H. M., Harada, Y., dan Noor, I. M. (2019). The Impact of Employee Empowerment in a Sustainable Competitive Advantage of Iraqi Private Banks. *International Journal of Liberal Arts And Social Science*. <https://ijlass.org/the-impact-of-employee-empowerment-in-a-sustainable-competitive-advantage-of-iraqi-private-banks/>
- Amundsen, S., dan Martinsen, Ø. L. (2014). Empowering leadership: Construct clarification, conceptualization, and validation of a new scale. *The Leadership Quarterly*, 25(3), 487–511. <https://doi.org/10.1016/j.leaqua.2013.11.009>
- Anil, A. P., dan K.P., S. (2019). TQM practices and its performance effects – an integrated model. *International Journal of Quality & Reliability Management*, 36(8), 1318–1344. <https://doi.org/10.1108/IJQRM-10-2018-0266>
- Arifin, S. R., dan Haryanto, R. (2021). Peran manajemen sumber daya manusia (msdm) melalui usaha mikro kecil dan menengah (umkm) untuk penguatan ekonomi. *Kinerja : Jurnal Ekonomi dan Manajemen*, 18(3), Article 3. <https://doi.org/10.30872/jkin.v18i3.10070>
- Ariga, R. A., Amelia, R., Astuti, S. B., Fajar, F. A. A., Ariga, S., Ariga, H. P. S., dan Pane, N. K. (2022). Implementation of Lean Six Sigma in Improving

Competitive Advantage through Patient Satisfaction and Nurse Resources to Face the Covid-19 Pandemic at USU Medan Hospital. *Open Access Macedonian Journal of Medical Sciences*, 10(G), 218–222. Scopus. <https://doi.org/10.3889/oamjms.2022.7888>

Asante, E., Baayel, P., dan Budu, K. W. A. (2020). Determinants of Quality Performance of Library Staff of Academic Libraries. *Library Philosophy and Practice*, 2020, 1–25. Scopus.

Badan Pusat Statistik. (2020). *Klasifikasi Baku Lapangan Usaha Indonesia (KBLI) 2020*. Badan Pusat Statistik. <https://www.bps.go.id/website/fileMenu/KBLI-2020.pdf>

Baird, K., Jia Hu, K., dan Reeve, R. (2011). The relationships between organizational culture, total quality management practices and operational performance. *International Journal of Operations & Production Management*, 31(7), 789–814. <https://doi.org/10.1108/01443571111144850>

Baird, K., Tung, A., dan Su, S. (2020). Employee empowerment, performance appraisal quality and performance. *Journal of Management Control*, 31(4), 451–474. <https://doi.org/10.1007/s00187-020-00307-y>

Bakotić, D., dan Rogošić, A. (2017). Employee involvement as a key determinant of core quality management practices. *Total Quality Management & Business Excellence*, 28(11–12), 1209–1226. <https://doi.org/10.1080/14783363.2015.1094369>

Baskaran, T. (2020). The Study On The Influence Of Employee Involvement On Employee Performance. *International Journal of Research*.

Basnet, B. J. (2018). Total Quality Management Practices on Employees' Job Involvement in Nepalese Manufacturing Industry. *Pravaha*, 24(1), 18–30. <https://doi.org/10.3126/pravaha.v24i1.20222>

Bathaei, A., Awang, S. R., dan Ahmad, T. (2021). An overview of organizational performance and total quality management. *Journal of Review in Science and Engineering*, 1–7.

Bayraktar, C. A., Araci, O., Karacay, G., dan Calisir, F. (2017). The mediating effect of rewarding on the relationship between employee involvement and job satisfaction. *Human Factors and Ergonomics in Manufacturing & Service Industries*, 27(1), 45–52. <https://doi.org/10.1002/hfm.20683>

Berhane, H., dan Maganti, P. D. (2018). Impact of Total Quality Management Practices on Quality Performance: A Case Study on Armament

- Manufacturing Industry. *Asian Journal of Engineering and Applied Technology*, 7(2), Article 2. <https://doi.org/10.51983/ajeat-2018.7.2.996>
- Creswell, J. W., dan Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (Fifth edition). SAGE.
- Davis, P., dan Simpson, E. (2017, Maret 1). *Resource-Based Theory, Competition and Staff Differentiation in Africa: Leveraging Employees as A Source of Sustained Competitive Advantage*. <https://www.semanticscholar.org/paper/Resource-Based-Theory%2C-Competition-and-Staff-in-as-Davis-Simpson/ac77c7600c8814fe0dfd2583033b04094a57816a>
- Dinas Komunikasi, Informatika, Statistik dan Persandian Kota Semarang. (2023). *Portal Satu Data Indonesia Kota Semarang*. <https://data.semarangkota.go.id/>
- Dziechciarz, J. Z. (2015). *O Pojęciu Jakości W Pomiarze Efektów Pracy Uniwersytetu (Quality Definition in the University Performance Measurement)* (SSRN Scholarly Paper 2774080). <https://papers.ssrn.com/abstract=2774080>
- Elistia, Negara, D. J., dan Kristiana, T. (2021). Studi keterlibatan karyawan pada Lembaga Teknologi Informasi dan Bisnis “ELTIBIZ” Palangka Raya. *Journal of Environment and Management*, 2(1), Article 1. <https://doi.org/10.37304/jem.v2i1.2659>
- Evans, J. R., dan Lindsay, W. M. (2019). *Managing for Quality and Performance Excellence* (11 ed.). Cengage Learning.
- Faul, F., Erdfelder, E., Buchner, A., dan Lang, A.-G. (2009). Statistical power analyses using G\*Power 3.1: Tests for correlation and regression analyses. *Behavior Research Methods*, 41(4), 1149–1160. <https://doi.org/10.3758/BRM.41.4.1149>
- Ferdousi, F., Baird, K., Munir, R., dan Su, S. (2019). Mediating role of quality performance on the association between organisational factors and competitive advantage. *International Journal of Productivity and Performance Management*, 68(3), 542–560. <https://doi.org/10.1108/IJPPM-12-2017-0343>
- Frega, R. (2021). Employee Involvement and Workplace Democracy. *Business Ethics Quarterly*, 31(3), 360–385. <https://doi.org/10.1017/beq.2020.30>
- Goetsch, D. L., dan Davis, S. (2016). *Quality Management for Organizational Excellence: Introduction to Total Quality* (8 ed.). Pearson.

- Guenette, J. D., Kose, M. A., dan Sugawara, N. (2022). Is a Global Recession Imminent? *Koç University-TUSIAD Economic Research Forum Working Papers*, Article 2206. <https://ideas.repec.org//p/koc/wpaper/2206.html>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., dan Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (3 ed.). SAGE Publications, Inc.
- Hamdan, A. L. (2017). Sources of Competitive Advantage. Dalam A. L. Hamdan (Ed.), *Strategic Thinking in a Hospital Setting* (hlm. 17–22). Springer International Publishing. [https://doi.org/10.1007/978-3-319-53597-5\\_4](https://doi.org/10.1007/978-3-319-53597-5_4)
- Hamid, R. S., dan Anwar, S. M. (2019). *STRUCTURAL EQUATION MODELING (SEM) BERBASIS VARIAN Konsep Dasar dan Aplikasi Program Smart PLS 3.2.8 dalam Riset Bisnis* (1 ed.). PT Inkubator Penulis Indonesia.
- Harahap, E., Luviana, L., dan Huda, N. (2020). Tinjauan Defisit Fiskal, Ekspor, Impor dan Jumlah UMKM Terhadap Pertumbuhan Ekonomi Indonesia. *Jurnal Benefita*, 5, 151–161. <https://doi.org/10.22216/jbe.v5i2.4907>
- Harris, T. B., Li, N., dan Kirkman, B. L. (2014). Leader–member exchange (LMX) in context: How LMX differentiation and LMX relational separation attenuate LMX’s influence on OCB and turnover intention. *The Leadership Quarterly*, 25(2), 314–328. <https://doi.org/10.1016/j.leaqua.2013.09.001>
- Heim, S., dan Gierlich-Joas, M. (2022). The Mutual Interaction of Employee Empowerment and Digital Innovation: A Case Study About an Employee-Initiated AR/VR Sales Tool at a German Trade Fair Company. *management revue*, 33(3), 213–239. <https://doi.org/10.5771/0935-9915-2022-3-213>
- Ikima, D. (2023). Employee Empowerment And Organizational Performance Of Selected Banks In Benue State. *International Journal of Research and Innovation in Social Science*, VII(IV), 944–954. <https://doi.org/10.47772/IJRISS.2023.7479>
- Jack, A. (2015). *The Influence of Employee Empowerment as an Enabler of Knowledge Management on Sustainable Competitive Advantage Amongst Humanitarian Agencies in Kenya* (SSRN Scholarly Paper 2799125). <https://doi.org/10.2139/ssrn.2799125>
- Jain, V., Chawla, C., dan Arya, S. (2021). Employee Involvement and Work Culture. *The Journal of Contemporary Issues in Business and Government*, 27(3), 693–699.
- Kahar, A., A., M., Tampang, T., Masdar, R., dan Masrudin, M. (2022). Value chain analysis of total quality control, quality performance and competitive

advantage of agricultural SMEs. *Uncertain Supply Chain Management*, 10(2), 551–558.

Karani, S., Bichanga, W., dan Okibo. (2012). Effects of Total Quality Management implementation on business performance in service institutions: A case of Kenya Wildlife Services Effects of Total Quality Management implementation on business performance in service institutions: A case of Kenya Wildlife Services. *International Journal of Research Studies in Management*, 1. <https://doi.org/10.5861/ijrsm.2012.v1i1.61>

Kementerian Koperasi dan Usaha Kecil dan Menengah. (2023). *Data UMKM - Kementerian Koperasi dan Usaha Kecil dan Menengah*. <https://kemenkopukm.go.id/data-umkm>

Khasabah, M. A. I. A., Salleh, H. S., Mat, N. H. N., dan Zulkiffli, S. N. A. (2022). Nexus between total quality management and competitive advantage in Jordanian banking sector: The mediating effect of quality performance. *Corporate Governance and Organizational Behavior Review*, 6(2, special issue), 193.

Khurniawan, A. (2019). *Tantangan dan Peluang Sumber Daya Manusia Pada UMKM Di Indonesia*.

Kiran, D. R. (2017). Chapter 11—Total Employee Involvement. Dalam D. R. Kiran (Ed.), *Total Quality Management* (hlm. 143–162). Butterworth-Heinemann. <https://doi.org/10.1016/B978-0-12-811035-5.00011-8>

Kulkarni, M., dan Kothelkar, A. A. (2019, Desember 30). *A Study on Best Practices for Employee Retention and Commitment*. <https://www.semanticscholar.org/paper/A-Study-on-Best-Practices-for-Employee-Retention-Kulkarni-Kothelkar/eeb8fed6d0c2dd3c0304eb9eb96f022b77445b28>

Kumar, A. S. S., dan Shanmuganathan, J. (2019). A structural relationship between TQM practices and organizational performance with reference to selected auto component manufacturing companies. *International Journal of Management*, 10(5), 99–108. Scopus. <https://doi.org/10.34218/IJM.10.5.2019/009>

Lakhal, L. (2009). Impact of Quality on Competitive Advantage and Organizational Performance. *The Journal of the Operational Research Society*, 60(5), 637–645.

Li, S., Ragu-Nathan, B., Ragu-Nathan, T. S., dan Subba Rao, S. (2006). The impact of supply chain management practices on competitive advantage and organizational performance. *Omega*, 34(2), 107–124. <https://doi.org/10.1016/j.omega.2004.08.002>

- Liu, J.-M., Borazon, E. Q., dan Santamaria, J. G. O. (2021). Antecedents of quality performance in the Philippine micro, small, and medium hospitality sector. *Asia Pacific Business Review*, 27(4), 559–582. <https://doi.org/10.1080/13602381.2021.1851514>
- Luu, T. T. (2022). Fostering green service innovation perceptions through green entrepreneurial orientation: The roles of employee green creativity and customer involvement. *International Journal of Contemporary Hospitality Management*, 34(7), 2640–2663. <https://doi.org/10.1108/IJCHM-09-2021-1136>
- Mathiyazhagan, K., Gnanavelbabu, A., Kumar, N. N., dan Agarwal, V. (2022). A framework for implementing sustainable lean manufacturing in the electrical and electronics component manufacturing industry: An emerging economies country perspective. *Journal of Cleaner Production*, 334, 130169. <https://doi.org/10.1016/j.jclepro.2021.130169>
- Mayangsari, N. (2023, Maret 30). Studi Pustaka: Pengertian, Tujuan, Jenis dan Cara Melakukannya - studi. *Vocasia*. <https://vocasia.id/blog/studi-pustaka-adalah/>
- Ming, F. (2023). Exploring the Impact of Total Quality Management (TQM) on Employee Satisfaction and Performance in Manufacturing Industries. *Journal of Digitainability, Realism & Mastery (DREAM)*, 2(02), 45–50. <https://doi.org/10.56982/dream.v2i02.88>
- Muller, R. J., Smith, E. E., dan Lillah, R. (2019). Perceptions regarding the impact of Ubuntu and servant leadership on employee engagement in the workplace. *Journal of Contemporary Management*, 16(1), 20–51. <https://doi.org/10.35683/jcm17104.0004>
- N Ntwiga, P., Muchara, M., dan Kiriri, P. (2021). *The Influence of Employee Empowerment on Competitive Advantage in Hospitals within Nairobi, Kenya* / *East African Health Research Journal*. <https://www.ajol.info/index.php/eahrj/article/view/214166>
- Narasima, A. (2015). Employee Engagement through Leadership. *Social Science Research Network*.
- Neuman, L. W. (2014). *Social Research Methods: Qualitative and Quantitative Approaches* (7 ed.). Pearson Education Limited Harlow.
- Oakland, J. S., Oakland, R. J., dan Turner, M. A. (2014). *Total Quality Management and Operational Excellence: Text with Cases* (4 ed.). Routledge. <https://doi.org/10.4324/9781315561974>

- Obeidat, U., Obeidat, B., Alrowwad, A., Alshurideh, M., Masa'deh, R., dan Abuhashesh, M. (2021). The effect of intellectual capital on competitive advantage: The mediating role of innovation. *Management Science Letters*, 1331–1344. <https://doi.org/10.5267/j.msl.2020.11.006>
- Patyal, V. S., dan Koilakuntla, M. (2017). The impact of quality management practices on performance: An empirical study. *Benchmarking: An International Journal*, 24(2), 511–535. <https://doi.org/10.1108/BIJ-11-2015-0109>
- Peranginangin, J. (2015). A Conceptual Mapping Resource Advantage Theory, Competitive Advantage Theory, and Transient Competitive Advantage. *Journal of business management*.
- Priliska, A. D., Kurniadewi, M., dan Winarno, F. S. (2023). Building Competitive Advantage Through Strategy Map and Balanced Scorecard in Improving Company Performance. *Devotion Journal of Community Service*, 4(7). <https://doi.org/10.59188/devotion.v4i7.520>
- Respatiningsih, H. (2021). *The Impact of E-Commerce on the Marketing Performance of MSMEs During the Covid19 Pandemic Mediated by Competitive Advantage*. 166–169. <https://doi.org/10.2991/aebmr.k.210311.032>
- Robu, M. (2013). THE DYNAMIC AND IMPORTANCE OF SMES IN ECONOMY. *The USV Annals of Economics and Public Administration*, 13(1(17)), Article 1(17).
- Ryan, R. M., dan Deci, E. L. (2020). Intrinsic and extrinsic motivation from a self-determination theory perspective: Definitions, theory, practices, and future directions. *Contemporary Educational Psychology*, 61, 101860. <https://doi.org/10.1016/j.cedpsych.2020.101860>
- Sánchez-Alegría, S., Lizarraga-Dalloa, F., dan Marín-Vinuesa, L. M. (2022). Is quality management a competitive advantage? A study after the Spanish financial crisis in the furniture industry. *Total Quality Management and Business Excellence*, 33(11–12), 1344–1365. Scopus. <https://doi.org/10.1080/14783363.2021.1954899>
- Satata, D. B. M. (2021). Employee Engagement as An Effort to Improve Work Performance: Literature Review. *Ilomata International Journal of Social Science*, 2(1), 41–49. <https://doi.org/10.52728/ijss.v2i1.152>
- Sekaran, U., dan Bougie, R. (2016). *Research Methods for Business a Skill-building Approach* (7 ed.). John Wiley & Sons. <http://swbplus.bsz-bw.de/bsz476992605cov.htm>

- Silalahi, E. M., dan Sembiring, H. S. (2020). THE INFLUENCE OF EMPOWERMENT, INTERPERSONAL COMMUNICATION AND JOB INVOLVEMENT TOWARD EMPLOYEE PERFORMANCE THROUGH WORK MOTIVATION. *Sosiohumaniora*, 22(2). <https://doi.org/10.24198/sosiohumaniora.v22i2.26146>
- Silva, C. S., Borges, A. F., dan Magano, J. (2021). Quality Control 4.0: A way to improve the quality performance and engage shop floor operators. *International Journal of Quality & Reliability Management*, 39(6), 1471–1487. <https://doi.org/10.1108/IJQRM-05-2021-0138>
- Silva, C. S., dan Sousa, C. (2019). “Quality Box”, a Way to Achieve the Employee Involvement. Dalam J. Reis, S. Pinelas, dan N. Melão (Ed.), *Industrial Engineering and Operations Management I* (hlm. 229–241). Springer International Publishing. [https://doi.org/10.1007/978-3-030-14969-7\\_20](https://doi.org/10.1007/978-3-030-14969-7_20)
- Singhvi, Dr. A., Doshi, Y. C., dan Kaikini, Dr. Ravindra. R. (2022). Assessing the Organization Culture Influence in Employee Involvement and Empowerment. *International Journal of Emerging Research in Engineering, Science, and Management*, 1(4). <https://doi.org/10.58482/ijeresm.v1i4.4>
- Sukartini, N. W., Kencanawati, A. A. A. M., dan Lasmini, N. K. (2019). BUSINESS PERFORMANCE AND COMPETITIVE ADVANTAGE: MULTI PERSPECTIVE ANALYSIS OF SMES IN BALI. *INTERNATIONAL JOURNAL OF MANAGEMENT*, 10(6). <https://doi.org/10.34218/IJM.10.6.2019.011>
- Sunny, K. G., dan Yajurvedi, N. (2022). Enhancing The Efficacy of Organisational Competitive Advantage Through Employee Empowerment. *Journal of Positive School Psychology*, 6(3), Article 3.
- Suresh, K. P., dan Chandrashekara, S. (2012). Sample size estimation and power analysis for clinical research studies. *Journal of Human Reproductive Sciences*, 5(1), 7. <https://doi.org/10.4103/0974-1208.97779>
- Tripathi, P. M., Srivastava, S., Singh, L. B., Kapoor, V., dan Solanki, U. (2021). A JD-R perspective for enhancing engagement through empowerment: A study on Indian hotel industry. *Journal of Hospitality and Tourism Management*, 46, 12–25. <https://doi.org/10.1016/j.jhtm.2020.11.007>
- Tsang, D. (2017). Employee Involvement in the Age of Marketization. Dalam D. Tsang (Ed.), *Industrial Democracy in the Chinese Aerospace Industry: The Innovation Catalyst* (hlm. 57–73). Palgrave Macmillan UK. [https://doi.org/10.1057/978-1-137-58023-8\\_4](https://doi.org/10.1057/978-1-137-58023-8_4)



- Tsou, Y.-H., Huang, Y.-F., Liu, S.-C., dan Do, M.-H. (2021). The Effects of Total Quality Management and Corporate Social Responsibility on Firm Performance: A Future Research Agenda. *The Journal of Asian Finance, Economics and Business*, 8(4), 277–287. <https://doi.org/10.13106/jafeb.2021.vol8.no4.0277>
- Ugboro, I. O., dan Obeng, K. (2000). Top management leadership, employee empowerment, job satisfaction, and customer satisfaction in TQM organizations: An empirical study. *Journal of Quality Management*, 5(2), 247–272. [https://doi.org/10.1016/S1084-8568\(01\)00023-2](https://doi.org/10.1016/S1084-8568(01)00023-2)
- World Economic Forum. (2023). *Global Risks Report 2023*. World Economic Forum. <https://www.weforum.org/reports/global-risks-report-2023/>
- Zakiyah, E. F., Kasmu, A. B. P., dan Nugroho, L. (2022). Peran Dan Fungsi Usaha Mikro Kecil Dan Menengah (UMKM) Dalam Memitigasi Resesi Ekonomi Global 2023. *Jurnal Cakrawala Ilmiah*, 2(4), Article 4.
- Zhang, Z., Waszink, A., dan Wijngaard, J. (2000). An instrument for measuring TQM implementation for Chinese manufacturing companies. *International Journal of Quality & Reliability Management*, 17(7), 730–755. <https://doi.org/10.1108/02656710010315247>

