

DAFTAR BACAAN

- Adam, Everett E. Jr. dan Ronald J. 1996. *Production and Operations Management: Concept, Models and Behavior*. London: Free Press
- Amstrong, Michael. 1995 *A Hand Book of Human Resource Management*. Jakarta: Gramedia, 1995
- Amstrong, Michael dan Murlis, Helen. 2003. *Manajemen Imbalan: Strategi dan Praktik Renumerasi*, Alihbahasa: Ramelan. Jakarta: Bhuana Ilmu Populer
- Anders, Drejer. 2000. *Organizational Learning and Competence Development*. The Learning Organization. vol.7, no. 4
- Anoraga, Panji. 2001. *Psikologi Kerja*. Jakarta: Rineka Cipta
- Anoraga, Panji dan Suyati, Sri. 1995. *Perilaku Keorganisasian*. Jakarta: Dunia Pustaka Jaya
- Aroef, Matthias. 2005 *Produktivitas: Kunci Kemenangan Global*. Bandung: Independent Society
- A Study of Organizationai Climate of High and Low Adopter Elementary School ([http://www.ssta.sk.ca/research/school movement/rp27htm](http://www.ssta.sk.ca/research/school%20movement/rp27htm)).
- Azwar, Saifuddin 1998. *Sikap Manusia: Teori dan Pengukurannya*. Yogyakarta: Liberty
- Ball dan Ben, 1997. *Career Management Competencies—The Individual Perspective*. Career Development International, 2/2
- Baltus, R.K. 1983. *Personal Psychology for Life and Work*. New York: McGraw-Hill Book Company
- Bateman, Thomas S dan Snell, Scott A. 2004. *Management The New Competitive Landscape*. New York: Mc Graw - Hill / Irwin
- Bauman, et.al. 1997. *From Promise to Performance, A Journey of Transformation at Smilh Kline Beecham*. Harvard Business school: Press
- Berger, Lance A. dan Berger, Dorothy R. 2007. *The Handbook of Best Practice on Talent Management. Mengidentifikasi, Mengembangkan dan Mempromosikan Orang Terbaik untuk Mencapai Keunggulan Organisasi*. Jakarta: PPM

- Bernardin, John H. dan Russel, Joy E. A. 1993. *Human Resources Management*. Singapore: McGraw Hill Inc
- Bill, Killin. 2000, *Competence, Awareness, Training and Quality*. Sydney: Godfrey Hirst.
- Birdir, et.al.. 2000. *Research Chefs'Competencies: A Delphi Approach*. International Journal of Competemporary Hospitality Quality, vol. 18. No. 4
- Bloom, Benjamin S. 1981. *Taxonomy of Educational Objectives*. New York: Longman Inc.
- Brocklesby, John, 1995. *Using soft Systems Methodology to Identify Competence Requirements in HR*, International Journal of Manpower, vol. 16. no. 5/6
- Burhanuddin. 1994. *Analisis Administrasi Manajemen dan Kepemimpinan Pendidikan*. Jakarta: Bumi Aksara
- Cooke, Steve dan Slack, Nkjel, 1991. *Making Management Decisions*, Great Britain: Prentice Hall
- Damayanti, Ninin. *Produktivitas Kerja di Indonesia Sangat Rendah*, www.tempointeraktif.com
- Davis, Keith dan Newstrom, John. 1993. *Perilaku Dalam Organisasi*, Terjemahan, Agus Darma, Jakarta:Erlangga
- Dewan Produktivitas Nasional. 1986 *Orientasi Produktivitas dan Ekonomi Jepang: Apa yang harus dilakukan Indonesia*, dalam J. Ravianto. Universitas Indonesia: Lembaga Sarana Informasi Usaha dan Produktivitas , 1986
- Drucker, Peter F. 2002. *Professionals' Productivity*, Copyright by ProQuest Company
- Drucker, Peter F. 1989. *The New Realities*. London: Heinemann Profesional Publishing, Ltd
- DuBrin, Andrew J. 2003. *Essential of Management*. Sixth Edition. USA: Thomson South Western
- Dubois, David D. dan Rothwell, William J. 2004. *Competency-Based Human Resources Management*. Palo Alto: Davis Black Publishing
- Dwivedi, R. S. 1981. *Dynamic of Human Behavior at Work*. New Delhi: Oxford & IBH Publishing
- Feldman, R.S. 1997. *Understanding Psychology*. New York: McGraw-Hill

- French. 1986. *Human Resource Management*. USA: Houghton Mifflin
- Genre et-al. *Internal Marketing*. 1994. *The Key To External Marketing Succes*. Journal of Services Marketing, vo. 8. No. 4
- Gerungan. 1991. *Psikologi Sosial*. Bandung: Eresco
- Gibson. James L., Ivancevuch, Jhon M. dan Donelly, James H. 1997. *Organization. Prilaku, Struktur, Proses*. Alih Bahasa: Djakarsih. Jakarta: Erlangga
- Gilmore, et.al. 1996. *Management Competencies for Service Marketing*. The Journal of Services marketing, vol. 10, no.3
- Gitosudarmo, Indriyo. 1997. *Prilaku Keorganisasian*. Yogyakarta: BPFE
- Goleman, Daniel, 2000. *Leadership That Gets Result*, Harvard Business Review, March – April
- Gomes, Faustino Cardoso. 2003. *Manajemen Sumber Daya Manusia*. Yogyakarta: Andi
- Gupta, Atul. 2002. *Productivity Measurement in Service Operations: A Case Study from the Healthcare Environment*. Copyright by ProQuest Company
- Hannon et.al. 2000. *Transactional Learning Relationships: Developing Management Competencies for Effective Small Firm Stakeholders*. Harvard: Education and Training, vol. 42. No. 5
- Hasibuan, Malayu S.P. 2003. *Organisasi dan Motivasi Dasar Peningkatan Produktivitas*. Jakarta: Bumi Aksara
- Hasibuan, Malayu S.P. 2002. *Managemen Sumber Daya Manusia*, Jakarta; Bumi Aksara
- Horton, Sylvia. 2000. *Introduction the Company Movement. Its Origins and Impact on The Public Sector*. The Internastional Journal of Public Sector Management, vo. 13. No. 4.
- Hoy, Wayne K. dan Miskel, Cecil H. 1991. *Educational Admistration: Theory, Research, and Practice*. New York: McGraw-Hill, Inc.
- Husaini Usman dan Ali Akbar. 2003 *Pengantar Statistik*. Jakarta: Sinar Grafika
- Ivancevich, John M. 1992. *Human Resource Management*. Chicago: Richard Irwin Inc.
- Ivancevich, dkk. 2007. *Perilaku dan Manajemen Organisasi*. Edisi Ketujuh. Alih Bahasa: Gina Gania. Jakarta: Erlangga

- James, Robins G. dan Jones, Barbara J. 1986. *Komunikasi yang Efektif untuk Pemimpin, Pejabat dan Usahawan*. Jakarta: Pedoman Ilmu Jaya
- Kamars, D. 2005. *Administrasi Pendidikan Teori dan Praktek*. Edisi Kedua. Padang: Universitas Putra Indonesia Press, 2005
- Kartono, Kartini. 1992. *Pemimpin dan Kepemimpinan*. Jakarta: Rajawali
- Kasim, Azhar. 1993. *Pengukuran Efektivitas Dalam Organisasi*. Jakarta: FEUI
- Kast, Fremont E. dan Rosenzweig, James R. 2002. *Organisasi dan Manajemen Jilid 2*. Alihbahasa: A. Hasyim Ali. Jakarta: Bumi Aksara
- Kenndy, Fraces. 1998. *Intellectual Capital in Valuing Intangible Assets*. Team Performance Management, vol. 4, no. 4
- Kerstin M.C.,1999. *New Ways of Organizing The ReaTtization of Customer Value-a New Challege for The Twenty First Century*. New York: The TQM Magazine, vol. 11. no.6
- Kopelman, Richard E. 1986. *Managing Productivity in Organizations: A Practical, People-Oriented Perspective*. Singapore: McGraw-Hill Book Co.
- Koontz, Harold.et.all. 1990. *Management, a System and Contingency Analysis of Managerial Function*. Tokyo: Megraw Hill, Kogakusha
- Kreps. Gary L. 1990 *Organizational Communication: Theory and Practice* . New York: Longman
- Krob, L. David. 1994. *Kepemimpinan Dalam Perusahaan*. Alihbahasa: Slamet Wijadi. Jakarta: Bhratara
- Kroll, Martin. 1997. *An Inlegrative Concept /or Technical, Personnel and Organizational Development /or Pro/essional Skill Enhancement*. Journal of European Industrial Training, 21/2
- Lussier, Robert N. 1996. *Human Relations In Organizatlons : A Skill Building Approach*. Chicago: Mc.Graw-Hill Companies, Inc.
- Luthan, Fred. 1995. *Organizational Behaviour*. New York: McGraw Hill
- McCain, Barbara. 1995 . *Multicultural Team Learning: An Approach Towards Communication Competency*. Management Decision. 34/6
- McLean, et-al. 1996. *Personal Competencies and Outdoor Development for Managers*. Career development International, 1/1.

- Mersha et.al. 1995. *Atributes of Service Quality: The Consumers Perspeclive*. (International Journal of Service Industry Management, vol. 3, no. 3
- Milton, Charles R. 1981. *Human Behavior in Organizations, Three LeveJs of Behavior*. New Jersey: Prentice Ha», Inc.
- Moekijat. 1998. *Administrasi Perkantoran*. Bandung: Mandar Maju
- Moekijat. 1982. *Organisasi dan Motivasi*. Jakarta: Bumi Aksara
- Morgan, C. T. dkk. 1986. *Introduction to Psychology*. New York: McGraw-Hill
- Walgito Bimo. 2001. *Psikologi Sosial*. Yogyakarta: Andi
- Muhammad, Arni. 1989. *Komunikasi Organisasi*. Jakarta: Depdikbud PPLPTK
- Mulyadi dan Setyawan, John. 2011. *Sistem Perencanaan dan Pengendalian Manajemen*. Jakarta: Salemba Empat
- Munro, Andrew dan Brendan, Andrew. 1994. *Competence: Dialogue Without a Plot Providing Contejct Though Business Diagnostics* (Executive Development, vol.7, No. 6
- Murle, Peter R. 1997. *Handbook of Customer Service*. Gower Publishing Limited
- Nawawi, Hadari dan Hadari, Martini. 1990. *Kepemimpinan Yang Efektif*. Yogyakarta: UGM Press
- Nawawi, Hadari. 2006 *Kepemimpinan Mengefektifkan Organisasi*, Yogyakarta: Gajah Mada University Press,
- Nawawi, Hadari. 2006. *Evaluasi dan Manajemen Kinerja di Lingkungan Perusahaan dan Industr.i* Yogyakarta: Gajah Mada University Press
- Newell, Clarence A. 1978. , *Human Behavior in Educational Administration* New Jersey: Prentice-Hall, Inc.
- Oppenheim, A.N. 1996. *Questionare Design and Attitude Measurement*. New York: Basic Books Inc
- Ottevill et.al. 2000. *Management Competence Development for Professional Service SMEs: The Case of Community- Pharmacy* (Education and Training, vol.42, no.4/5
- Owens, Robert G. 1991. *Organizational Behavior in Education*. Boston: Altyn and Bacon. Inc.
- Pace, R, W. dan Faules, D, F. 2006. *Komunikasi Organisasi Strategi Meningkatkan Kinerja Perusahaan*. Bandung: Remaja Rosdakarya

- Palan, R. 2007. *Competency Management. Teknik Mengimplementasikan Manajemen SDM Berbasis Kompetensi Untuk Meningkatkan Daya Saing Organisasi*. Alih bahasa: Octa Melia Jalal. Jakarta: PPM
- Papalia, D.E. 1985. *Psychology*. New York: McGraw-Hill Inc
- Parker, Shirley-Gore. 1996. *Perception is Reality: Using 360-degree appraisal against behavioral competencies to effect organizational change and improve management performance*. Career Development International, 1/3
- Prather, Charles W. *How Is Your Climate for Innovation?* (<http://www.thinking.net/stivity/creativityv.html>).
- Prihadi, Syaiful F. 2004. *Assessment Centre. Identifikasi, Pengukuran dan Pengembangan Kompetensi*. Jakarta: Gramedia Pustaka Utama
- Ravianto, J. 1986. *Produktivitas dan Manajemen: Kumpulan Kertas Kerja*. Jakarta: Lembaga Sarana Informasi Usaha dan Produktivitas
- Richardson, Helen. 2002. *How Do You Measure Productivity*. Copyright by ProQuest Company
- Robbin, Stephen P. dan DeCemzo, David. 2003. *Fundamentals of Management, Essential Concepts and Applications*. Fourth Edition. New Jersey: Pearson Prentice Hall
- Robbins, Stephen P. 2007. *Perilaku Organisasi*, Edisi Kesepuluh Alih Bahasa: Benyamin Molan. Jakarta: Macanan Jaya Cemerlang
- Robotham, David. 1996. *Competencies Measuring The Unmeasurable* (Management development Review, vol.9. no. 5
- Rodway, Gregory. 2007. *How Does work Climate Affect Performance*
- Rosyada, Dede. 2002. *Paradigma Pendidikan Demokratis: Sebuah Model Pelibatan Masyarakat dalam Penyelenggaraan Pendidikan*, Jakarta: Prenada Media,
- Rowe, Christopher. 1995 *Clarifying The Use of Competence and Competency Models in Recruitment, Assessment and Staff Development* (Industrial and Commercial Training, vol. 27, no.1
- Ruky, Achmad S. 2004. *Sumber Daya Manusia Berkualitas. Mengubah Visi Menjadi Realitas*. Jakarta: Gramedia Pustaka Utama
- Russel, Bertrand. 1984 *Human Knowledge, Its Scope and Limits*. London: George Allen and Unwin Ltd..

- Russel, Robert S. dan Taylor, Bernard W. 1998. *Operations Management Focusing on Quality and Competitiveness*. Second Edition. New Jersey: Prentice Hall
- Saksono, Slamet. 1988. *Administrasi Kepegawaian*. Yogyakarta: Kanisius, 19
- Sardiman AM. 2007. *Interaksi dan Motivasi Belajar Mengajar*. Bandung: Remaja Rosdakarya
- Schemerhom. 1994. *Managing Organizational Behavior*. (New Jersey: John Wiley & Sons. Inc.
- Sedarmayanti. 1996. *Tata Kerja dan Produktivitas Kerja. Suatu Tinjauan dari Aspek Ergonomi atau Kaitan antara Manusia dengan Lingkungan Kerjanya*. Bandung: Mandar Maju
- Sedarmayanti. 2008. *Manajemen Sumber Daya Manusia*. Bandung: Refika Aditama
- Sheridan, Andrew May, 1997. *Think Globally and Act Locally, Competencies for Global management*. Career Development International. 2/6
- Siagian, Sondang P. 2002. *Kiat Meningkatkan Produktivitas Kerja*. Jakarta: Rineka Cipta
- Siagian, Sondang P. 2006. *Administrasi Pembangunan*. Jakarta: Bumi Aksara
- Simanjuntak, Payman J. 1996. *Manajemen Dan Evaluasi Kinerja*. Jakarta: Lembaga Penerbit Fakultas Ekonomi Universitas Indonesia
- Soepeno. 1997. *Statistika Terapan Dalam Penelitian Ilmu-Ilmu Sosial dan Pendidikan*. Jakarta: Rineka Cipta
- Spencer, Lyle M. dan Spencer, Signe M. 1993. *Competence at Work: Models for Superior Performance*. Boston: John Wiley & Sons, Inc.
- Standard ISO 9000-2000. *Quality Management System - Requirements*. Third Edition
- Steers, Richard M. , Porter, Lyman dan Bill, Gregory A. 1995. *Motivation and Leadership at Work*. New York: Mc Graw-Hill, Inc.
- Stevenson, William J. 1996. *Production/Operations Management*, 5th Edition
Chicago: Irwin
- Suriasumantri, Jujun S. 1992. *Filsafat Ilmu Dalam Perspektif*. Jakarta. Yayasan Penerbit Obor
- Syah, Muhibbin. *Psikologi Pendidikan Dengan Pendekatan Baru*. Bandung: Remaja Rosdakarya

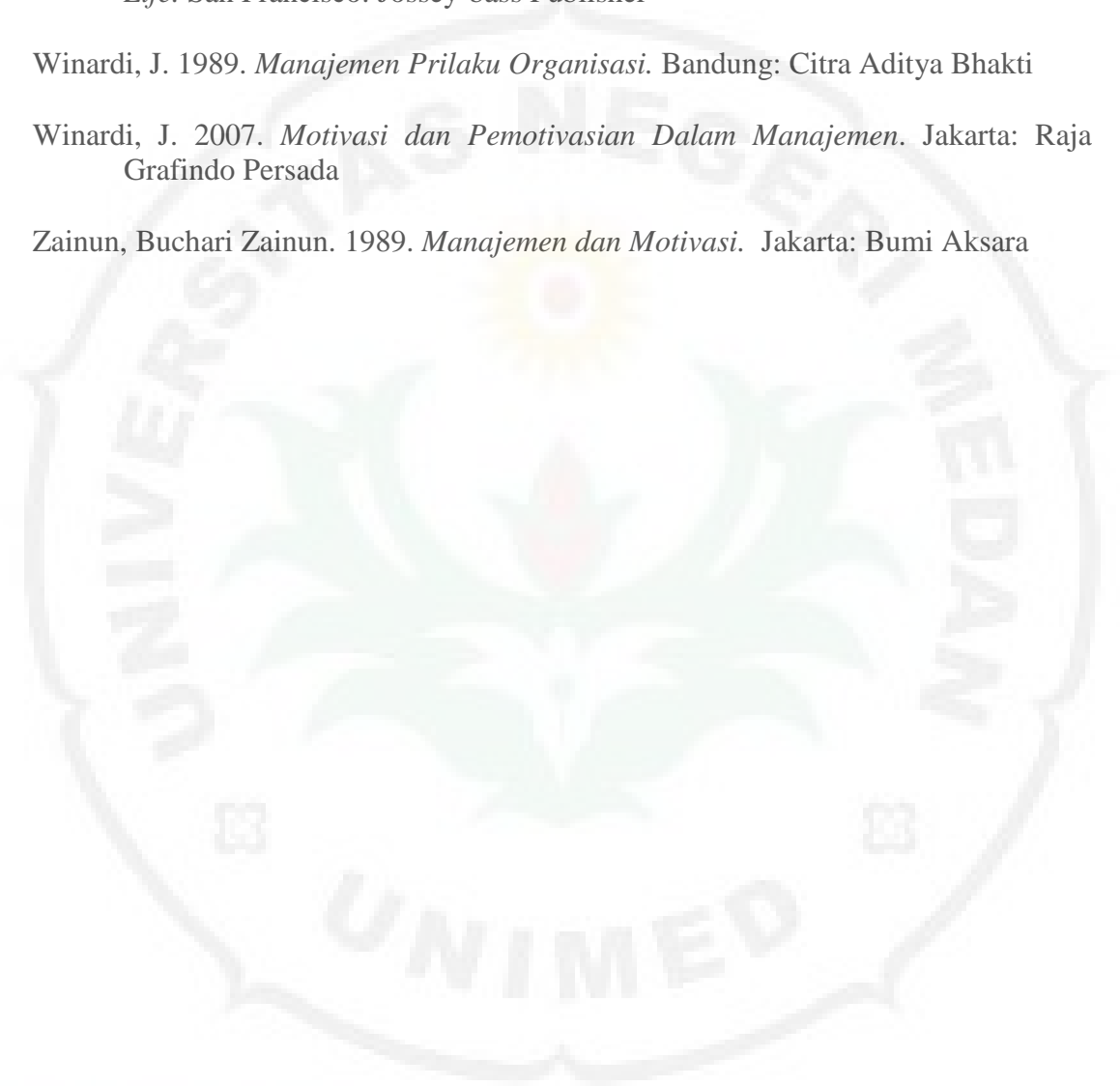
- Syarif, Rusli. 1991. *Produktivitas*. Bandung: Angkasa
- Tampubolon, Daulat P. 2001. *Perguruan Tinggi Bermutu: Paradigma Baru Manajemen Pendidikan Tinggi Menghadapi Tantangan Abad ke-21*. Jakarta: Gramedia Pustaka Utama
- The Manager Management Strategis For Improving Health Services. 2002. *Creating a Work Climate That Motivates Staff and Improves Performance*. Volume 11, No 3
- Tight, Malcom. 1996. *Key Concept in Adult Education and Training* London: Routledge
- Timpe. A. Dale. 2002. *Productivity*. Alih Bahasa: Dimas Samudra Restu dan Soesanto Boedidarmo. Jakarta: Gramedia, 2002
- Timpe. A. Dale. 2003 *Kepemimpinan*. Alih Bahasa Susanto Budhidharma. Jakarta: Gramedia
- Thoha, Miftah. 2008 *Perilaku Organisasi Konsep Dasar dan Aplikasinya*. Jakarta: Raja Grafindo Persada
- Tovey, Laura. 1994. *Competency Assessment. A Strategic Approach Part 1*. Excecutive Development vol.7 no.1
- Umar, Husein. 1998. *Riset Sumber Daya Manusia dalam Organisasi*. Jakarta: Gramedia
- Ulrich, Dave. 1998. *Intellectual Capital. Competence and Commitment*. Sloan Management Review. Winter
- Unland. et.al. 2000. *Research Chefs' Competencies: A Delphi Approach*. International Journal of Contemporary-Hospitality Quality. vol. 18. no.4.
- Usman, Husaini. 2008 *.Manajemen Teori Praktik dan Riset Pendidikan*. Edisi Kedua. Jakarta: Bumi Aksara
- Wahab, A.A. 2008. *Anatomi Organisasi dan Kepemimpinan Pendidikan. Telaah Terhadap Organisasi dan Pengelolaan Organisasi Pendidikan*. Jakarta: Bumi Restu
- Wiley, Carolyn. 1997. *Motivates Employees According to Over 40 Years of Motivation Surveys* (International Journal of Manpower, vol. 18, No.3
- Williams, Chuck. 2003. *Management*. 2nd Edition. USA: Thomson South – Western

Willis, Sherry L. dan Dubin, Samuel S. 1990, *Maintaining Professional Competence: Approaches Career Enhancement, Vitality, and Succes Throughout a Work Life*. San Francisco: Jossey-bass Publisher

Winardi, J. 1989. *Manajemen Prilaku Organisasi*. Bandung: Citra Aditya Bhakti

Winardi, J. 2007. *Motivasi dan Pemotivasian Dalam Manajemen*. Jakarta: Raja Grafindo Persada

Zainun, Buchari Zainun. 1989. *Manajemen dan Motivasi*. Jakarta: Bumi Aksara



THE
Character Building
UNIVERSITY