

## DAFTAR PUSTAKA

- Azwar, Saifuddin. 2001. *Penyusunan Skala Psikologi*, cetakan 2. Yogyakarta : Pustaka Belajar.
- Barthos, Basir. 1993. *MSDM Suatu Pendekatan Makro*, cetakan 2. Jakarta : Bumi Aksara.
- Black, J.M. 1993. *Manajemen dan Supervisor*, cetakan 5, seri Manajemen No.62, Jakarta: PT Pustaka Binaman Presindo.
- Dipeitro, R.A. 1993. TQM, Evaluation, Scope and Strategic Significance for Manajemen Development, *Journal of Management Development*, pp 11-13.
- Gaspersz, Vincent. 2001. *Total Quality Management*. Jakarta: PT Gramedia Pustaka Utama.
- Gibson, Ivancevich. 1991. *Organizational Behavior*. Texas: Business Publication Inc. Plano.
- Gomez-Mejia, Luis R. Balkim, David B.,Robert L. 2001. *Managing Human Resources*. Thirded. New Jersey: Prentice-Hall.
- Rahayu, F. *Evaluasi Penerapan TQM : Suatu Tinjauan Manajemen Sumberdaya Manusia*
- Reder, Barry. Heizer, Jay. 2001. *Prinsip–Prinsip Manajemen Operasional* edisi pertama. Jakarta: Salemba Empat.
- Robbins, Stephen. 1994. *Management*, 4th edition, Prentice\_Hall.Inc, USA.
- Samauel, Hatane, 2003. *Penerapan Total Quality Management SuatuEvaluasi Melalui Karakteristik kerja*. Jurnal Manajemen dan Kewirausahaan, Vol 5,1/3/ 2003: 72-84
- Thomas, B. 1995. *The Human Dimension of Quality*. England: McGRAWHILL Book Company.
- Waldam, D.A. 1994. *The Contribution of TQM to A Theory of Work Performance*. The Academy of Management Review, 19:510-536.