

DAFTAR REFERENSI

- Abdul, Raziq., & Raheela Maulabakhsh. (2015). *Impact of Working Environment on Job Satisfaction. Procedia Economics and Finance.* 23 (2015) 717 – 725.
- Adnan, A., Fitra, H., Hadi, A. (2023). *Kepemimpinan Strategis dan Kompetensi.* PT. Raja Grafindo Persada, Depok.
- Adnan, A., Yunus, M., Aiyub. (2023). *Kepemimpinan Digital,* Edisi Revisi. PT. Raja Grafindo Persada, Depok.
- Adzka, S. A. A., & Perdhana, M. S. (2017). Analisis Faktor yang Mempengaruhi Retensi Karyawan. *Diponegoro Journal of Management,* 6(4), 922-928.
- Agatha, S. C., & Go, M. A. B. (2022). Pengaruh Servant Leadership terhadap Kinerja Karyawan Melalui Employee Engagement di Restoran Shaburi & Kintan Buffet Surabaya. *Jurnal Manajemen Perhotelan,* 7(2), 63–74.
- Ahlrichs, N.S. (2000) *Competing for Talent: Key Recruitment and Retention Strategies for Becoming an Employer of Choice.* Palo Alto, California, Davies-Black.
- Aiyub, A., & Adnan, A. (2022). *Digital Human: Formulasi Pengembangan Human Capital untuk Keunggulan Daya Saing.*
- Aiyub, A., Yusuf, E., Bintan, R., Adnan, A., & Azhar, A. (2021). The Effect of Employee Engagement on Employee Performance with Organizational Commitment as Intervening Variable and Perceived Organization Support as a Moderating Variable at The Regional Secretariat of Bireuen District. *Jurnal Visioner & Strategis,* 10(2).
- Alafeshat, R., & Tanova, C. (2019). *Servant Leadership Style and High-Performance Work System Practices: Pathway to a Sustainable Jordanian Airline Industry.* *Sustainability,* 11(22), 6191. MDPI AG. Retrieved from <http://dx.doi.org/10.3390/su11226191>
- Alefari, M., Almanei, M., & Salonitis, K. (2020). *A system dynamics model of employees' performance.* *Sustainability,* 12(16), 6511
- Arefin, M. S., Alam, M. S., Islam, M. R., & Rahaman, M. (2019). *High-performance work systems and job engagement: The mediating role of psychological empowerment.* *Cogent Business and Management,* 6(1), 1–17.
- Arifin, A. H., & Matriadi, F. (2022). The Role of Job Satisfaction in Relationship to Organization Culture and Organization Commitment on Employee Performance. *United International Journal for Research & Technology,* 3(6), 117-129.

- Augusty Ferdinand. (2006). *Metode Penelitian Manajemen*. Badan Penerbit Universitas Diponegoro, Semarang.
- Barbuto, JE. dan Wheeler DW. (2006). *Scale development and construct clarification of servant leadership*. Group & Organization Management.
- Bass, B. M., Avolio, B. J., Jung, D. I., & Berson, Y. (2003). Predicting unit performance by assessing transformational and transactional leadership. *Journal of Applied Psychology*, 88(2), 207.
- Boxall, P., & Macky, K. (2014). High-involvement work processes, work intensification and employee well-being. *Work, Employment and Society*, 28(6), 963–984.
- Canavesi, A., & Minelli, E. (2021). Servant leadership: A systematic literature review and network analysis. *Employee responsibilities and rights journal*, 1-23.
- Chen, T.-J., Lin, C.-C., & Wu, C.-M. (2016). High Performance Work System, Psychological Efficacy, Job Satisfaction and Task Performance in the Hotel Workplace, *Open Journal of Social Sciences*, 04(07), 76–81.
- Carter, Danon & Baghurst, Timothy. (2013). The Influence of Servant Leadership on Restaurant Employee Engagement. *Journal of Business Ethics*.
- Dennis, R. (2004). *Development of the Servant Leadership Assessment Instrument*. *Leadership & Organization Development Journal*.
- Dorothea Kossyva Et Al (2021). Retention of Generation Y Employees through High Performance Work Systems, Change Management and Employee Engagement, *European Research Studies Journal*, Volume XXIV Issue 4B, 66-86.
- Eccles, R.G.; Ioannou, I.; Serafeim, G. (2014), The impact of corporate sustainability on organizational processes and performance. *Management Science Journal*. 2014, 60, 2835–2857.
- Egiannelyandra, R., & Syah, T. Y. R. (2023). Pengaruh High-Performance Work System terhadap Employee Performance pada Karyawan Pabrik di Masa Pandemi. *Management Studies and Entrepreneurship Journal (MSEJ)*, 4(3), 2527-2541.
- Evans, W.R., and Davis, W.D. (2005) High-Performance Work Systems and Organizational Performance: The Mediating Role of Internal Social Structure. *Journal of Management*, 31, 758-775.

- Fan, X., Liu, Y., & Zou, X. (2018). Where There is Light, There is Dark: A Dual Process Model of High- Performance Work Systems in The Eyes of Employees. *Frontiers of Business Research in China*, 12(1). <https://doi.org/10.1186/s11782-018-0042-x>
- Ferdinandito & Haryani, (2021) Gaya Kepemimpinan Servant Leadership dalam Meningkatkan Kualitas Pelayanan Publik, *Jurnal Wacana Publik*.
- Fitriyani, D. (2014). Balanced scorecard: alternatif pengukuran kinerja organisasi sektor publik. *Jurnal Cakrawala Akuntansi*.
- Gazioglu, Saziye & Tansel, Aysit. (2003). *Job Satisfaction, Work Environment and Relations with Managers in Britain*. ERC - Economic Research Center, Middle East Technical University, ERC Working Papers.
- Greenleaf, R. K. (1970). The servant as leader. Robert K. Greenleaf Publishing Center.
- Hadi, Sutrisno. (2006). *Metodologi Research*. Pustaka Pelajar, Yogyakarta.
- Hair, J. F., Gabriel, M. L. D. da S., & Patel, V. K. (2014). *AMOS Covariance-Based Structural Equation Modeling (CB-SEM): Guidelines on its Application as a Marketing Research Tool*. *Revista Brasileira de Marketing*, 13(02), 44–55. <https://doi.org/10.5585/remark.v13i2.2718>
- Haider, S., De-Pablos-Heredero, C., & De-Pablos-Heredero, M. (2020). A Three-Wave Longitudinal Study of Moderated Mediation Between High-Performance Work Systems and Employee JobSatisfaction: The Role of Relational Coordination and Peer Justice Climate. *Frontiers in Psychology*, 11(May), 1–15. <https://doi.org/10.3389/fpsyg.2020.00792>
- Hassan, M. M., Jambulingam, M., Narayan, E. A. L., Alam, M. N., & Islam, M. S. (2022). Servant leadership for the retention of millennial employees in private sectors: mediating role of job satisfaction. *International Journal of Business Excellence*, 26(3), 398-424.
- Huang, Y., Ma, Z., & Meng, Y. (2018). High-Performance Work Systems and Employee Engagement: Empirical Evidence from China. *Asia Pacific Journal of Human Resources*, 56(3), 341-359.
- Huber, D.L. 2006. *Leadership and Nursing Care Management*. Thirt Edition. Philadelphia: Saunders.
- https://akreditasi.kars.or.id/application/report/report_accredited.php
- https://p2k.stekom.ac.id/ensiklopedia/Daftar_rumah_sakit_di_Kota_Medan
- https://sirs.kemkes.go.id/fo/home/dashboard_rs?id=12
- <https://www.antaranews.com/berita/3418953/ombudsman-perlu-benahi-aladministrasi-pada-layanan-bpjjs-kesehatan>

- Irawan, B. (2016). *Kapasitas Organisasi dan Pelayanan Publik*. Publica Press, Jakarta.
- Jagannathan, Anitha. (2014). Determinants of employee engagement and their impact on employee performance. *International Journal of Productivity and Performance Management*.
- Jiang, K., Lepak, D. P., Han, K., Hong, Y., Kim, A., dan Winkler, A. L. 2012. Clarifying the Construct of Human Resource Systems: Relating Human Resource Management to Employee Performance. *Human Resource Management Review*.
- Kahn, W. A. (1990). Psychological conditions of personal engagement and disengagement at work. *Academy of Management Journal*, 33(4), 692–724.
- Karthi, (2012). *A Study on Employee Retention in Leading Multinational Automobile Sector in India*. 2(9)
- Kaur, H., Pani, B., Singh, S., & Jha, D. (2021). Impact of High-Performance Work-System (HPWS) on Employee-Performance: A Case Study. *Studies in Business and Economics*, 16(2), 111-126.
- Kossyva, D., Theriou, G., Aggelidis, V., Sarigiannidis, L., & Chatzoudes, D. (2021). *Retention of Generation Y employees through high performance work systems, change management and employee engagement*.
- Kundu, S.C., Kumar, S. and Gahlawat, N. (2019), Empowering leadership and job performance: mediating role of psychological empowerment, *Management Research Review*, Vol. 42 No. 5, pp. 605-624. <https://doi.org/10.1108/MRR-04-2018-0183>
- Lin, K. Y., & Lu, H. P. (2011). *Why People Use Social Networking Sites: An Empirical Study Integrating Network Externalities and Motivation Theory*. *Computers in Human Behavior*, 27, 1152-1161. <http://dx.doi.org/10.1016/j.chb.2010.12.009>
- Li, C., Naz, S., Khan, M. A. S., Kusi, B., & Murad, M. (2019). An empirical investigation on the relationship between a high-performance work system and employee performance: measuring a mediation model through partial least squares-structural equation modeling. *Psychology Research and Behavior Management*, 12, 397–416
- Lockwood, N.R. (2007). Levering Employee Engagement for Competitive Advantage. *Journal Of Human Resources Management*.
- Luthans, Fred. (2008). *Organizational Behavior*. Singapore: McGraw-Hill.

- Macan, Therese & Dipboye, Robert. (2006). The Effects of the Application on Processing of Information from the Employment Interview.1. *Journal of Applied Social Psychology*. 24. 1291 - 1314. 10.1111/j.1559-1816.1994.tb00559.x.
- Mathis, R.L. & J.H. Jackson. (2006). *Human Resource Management: Manajemen Sumber Daya Manusia*. Terjemahan Dian Angelia. Salemba Empat, Jakarta.
- Maung, K. M. (2020). The Effects of HighPerformance Work Systems on Employees in Aged Care. *SouthEast Asia Journal Contemporary Business, Economics and Law*, 13(5), 1–17. <https://doi.org/10.1080/10301763.2003.10669269>.
- McCann, J. T., Graves, D., & Cox, L. (2014). Servant Leadership, Employee Satisfaction, and Organizational Performance in Rural Community Hospitals. *International Journal of Business and Management*, 9(10).
- Northouse, P. G. (2013). *Leadership: Theory and Practice*. Sage Publications.
- Novanda, A. R. (2018). Pengaruh Servant Leadership dan Employee Voice terhadap Job Satisfaction pada Bank Bukopin Syariah di Samarinda. *Jurnal Ilmu Manajemen Mulawarman*, 3(4), 1–12.
- Nurullaili, P., Herawati, Y. T., & Utami, S. (2019). Hubungan antara Komponen Retensi Pegawai dengan Kinerja Perawat Non-PNS. *Journal of Health Science and Prevention*, 3(1), 25-31.
- Organization G. State of The Global Workplace (Globally, *Employees Are More Engaged — and More Stressed* [Internet]. 2023. Tersedia pada: <https://www.gallup.com/workplace/506798/globally-employees-engaged-stressed.aspx>
- Paais, M., & Pattiruhu, J. R. (2020). Effect of motivation, leadership, and organizational culture on satisfaction and employee performance. *The Journal of Asian Finance, Economics and Business*, 7(8), 577-588
- Paramanandana, H., & Kistyanto, A. (2021). Pengaruh High Performance Work System Terhadap Kinerja Melalui Resiliensi pada Karyawan Bank. *E Journal Ekonomi Bisnis dan Akuntansi*, 8(2). <https://doi.org/10.19184/ejeba.v8i2.25346>
- Parris, D. L., & Peachey, J. W. (2013). *A Systematic Literature Review of Servant Leadership Theory in Organizational Contexts*. *Journal of Business Ethics*, 113, 377.
- Parvin, M. M., & Kabir, M. N. (2011). Factors Affecting Employee Job Satisfaction of Pharmaceutical Sector. *Australian Journal of Business and Management Research*, 1, 113-123.

- Poli, W.I.M. 2011. *Kepemimpinan Stratejik; Pelajaran dari Yunani Kuno hingga Bangladesh*. Universitas Hasanuddin, Makassar.
- Pranogyo, A. B., Luddin, M. R., & Suyatno, T. (2021). High-Performance Work System and Employee Performance: Case Study at Koja Container Terminal. *Journal of Contemporary Issues in Business and Government*, 27(3). <https://doi.org/10.47750/cibg.2021.27.03.340>
- Purbasari, T., & Abadi, F. (2022). The Influence of Organizational Culture, Leadership Style On Employee Experience Has An Impact On Retention. Fair Value: *Jurnal Ilmiah Akuntansi dan Keuangan*, 4(Spesial Issue 3), 1254-1266.
- Qudratzai, H., & Gul, H. (2022). Impact of Servant Leadership on Employee Engagement: Mediating Role of Trust. *Kardan Journal of Economics and Management Sciences*. <https://doi.org/10.31841/kjems.2022.117>
- Qureshi, T. M. (2019). Talent Retention Using High Performance Work Systems. *The International Journal of Organizational Innovation Volume* 12 Number 2.
- Rahmatullah, A., & Siddiqui, D. A. (2019). Impact of High-Performance Work System on Job Satisfaction, Organizational Commitment, Job Complexities and Intention to Quit: A Karachi Based Study on Banking and Education Industry. *SSRN Electronic Journal*.
- Riyadi, M. R., Fakhri, M., & Winarno, A. (2020). The effect of servant leadership toward employee performance through employee engagement as an intervening variable (study at PT. Telekomunikasi Indonesia Bandung Witel Office). *Journal of Critical Reviews*, 7(13), 4615–4621.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku Organisasi*. Salemba Empat, Jakarta.
- Sarwar, G., Cavaliere, L. P. L., Ammar, K., & Afzal, F. U. (2021). The impact of servant leadership on employee performance. *International Journal of Management (IJM)*, 12(5), 165-173.
- Schawbel, D. (2016) *What Employers Will Worry About in 2017*, Fortune Insiders [online]<http://fortune.com/2016/12/28/employers-2017-employee-retention-unemployment/> (accessed 14 September 2017).
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan Keahlian* Edisi 6 Buku 1.
- Sendjaya, S. dan Sarros, J. C. (2002). Servant leadership: Its Origin, Development and Application in Organizations. *Journal Of Leadership and Organization Studies*.

- Setyaningrum, Retno Purwani (2017) Relationship between Servant Leadership in Organizational Culture, Organizational Commitment, Organizational Citizenship Behaviour and Customer Satisfaction. *European Research Studies Journal Volume XX*.
- Silalahi, Kristina L & Siregar, Patimah Sari (2021) ANalisa Faktor Penyebab Rendahnya Kinerja Perawat Pelaksana di Rumah Sakit Kota Medan. *Jurnal Keperawatan Priority*, Vol 4, No. 1, Januari 2021 ISSN 2614-4719
- Simamora, P., Sudiarditha, I. K., & Yohana, C. (2019). The Effect of Servant Leadership on Employee Performance with Employee Engagement and Organizational Citizenship Behavior (OCB) As A Mediation Variable in Mandiri Inhealthth. *International Journal on Advanced Science, Education, and Religion*, 2(3), 13–25.
- Singgih, S., (2009). *Struktural Equation Modelling*. Elek Media Komputindo, Jakarta.
- Supartha, W. G., & Dewi, I. G. A. M. (2017). Pengaruh Servant Leadership Terhadap Komitmen Organisasional dan Kinerja Pegawai (Studi pada Pegawai Negeri Sipil di RSUD Wangaya Kota Denpasar) I Gede Hendry Kamanjaya. *E-Jurnal Ekon. dan Bisnis Univ. Udayana*, 6, 2731-2760.