Daftar Pustaka

Davis, K. & Newstrom, J.W. (1996). *Perilaku dalam Organisasi. Jilid 1*. Jakarta: Erlangga.

Ernie Tisnawati Sule.2002. *Keterkaitan Antara Kepuasan Kerja Karyawan dan kepuasan Pelanggan Dengan kinerja Perusahaan.* Jurnal Bisnis dan Manajemen.Fakultas Ekonomi Universitas Padjadjaran Bandung.

Gibson.L.J.,Ivancevich.M.J.,and Don-nelly.H.J. 1987. *Organisasi dan Manajemen:Prilaku,Struktur,Proses.* Alih Bahasa : Djoerban Wahid. Edisi keempat. Erlangga.Jakarta.

Griffin and Moorhead.1992. *Organization Behavior.second edition.*The Dryden Press Harcourt Brace College Pub-lishers.USA.

Hackman.R.J.,and Oldham.R.G.,1980. *Work Redesign.* Wesley Publishing Company,Inc.

Lance.E.C.,Rush C.Michael., Freeman M.D.,and Eby Lillian.1999. *Motivational Bases of Affective Organiza-tional Commitment : A Partial Test of An Integrative Theoretical Model.* Journal of Occupational and Organ-izational Psychology. P463-483.

Luthans,Fred. 1995. *Organizational Be-havior*.Sixth edition.McGraw-Hill International Edition.Management series.New york.

Maman Kusman.1999. *Perilaku Or-ganisasi.* Magister Manajemen Universitas Padjadjaran Bandung.

Neal,A.,West,M., and Patterson.2000. *An Examination of Interactions be-tween Organization Climate and Human Resources Management Practises in Manufacturing Organi-zations.* Februari 2000.P 1-17

Ostroff.C.1992. *The Relationship between Satisfaction,Attitude, and Perform-ance : An Organizational Level Analysis, Journal of Applied Psy-chology. Vol 77. P 963-974.*

Richard M Steers.1985. *Efektivitas Or-ganisasi.* Alih bahasa Magdalena Jamin. Cetakan ke-2.

Robbins,P.Stephen.2001. *Perilaku Or-ganisasi : Konsep,Kontroversi,dan Aplikasi.*Alih bahasa Handayana Pujaatmika. Edisi Bahasa Indone-sia. Prenhalindo. Jakarta.

Robbins.P.Stephen.2001. *Organizational Behavior.* Ninth Edition. Prentice-Hall International,Inc. New Jersey.

Rogga.K.L., Schmidt,D.B.,Shull,C and Schmitt.N., 2001. *Human Resource Practices,Organizational Climate and Customer Satisfaction. J*ournal of Management. P 70-89.

Schuler,R. & Jackson,S.E. 1997. *Mana-jemen Sumber Daya Manusia Memasuki Abad 21.* Edisi ketujuh. Alih bahasa Abdul Rosyid dkk, Erlangga, Jakarta.

Smith.S.C and Hemingway A.Monica.1999. *Organizational Climate and Occupa-tional stressors as Predictors of Withdrawal behaviours and Injuries in Nurses.* Journal of Occupational and Organizational Psychol-ogy.p285-299.

Wendell.L.French.1998. *Human Re-sources Management*. Houghton Mifflin Company. Boston Newyork.

Toulson, P. & Mike, S. (1994). The Relationship Between Organizational Climate and Employee Perceptions of Personnel Management Practices.

Wirawan, (2007). *Budaya dan Iklim organisasi: Teori, Aplikasi, dan Penelitian.* Jakarta: Salemba Empat.