

DAFTAR PUSTAKA

- Aldholay, A. H., Isaac, O., Abdullah, Z., & Ramayah, T. (2018). The role of transformational leadership as a mediating variable in DeLone and McLean information system success model: The context of online learning usage in Yemen. *Telematics and Informatics*, 35(5), 1421–1437. <https://doi.org/10.1016/j.tele.2018.03.012>
- Ali, E. Y., Munir, M., Permana, J., & Kurniady, D. A. (2020). Academic Service Quality in Education Management in Higher Education. *Journal of VLSI Circuits and Systems*, 400(Icream 2019), 455–461. <https://doi.org/10.2991/assehr.k.200130.221>
- Andrews, C. W. (2021). Self-determination theory. *Research Handbook on HRM in the Public Sector: Elgar Handbooks in Public Administration and Management*, 232–244. <https://doi.org/10.4337/9781803921761.00125>
- Andrianto, F., & Ratnaningsih, I. Z. (2020). Hubungan Antara Gaya Kepemimpinan Autentik Dengan Keterikatan Kerja Pada Perawat Rumah Sakit “X” Semarang. *Jurnal EMPATI*, 7(2), 640–646. <https://doi.org/10.14710/empati.2018.21693>
- Antonopoulou, H., Halkiopoulou, C., Barlou, O., & Beligiannis, G. N. (2021). Liderazgo transformacional y habilidades digitales en la educación superior Institutos: durante la pandemia COVID-19. *Emerging Science Journal*, 5(1), 1–15.
- Anzhari, I., J. Sumampouw, H., & G. Kaparang, S. (2016). Pengaruh Perilaku Pemimpin Terhadap Kinerja Karyawan PT. Bank Tabungan Negara (PERSERO) TBK. Kantor Cabang Manado. *Jurnal Administrasi Bisnis*, 4(1), 1–6. <https://doi.org/10.35797/jab.4.1.2016.11277>
- Arenas, F. J., Connelly, D., & Williams, M. D. (2017). Authentic Transformational Leadership Report Title: Developing Your Full Range of Leadership Report Subtitle: Leveraging a Transformational Approach. In *Air University Press* (Issue May 2024).
- Askarov, D. T., Bijanov, D., & Nurgazy, N. N. (2021). Impact of the External Environment on Organizational Culture in the Higher Education Institutions. *ACM International Conference Proceeding Series*, 58(2), 8246–8262. <https://doi.org/10.1145/3492547.3492664>
- Avolio, B. J., & Gardner, W. L. (2005). Authentic leadership development: Getting to the root of positive forms of leadership. *Leadership Quarterly*, 16(3), 315–338. <https://doi.org/10.1016/j.leaqua.2005.03.001>
- Azan, K. (2018). Pengaruh Pemanfaatan Fasilitas Belajar Terhadap Mutu Layanan Akademik Program Studi Di Sekolah Pascasarjana Universitas Pendidikan Indonesia. *Jurnal Penjaminan Mutu*, 4(2), 193. <https://doi.org/10.25078/jpm.v4i2.573>

- Azan, K., Meirawan, D., & Sutarsih, C. (2017). Mutu Layanan Akademik. *Jurnal Administrasi Pendidikan*, 12(1), 190–203. <https://doi.org/10.17509/jap.v22i1.5931>
- Ballesteros, L. A. A., Esquivel, F. A., Moreno, S. E. R., García, S. J. A., & Cerrillo, M. A. R. (2023). Motivation and leadership in higher education. *Revista Caribeña de Ciencias Sociales*, 12(5), 2021–2034. <https://doi.org/10.55905/rcssv12n5-002>
- Bass, B. M., & Riggio, R. E. (2005). Transformational leadership: Second edition. *Transformational Leadership: Second Edition*, 1–282. <https://doi.org/10.4324/9781410617095>
- Borg, W. R. and M. D. G. (1989). *Educational Research: An Introduction. Fifth Edition*. Castignetti, Melina.
- Borishade, T. T., Ogunnaike, O. O., Salau, O., Motilewa, B. D., & Dirisu, J. I. (2021). Assessing the relationship among service quality, student satisfaction and loyalty: the NIGERIAN higher education experience. *Heliyon*, 7(7), e07590. <https://doi.org/10.1016/j.heliyon.2021.e07590>
- Direktorat Jendral Pendidikan Tinggi. (2003). Strategi Pendidikan Tinggi Jangka Panjang 2003-2010: Mewujudkan Perguruan Tinggi Berkualitas. In *Departemen Pendidikan Nasional Republik Indonesia*.
- Farahnak, L. R., Ehrhart, M. G., Torres, E. M., & Aarons, G. A. (2020). The Influence of Transformational Leadership and Leader Attitudes on Subordinate Attitudes and Implementation Success. *Journal of Leadership and Organizational Studies*, 27(1), 98–111. <https://doi.org/10.1177/1548051818824529>
- Feny. (2022). Metodologi Penelitian Kualitatif. In Metodologi Penelitian Kualitatif. In 40 (Ed.), *Rake Sarasin* (Issue Maret). Remaja Rosdakarya. <https://scholar.google.com/citations?user=O-B3eJYAAAAJ&hl=en>
- Firdaus, S., Suwiryo, D. H., & Sukmawaty, F. (2021). Pengaruh Kualitas Pelayanan Akademik dan Kompetensi Dosen terhadap Kepuasan Mahasiswa. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik Dan Hummanioramania*, 5(2), 320. <https://doi.org/10.31604/jim.v5i2.2021.320-328>
- Fuad, K., & Apriyanti, Werdi, H. (2018). Implementasi Good University Governance (Gug) Pada Perguruan Tinggi Islam Swastadi Jawa Tengah. *Majalah Ilmiah Solusi*, 16(1), 148–176. <http://repository.usm.ac.id/files/journalnas/B258/20180723112551-Majalah-Ilmiah-Solusi--Volume-16-no.1-Edisi-Januari-2018.pdf#page=151>
- Guskey, T. R. (2002). Professional development and teacher change. *Teachers and Teaching: Theory and Practice*, 8(3), 381–391. <https://doi.org/10.1080/135406002100000512;WGROU:STRING:PUBLICATIION>

- Harbani, R. (2022). - *Kamis, 02 Jun 2022 Baca artikel detikedu, "PTS Terbaik di Indonesia Versi THE 2022, Bisa Tebak Nomor Satunya?"* DetikEdu,.
- Harefa, A. R., Sitanggang, N., & Nainggolan, E. (2022). The Influence of Transformational Leadership on Teaching Performance and Subjective Well-being of Lecturers. *Indonesian Journal Of Educational Research and Review*, 5(3), 502–513. <https://doi.org/10.23887/ijerr.v5i3.54821>
- Haryokusumo, D. (2016). 2016_J Bisnis Darmajaya_Diaz_Pengaruh Kepemimpinan Autentik Pada Emosi, Kepercayaan Harapan. *Jurnal Bisnis Darmajaya*, 02(02), 13–31.
- Heifetz, Kania, & Kramer. (2004). *Adaptive Leadership Embracing Chaos and Courage for Sustainable Change*.
- Heslina. (2017). Pengaruh Kualitas Pelayanan Akademik Dan Non Akademik Terhadap Kepuasan Mahasiswa Program Studi Manajemen Stiem Bongaya. *Jurnal Lmiah Bongaya (Manajemen & Akuntansi)*, XXI(1), 44.
- HJ Caro, D. (2015). Code red: Towards authentic transformational leadership of emergency management. *Journal of Hospital Administration*, 4(5), 67. <https://doi.org/10.5430/jha.v4n5p67>
- Hofstede, Jan Gert, and B. P. P. (2002). *Exploiring Culture : Exercises, Stories, Synthetic Culture*. London: Nicholas Brealey.
- Ivancevich, J. (2007). *Perilaku & Manajemen Organisasi*. Erlangga.
- Jameel, A. S., & Ahmad, A. R. (2019). The effect of Transformational Leadership on Job Satisfaction among Academic Staff. In *The 34th International Business Information Management Association (IBIMA) Conference: 13-14 November 2019, Madrid, Spain*. <https://doi.org/10.31219/osf.io/vc9dq>
- Jumiran, Novitasari, D., Nugroho, Y. A., Sutardi, D., Sasono, I., & Asbari, M. (2020). Pengaruh Dimensi Kepemimpinan Transformasional terhadap Kepuasan Kerja dan Komitmen Organisasional: Studi Kasus pada Dosen Perguruan Tinggi Swasta. *EduPsyCouns: Journal of Education, Psychology and Counseling*, 2(1), 600–621. <https://ummaspul.e-journal.id/Edupsycouns/article/view/555>
- Kazungu, I., & Kiwia, R. H. (2015). ... Service Quality Gap in Higher Education Using Serviquial Model At Moshi University College of Co-Operative and Business *Researchgate.Net*, III(6), 298–317. https://www.researchgate.net/profile/Isaac-Kazungu/publication/293098278_MEASURING_SERVICE_QUALITY_GAP_IN_HIGHER_EDUCATION_USING_SERVIQUAL_MODEL_AT_MOSHI_UNIVERSITY_COLLEGE_OF_CO-OPERATIVE_AND_BUSINESS_STUDIES_MUCCoBS_IMPLICATIONS_FOR_IMPROVEMENT/links/56
- Keleş, U. (2022). In an Effort to Write a “Good” Autoethnography in Qualitative

- Educational Research: A Modest Proposal. *Qualitative Report*, 27(9), 2026–2046. <https://doi.org/10.46743/2160-3715/2022.5662>
- Klenke, K. (1993). Leadership Education at the Great Divide: Crossing into the Twenty-First Century. *Journal of Leadership Studies*, 1(1), 111–127. <https://doi.org/10.1177/107179199300100110>
- Komara, E. (2020). Role Of Trusting Beliefs In Predicting Online Purchase Intentions. *JEBA (Journal of Economics and Business Aseanomics)*, 5(2), 182–206. <https://doi.org/10.33476/j.e.b.a.v5i2.1660>
- Kontic, L. (2014). Measuring service quality in higher education: The case of Serbia. *Proceedings at the Human Capital without Borders: Management, Knowledge and Learning for Quality of Life Knowledge and Learning Conference*, 645–654.
- Leithwood, K., & Sun, J. (2012). The Nature and Effects of Transformational School Leadership: A Meta-Analytic Review of Unpublished Research. *Educational Administration Quarterly*, 48(3), 387–423. <https://doi.org/10.1177/0013161X11436268>
- Li, F., Jiao, R., Liu, D., & Liu, L. (2023). Principals' Transformational Leadership and Kindergarten Teachers' Career Calling: The Mediating Roles of Organizational Identification and Leader-Member Exchange. *SAGE Open*, 13(4). <https://doi.org/10.1177/21582440231218842>
- Lodders, N., & Meijers, F. (2017). Collective learning, transformational leadership and new forms of careers guidance in universities. *British Journal of Guidance and Counselling*, 45(5), 532–546. <https://doi.org/10.1080/03069885.2016.1271864>
- Manik, E., & Sidharta, I. (2017). The impact of academic service quality on student satisfaction. *International Conference on Accounting, Management, Economics and Social Sciences, March(80878)*, 1–6.
- Martasubrata, N., & Suwatno, S. (2016). Mutu Layanan Akademik Sebagai Determinan Kepuasan Mahasiswa. *Jurnal Pendidikan Manajemen Perkantoran*, 1(1), 136. <https://doi.org/10.17509/jpm.v1i1.3266>
- Marthalina. (2018). Analisis Kualitas Pelayanan Akademik Dan Kepuasan Mahasiswa Di Ipdn Kampus Jakarta. *Jurnal MSDM*, 5(1), 1–18.
- Martínez-Argüelles, M. J., & Batalla-Busquet, J. M. (2016). Perceived service quality and student loyalty in an online university. *International Review of Research in Open and Distributed Learning*, 17(4), 264–279. <https://doi.org/10.19173/irrodl.v17i4.2518>
- McGrath, J. (1964). *Social Psychology A Brief Introduction (Scientific)*. Holt, Rinehart & Winston, <https://www.scirp.org/reference/referencespapers?referenceid=2412585>

- McOyoo, E. O. (2022). Authentic Transformational Leadership and Empowerment in Organization Context - A Review of Literature. *International Journal of Managerial Studies and Research*, 10(9), 39–53. <https://doi.org/10.20431/2349-0349.1009004>
- Morton, E. (2021). Effects of Four-Day School Weeks on School Finance and Achievement: Evidence From Oklahoma. *Educational Researcher*, 50(1), 30–40. <https://doi.org/10.3102/0013189X20948023>
- Munthe, M. (2017). Kepemimpinan Berbasis Nilai Dalam Membangun Iklim. *Jurnal Administrasi Pendidikan*, 14(2), 92–103. <https://doi.org/10.17509/jap.v24i2.8297>
- Murari, K., & Mukherjee, U. (2021). Role of Authentic Transformational Leadership for Managerial Excellence and Sustainability Human Resource management View project Leading for Change View project Role of Authentic Transformational Leadership for Managerial Excellence and Sustainability. *Ilkogretim Online*, 20(4), 2592–2605. <https://doi.org/10.17051/ilkonline.2021.04.297>
- Napitupulu, E. L. (2023). Integritas Pendidikan Nasional Rendah. *Kompas.Id*. <https://www.kompas.id/baca/humaniora/2023/07/04/integritas-pendidikan-nasional-rendah>
- Nazarian, R., Saber-Mahani, M., & Beheshtifar, M. (2012). Role of Service Quality in Universities. *Innova Ciencia*, 4(6), 3–9.
- Nieveen, N. (1999). “Prototype to reach product quality. Dlm. van den Akker, J., Branch, R.M., Gustafson, K., Nieveen, N., & Plomp, T. (pnyt.)”. Design approaches and tools in educational and training. In *Kluwer Academic Publisher*. Kluwer Academic Publisher.
- Oldfield, B. M., & Baron, S. (2000). Student perceptions of service quality in a UK university business and management faculty. *Quality Assurance in Education*, 8(2), 85–95. <https://doi.org/10.1108/09684880010325600>
- Ongo, M. O. (2018). *Examining Perceptions of Service Quality of Student Services and Satisfaction Among International Students At Universities in Indiana and Michigan*. 165, 62–64. <https://digitalcommons.andrews.edu/dissertations/1675>
- Owusu-Agyeman, Y. (2021). Transformational leadership and innovation in higher education: a participative process approach. *International Journal of Leadership in Education*, 24(5), 694–716. <https://doi.org/10.1080/13603124.2019.1623919>
- Ozdemir, Y., Kaya, S. K., & Turhan, E. (2020). A scale to measure sustainable campus services in higher education: “Sustainable Service Quality.” *Journal of Cleaner Production*, 245. <https://doi.org/10.1016/j.jclepro.2019.118839>
- Parasuraman, A., Zeithaml, V.A. and Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of*

Retailing, 64, 12–40.

- Permenpan RB Nomor 26 Tahun 2020 Tentang Pedoman Evaluasi Pelaksanaan Reformasi Birokrasi, Pub. L. No. 26, 50 (2020). <https://peraturan.bpk.go.id/Details/143703/permen-pan-rb-no-26-tahun-2020>
- Pradhana, A. S., Hakim, M. S., & Kunaifi, A. (2018). Gaya Kepemimpinan Mayoritas di Perguruan Tinggi X. *Jurnal Sains Dan Seni ITS*, 7(1), 5–7. <https://doi.org/10.12962/j23373520.v7i1.28512>
- Putra, A. S., Handoyo, S. S., & Rochadi, D. (2018). Kualitas Layanan Akademik Mahasiswa di Program Studi Pendidikan Vokasional Konstruksi Bangunan Universitas Negeri Jakarta. *Jurnal PenSil*, 7(2), 63–70. <https://doi.org/10.21009/pensil.7.2.1>
- Rahareng, V. J., & Relawan, I. N. (2017). The Influence of The Academic Service Quality toward Student Satisfaction (Studies in Students of Business Administration Program, Faculty of Communication and Business, Telkom University). *Jurnal Ilmu Manajemen Dan Akuntansi*, 5(1), 46–55.
- Ratna, R., Ligor, A. A. L., Rasaily, B. B., Lhamo, U., Zangmo, S., Tshering, T., & Gyeltshen, S. (2022). Impact of Teacher's Leadership Style on Student's Academic Performance: a case of Business school. *Bhutan Journal of Research and Development*, 11(1), 71–91. <https://doi.org/10.17102/bjrd.rub.11.1.027>
- Rost, J. C., & Barker, R. A. (2000). Leadership Education in Colleges: Toward a 21st Century Paradigm. *Journal of Leadership Studies*, 7(1), 3–12. <https://doi.org/10.1177/107179190000700102>
- Rozikin, M., Hesty, W., & Sulikah, S. (2020). Kolaborasi dan E-Literacy: Kunci Keberhasilan Inovasi E-Government Pemerintah Daerah. *Jurnal Borneo Administrator*, 16(1), 61–80. <https://doi.org/10.24258/jba.v16i1.603>
- Rubio-Arostegui, J. A. (2017). Expert-panel accreditation evaluation-practices: an autoethnographic case study of the Community of Madrid. *Annual Review. Debats. Revista de Cultura, Poder i Societat*, 2, 151–162. <https://doi.org/10.28939/iam.debats-en.2017-11>
- Rutherford, D. (2004). The Impact of Leadership in Primary Schools. *Management in Education*, 18(5), 21–26. <https://doi.org/10.1177/089202060501800505>
- Sandiasa, G. (2017). Kepemimpinan Transformasional dan Strategi Pengembangan Institusi dalam Meningkatkan Kualitas Perguruan Tinggi. *Prosiding Seminar: Revitalisasi Tata Kelola Perguruan Tinggi (Seminar Proceeding: Revitalizing Higher Education Governance)*, 2017, hal. 13-26.
- Setiarini, A., Ghazi, S., & Suriana, I. (2017). Analisis Pengaruh Kualitas Pelayanan Akademik terhadap Kepuasan Mahasiswa di Politeknik Negeri Balikpapan. *JSHP (Jurnal Sosial Humaniora Dan Pendidikan)*, 1(1), 77. <https://doi.org/10.32487/jshp.v1i1.237>

- Setiawan, D., & Lenawati, M. (2020). Peran dan Strategi Perguruan Tinggi dalam Menghadapi Era Society 5.0. *RESEARCH : Computer, Information System & Technology Management*, 3(1), 1. <https://doi.org/10.25273/research.v3i1.4728>
- Sharma, G., Greco, A., Grewatsch, S., & Bansal, P. (2022). Cocreating Forward: How Researchers and Managers Can Address Problems Together. *Academy of Management Learning and Education*, 21(3), 350–368. <https://doi.org/10.5465/amle.2021.0233>
- Siram, R. (2016). Manajemen Penjaminan Mutu Layanan Akademik Perguruan Tinggi. *Jurnal Ilmu Pendidikan Universitas Negeri Malang*, 21(1), 111047.
- Stephen P. Robbins & Timothy A. Judge. (2022). Perilaku Organisasi. In *Perilaku Organisasi* (16th ed.). Salemba Empat. <https://doi.org/10.52931/t4b6/2022>
- Su, F., Cheng, D., & Wen, S. (2019). Multilevel impacts of transformational leadership on service quality: Evidence from China. *Frontiers in Psychology*, 10(MAY). <https://doi.org/10.3389/fpsyg.2019.01252>
- Sudarmanto, E., Zuhrotun Aulia, T., Rahman, K., Hamdani, H., Kaswoto, J., Fatahillah, W., Sadi, S., Susilo, P., Trisnawati, R., Arupi Kusnindar, A., Arizanda Rahayu, R., Yuniarti, R., & Warsito, W. (2024). Good University Governance. *Good University Governance*, VII(2), 20. <https://doi.org/10.62083/ctwb3m54>
- Sudirman, & Baddrusaman, A. (2020). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pada Hotel Kirei Bantaeng. *Al Intaj: Jurnal Ekonomi Dan Perbankan Syariah*, 6(2), 159. <https://stp-mataram.e-journal.id/JIP/article/view/1389>
- Sugiyono. (2014). *Metode penelitian bisnis: pendekatan kuantitatif, kualitatif, kombinasi, dan R&D*. Alfabeta.
- Susanne Madsen. (2019). *The Power of Project Leadership_ 7 Keys to Help You Transform from Project Manager to Project - PDF Room*. CPI Group (UK) Ltd.
- Susanto, H. (2014). Pengaruh Layanan Akademik Terhadap Kepuasan Mahasiswa Program Pascasarjana Universitas Terbuka Pada Unit Program Belajar Jarak Jauh (Upbjj) Mataram. *Jurnal Pendidikan Terbuka Dan Jarak Jauh*, 15(2), 88–98. <https://doi.org/10.33830/ptjj.v15i2.592.2014>
- Syefudin, S. (2019). PASCASARJANA INSTITUT PERGURUAN TINGGI ILMU AL-QURAN (PTIQ) JAKARTA SYEFUDIN Corporate Communication Angkasa Pura II. *Jurnal Pendidikan Islam*, 1(1), 77–101.
- Tawas, H., Mananeke, L., & Tuerah, F. F. R. (2015). Analisis Kualitas Layanan Akademik dan Administrasi terhadap Kepuasan Mahasiswa. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 3(4), 422–432.
- Tian, Q., Ma, J., & Liu, O. (2002). A hybrid knowledge and model system for R&D

- project selection. *Expert Systems with Applications*, 23(3), 265–271. [https://doi.org/10.1016/S0957-4174\(02\)00046-5](https://doi.org/10.1016/S0957-4174(02)00046-5)
- Universitas, D., Indonesia, P., Staf, K., Studi, P., Layanan, M., & Program, A. (2015). MUTU LAYANAN AKADEMIK (Studi tentang Pengaruh Pemanfaatan Fasilitas Belajar dan Kinerja Staf Program Studi terhadap Mutu Layanan Akademik Program Studi di Sekolah Pascasarjana Universitas Pendidikan Indonesia) Khairul Azan Perguruan tinggi sebagai salah. *Jurnal Administrasi Pendidikan*, 22(1).
- University, T. (n.d.). *Sotk Bsla. Telkom University*. <https://baa.telkomuniversity.ac.id/organisasi/>
- UPI, H. (2021). *Portal Berita*. Portal Berita UPI. <https://berita.upi.edu/pemanfaatan-teknologi-telekomunikasi-di-masyarakat-status-permasalahan-dan-prospeknya/>
- van den Akker, J., Gravemeijer, K., McKenney, S., & Nieveen, N. (2006). Educational Design Research. In *Educational Design Research*. Routledge Taylor and Francis Group. <https://doi.org/10.4324/9780203088364>
- Vinet, L., & Zhedanov, A. (2011). A “missing” family of classical orthogonal polynomials. *Journal of Physics A: Mathematical and Theoretical*, 44(8), 51–66. <https://doi.org/10.1088/1751-8113/44/8/085201>
- Walumbwa, F. O., Avolio, B. J., Gardner, W. L., Wernsing, T. S., & Peterson, S. J. (2008). Authentic leadership: Development and validation of a theory-based measure. *Journal of Management*, 34(1), 89–126. <https://doi.org/10.1177/0149206307308913>
- Wong, B., & Chiu, Y. L. T. (2019). ‘Swallow your pride and fear’: the educational strategies of high-achieving non-traditional university students. *British Journal of Sociology of Education*, 40(7), 868–882. <https://doi.org/10.1080/01425692.2019.1604209>
- Yohan, Y. (2019). Dinamika Perguruan Tinggi Nusantara Di Tengah Arus Ekspansi Pendidikan Tinggi Global. *SUSTAINABLE: Jurnal Kajian Mutu Pendidikan*, 2(1), 46–69. <https://doi.org/10.32923/kjmp.v2i1.981>
- Yozza, H., Izzati, R., & Helmi, M. R. (2021). The Development of Student Satisfaction Assessment Instrument Toward Academic Service in Mathematics Department , Andalas. *Atlantis Press, Advances in Social Science, Education and Humanities Research*, 506, 181–185.
- Zinner, L., Lindorfer, B., & O’Reilly, A. (2022). Leadership in changing doctoral education. *European Journal of Education*, 57(3), 424–437. <https://doi.org/10.1111/ejed.12517>