

DAFTAR RUJUKAN

- Abbas, Jawad. 2020. "Studies in Educational Evaluation HEISQUAL : A Modern Approach to Measure Service Quality in Higher Education Institutions." *Studies in Educational Evaluation* 67(September):100933. doi: 10.1016/j.stueduc.2020.100933.
- Abdullah, Firdaus. 2006. "The Development of HEdPERF : A New Measuring Instrument of Service Quality for the Higher Education Sector." (November):569–81. doi: 10.1111/j.1470-6431.2005.00480.x.
- Adams, J. Stacy. 1963. "Towards an Understanding of Inequity." *Journal of Abnormal and Social Psychology* 67(5):422–36. doi: 10.1037/h0040968.
- Agung, Anak Agung Gede. 2020. *Buku Ajar EVALUASI PENDIDIKAN*. 5th ed. Singaraja: FIP Undiksha.
- Al-Asadi, Rami., Shahnawaz. Muhammed, Oualid. Abidi, and Vladimir Dzenopoljac. 2019. "Impact of Servant Leadership on Intrinsic and Extrinsic Job Satisfaction." *Leadership and Organization Development Journal* 40(4):472–84. doi: 10.1108/LODJ-09-2018-0337.
- Annamdevula, S. 2016. "Effect of Student Perceived Service Quality on Student Satisfaction, Loyalty and Motivation in Indian Universities: Development of HiEduQual." *Journal of Modelling in Management* 11(2):488–517. doi: 10.1108/JM2-01-2014-0010.
- Ashmos, Donde P., and Dennis Duchon. 2000. "Spirituality at Work: A Conceptualization and Measure." *Journal of Management Inquiry* 9(2):134–45.
- Barbuto, John E., and Daniel W. Wheeler. 2006. "Scale Development and Construct Clarification of Servant Leadership." *Group and Organization Management* 31(3):300–326. doi: 10.1177/1059601106287091.
- Bella, Ricardo Luiz Fernandes, Osvaldo Luiz Gonçalves Quelhas, Fernando Toledo Ferraz, and Marlene Jesus Soares Bezerra. 2018. "Workplace Spirituality: Sustainable Work Experience from a Human Factors Perspective." *Sustainability (Switzerland)* 10(6):1–13. doi: 10.3390/su10061887.
- Bilge, Hurriyet., Florina Oana. Virlanuta, Deniz. Zungun, Pinar. Barbuta-Misu, Nicoleta, Comuk, and Guven Emine Turkan Ayvaz. 2021. "Generation Y's Perception of Servant Leadership and Job Satisfaction." *Economies* 9(1). doi: 10.3390/economies9010024.
- Castro-gonzález, Segundo. 2021. "Management Strategy to Achieve Competitive Advantages in Commercial Companies and Improve Productivity, Employee Loyalty and Customer Service Quality: Spirituality in the Work Environment." *Journal of Applied Business and Economics* 23(8):105–22. doi: 10.33423/jabe.v23i8.4876.
- Chao, C. 2016. "The Effects of Job Satisfaction and Ethical Climate on Service Quality in Elderly Care: The Case of Taiwan." *Total Quality Management and Business Excellence* 27(3):339–52. doi: 10.1080/14783363.2014.982893.

- Chen, Zhijun, Jing Zhu, and Mingjian Zhou. 2015. "How Does a Servant Leader Fuel the Service Fire? A Multilevel Model of Servant Leadership, Individual Self Identity, Group Competition Climate, and Customer Service Performance." *Journal of Applied Psychology* 100(2):511–21. doi: 10.1037/a0038036.
- Chong, Y. S. 2015. "Student Motivation and the 'Feel Good' Factor: An Empirical Examination of Motivational Predictors of University Service Quality Evaluation." *Studies in Higher Education* 40(1):158–77. doi: 10.1080/03075079.2013.818643.
- Cronin, J., J., and A. Taylor, S. 1992. "Measuring Service Quality: A Reexamination and Extension." *Journal of Marketing* 56(3):55–68.
- Dawis, Rene V, and Lloyd H. Lofquist. 1967. *A Psychological Theory of Work Adjustment*. Minnesota: University of Minnesota Press.
- Dyah, L. A. S. 2020. "Intrinsic and Extrinsic Motivation on Job Satisfaction and Nurse Performance at the Hospital." *Journal of Global Pharma Technology* 12(1):111–16.
- Esmailpour, Majid, and Mohammad Ranjbar. 2018. "Investigating the Impact of Commitment, Satisfaction, and Loyalty of Employees on Providing High-Quality Service to Customer." *Studies in Business and Economics* 13(1):41–57. doi: 10.2478/sbe-2018-0004.
- Ferdinandito, A., and T. N. Haryani. n.d. "Gaya Kepemimpinan Servant Leadership Dalam Meningkatkan Kualitas Pelayanan Publik." *Jurnal Mahasiswa Wacana Publik*.
- Ferdinandito, Angga, and Tiya Nur Haryani. 2021. "Gaya Kepemimpinan Servant Leadership Dalam Meningkatkan Kualitas Pelayanan Publik." *Jurnal Mahasiswa Wacana Publik* 1(1):190–202.
- Goleman, Daniel, Richard Boyatzis, and Annie McKee. 2013. *Primal Leadership*. Boston: Harvard Business Review Press.
- Greenleaf, Robert K. 1979. *The Servant as Leader*. The Greenleaf Center for Servant Leadership.
- Gunawan, Sugiharto. 2019. "Studi Interpretatif Implikasi Spiritualitas Terhadap Kualitas Layanan Pengemudi Grab Surabaya." Pp. 193–200 in *Prosiding Seminar Nasional Sinergitas Multiididiplin Ilmu Pengetahuan dan Teknologi*. Vol. 2.
- Hashim, Muhammad., Haider Ali. Malik, Anam. Bhatti, Mahboob. Ullah, and Ghasala. Haider. 2020. "Servant Leadership and Job Satisfaction among Academicians." *International Journal of Early Childhood Special Education* 12(2):8–17. doi: 10.9756/INT-JECSE/V12I2.201051.
- Hasibuan, Malayu S. P. 2010. *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.
- Herzberg, Frederick, Bernard Mausner, and Barbara Bloch Snyderman. 1959. *The Motivation to Work*. New York: John Wiley & sons.

- Hsieh, C. M. 2015. "Examining the Relationships among Motivation, Service Quality and Loyalty: The Case of the National Museum of Natural Science." *Asia Pacific Journal of Tourism Research* 20:1505–26. doi: 10.1080/10941665.2015.1013143.
- Huong, V. T. 2017. "Assessing Learner Satisfaction by Simultaneously Measuring Learner Attitude, Motivation, Loyalty and Service Quality in English Academies." *Innovations in Education and Teaching International* 54(4):301–12. doi: 10.1080/14703297.2015.1088397.
- Iqbal, Qaisar, Noor Hazlina Ahmad, and Basheer Ahmad. 2019. "Enhancing Sustainable Performance through Job Characteristics via Workplace Spirituality: A Study on SMEs." *Journal of Science and Technology Policy Management* 12(3):463–90. doi: 10.1108/JSTPM-02-2018-0022.
- Janovac, T. 2021. "The Influence of Employee Motivation Factors on Job Satisfaction in Mining Companies." *Polish Journal of Management Studies* 23(1):224–38. doi: 10.17512/pjms.2021.23.1.14.
- Kadir, A. 2017. "The Effect of Role Stress, Job Satisfaction, Self-Efficacy and Nurses' Adaptability on Service Quality in Public Hospitals of Wajo." *International Journal of Quality and Service Sciences* 9(2):184–202. doi: 10.1108/IJQSS-10-2016-0074.
- Kotze, Martina, Petrus Nel, and Petra Smit. 2022. "Psychometric Properties of a Workplace Spirituality Measure." *SA Journal of Industrial Psychology* 48:1–15. doi: 10.4102/SAJIP.V48I0.1923.
- Koyuncu, M., Burke, R. J., Astakhova, M., Eren, D., & Cetin, H. 2014. "Servant Leadership and Perceptions of Service Quality Provided by Front-Line Service Workers in Hotels in Turkey: Achieving Competitive Advantage." *International Journal of Contemporary Hospitality Management* 26(7):1083–99.
- Kumar, Sunil. 2018. "A Study of Perceived Workplace Spirituality of School Teachers." *Psychological Thought* 11(2):212–23. doi: 10.5964/psyc.v11i2.298.
- Kwak, Won Jun, and Hwa Kyung Kim. 2015. "Servant Leadership and Customer Service Quality at Korean Hotels: Multilevel Organizational Citizenship Behavior as a Mediator." *Social Behavior and Personality* 43(8):1287–98. doi: 10.2224/sbp.2015.43.8.1287.
- Latif, Mukhtar, and Suryawahyuni Latief. 2018. *Teori Manajemen Pendidikan*. Jakarta: Divisi Kencana.
- Lee, Seonjeong, Kathi J. Lovelace, and Charles C. Manz. 2014. "Serving with Spirit: An Integrative Model of Workplace Spirituality within Service Organizations." *Journal of Management, Spirituality and Religion* 11(1):45–64. doi: 10.1080/14766086.2013.801023.
- Li, F. 2021. "How and When Servant Leadership Promotes Service Innovation: A Moderated Mediation Model." *Tourism Management* 86. doi: 10.1016/j.tourman.2021.104358.

- Lu, D. 2022. "The Impact of Public Service Motivation on Job Satisfaction in Public Sector Employees: The Mediating Roles of Work Engagement and Organizational Commitment." *Mobile Information Systems* 2022. doi: 10.1155/2022/7919963.
- Makhamreh, H. Z. 2022. "EMPLOYEE MOTIVATION, JOB SATISFACTION, CUSTOMER SATISFACTION, AND FIRM PERFORMANCE: THE MODERATING ROLE OF EMPLOYEE EMPOWERMENT." *Business: Theory and Practice* 23(2):357–64. doi: 10.3846/btp.2022.15316.
- Maslow, A. H. 1943. "A THEORY OF HUMAN MOTIVATION." *Psychological Review* 50:370–96. doi: 10.1007/978-3-030-36875-3_12.
- McClelland, David C. 1987. *Human Motivation*. Cambridge: Cambridge University Press.
- Milana, E. 2018. "Impact of Job Satisfaction on Public Service Quality: Evidence from Syria." *Serbian Journal of Management* 13(2):233–50. doi: 10.5937/sjm13-14734.
- Milliman, J, A. Gatling, and J. S. Kim. 2018. "The Effect of Workplace Spirituality on Hospitality Employee Engagement, Intention to Stay, and Service Delivery." *Journal of Hospitality and Tourism* ...
- Milliman, John, Anthony Gatling, and Jungsun (Sunny) Kim. 2018. "The Effect of Workplace Spirituality on Hospitality Employee Engagement, Intention to Stay, and Service Delivery." *Journal of Hospitality and Tourism Management* 35:56–65. doi: 10.1016/j.jhtm.2018.03.002.
- Mittal, A. 2023. "Workplace Spirituality and Job Satisfaction of Higher Education Teachers in India: Examining Occupational Stress as a Mediator." *Business Perspectives and Research*. doi: 10.1177/22785337221148822.
- Moras, Melvin, and Dr Babhuti Kashyap. 2021. "Influence of Job Characteristics on Employees' Job Satisfaction: An Empirical Study." *Turkish Journal of Computer and Mathematics Education* 12(11):6499–6506.
- Mulasari, Hesty, and Bambang Suratman. 2020. "Pengaruh Motivasi Dan Kinerja Pegawai Terhadap Kualitas Pelayanan Publik Di Kantor Kecamatan Buduran Kabupaten Sidoarjo." *Jurnal Pendidikan Administrasi Perkantoran (JPAP)* 9(1):198–210. doi: 10.26740/jpap.v9n1.p198-210.
- Otaye-Ebede, Lilian, Samah Shaffakat, and Scott Foster. 2020. "A Multilevel Model Examining the Relationships Between Workplace Spirituality, Ethical Climate and Outcomes: A Social Cognitive Theory Perspective." *Journal of Business Ethics* 166(3):611–26. doi: 10.1007/s10551-019-04133-8.
- Ouchi, William G. 1982. *Theory Z*. New York: Acron.
- Parasuraman, A., Leonard L. Berry, and Valarie A. Zeithaml. 1991. "Refinement and Reassessment of the SERVQUAL Scale." *Journal of Retailing* 67(4):420–50.
- Parasuraman, A., Valarie A. Zeithaml, and Leonard L. Berry. 1988. "SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service

- Quality.” *Journal of Retailing* 64(1):12–40. doi: 10.1002/9781118785317.weom090654.
- Patterson, Kathleen. 2003. “Servant Leadership: A Theoretical Model.” *Servant Leadership Research Roundtable* – 8(4):238. doi: 10.18052/www.scipress.com/ilshs.7.23.
- Paul, Moitreyee, Lalatendu Kesari Jena, and Kalpana Sahoo. 2020. “Workplace Spirituality and Workforce Agility: A Psychological Exploration Among Teaching Professionals.” *Journal of Religion and Health* 59(1):135–53. doi: 10.1007/s10943-019-00918-3.
- Petchsawang, Pawinee, and Dennis Duchon. 2009. “Measuring Workplace Spirituality in an Asian Context.” *Human Resource Development International* 12(4):459–68. doi: 10.1080/13678860903135912.
- Pongton, Pongpipat, and Sid Suntrayuth. 2019. “Communication Satisfaction, Employee Engagement, Job Satisfaction, and Job Performance in Higher Education Instituti.” *ABAC Journal* 39(3):90–110.
- Porter, Lyman W. 1961. “A Study of Perceived Need Satisfaction in Bottom and Middle Management Jobs.” *Journal of Applied Psychology* 45(1):1–10. doi: 10.1037/h0043121.
- Prysmakova, P. 2021. “Contact with Citizens and Job Satisfaction: Expanding Person-Environment Models of Public Service Motivation.” *Public Management Review* 23(9):1339–58. doi: 10.1080/14719037.2020.1751252.
- Putri, Syavina Amalia, Tri Siwi Agustina, Peggy Delita Merida, and Anis Eliyana. 2021. “Peningkatan Service Quality of Employee Dengan Servant Leadership Dan Self-Efficacy Di Kementerian Kelautan Dan Perikanan (KKP).” *Matra Pembaruan: Jurnal Inovasi Kebijakan* 5(1):25–38. doi: 10.21787/mp.5.1.2021.25-38.
- Qiu, S. 2020. “How Servant Leadership and Self-Efficacy Interact to Affect Service Quality in the Hospitality Industry: A Polynomial Regression with Response Surface Analysis.” *Tourism Management* 78. doi: 10.1016/j.tourman.2019.104051.
- Qiu, Shaoping, Dooley, Larry. 2018. “Servant Leadership: Development and Validation of a Multidimensional Measure in the Chinese Hospitality Industry.” *The Eletronic Library* 34(1):1–5.
- Rachman, Sutan, Soesilo Zauhar, and Choirul Saleh. 2014. “Workplace Spirituality Tenaga Kependidikan Universitas Brawijaya (Studi Pada Fakultas Ilmu Pengetahuan Alam Dan Matematika Serta Fakultas Ilmu Sosial Dan Ilmu Politik).” *WACANA, Jurnal Sosial Dan Humaniora* 17(4):171–82.
- Rathee, Rupa, and Pallavi Rajain. 2019. “AN EMPIRICAL ASSESSMENT OF WORKPLACE SPIRITUALITY AND ITS OUTCOMES.” *Journal of Organization and Human Behaviour* 8(1):1–19.
- Reza, H. K. 2020. “Relationship Analysis of Motivation and Customer Satisfaction on Services Quality Aspect for Online Transportation.” *International Journal of Scientific and Technology Research* 9(4):1101–8.

- Sendjaya, Sen. 2015. *Personal and Organizational Excellence through Servant Leadership*. Switzerland: Springer.
- Shen, J. 2018. "How Does Training Improve Customer Service Quality? The Roles of Transfer of Training and Job Satisfaction." *European Management Journal* 36(6):708–16. doi: 10.1016/j.emj.2018.02.002.
- Siahaan, Matdio, and Hema Sianturi. 2017. "Pengaruh Pengalaman Kerja Dan Motivasi Kerja Pegawai Pajak Terhadap Kualitas Pelayanan Pajak." *Jurnal Kajian Ilmiah* 17(3):96–104.
- Siswanto, E. 2020. "Analyze School Leadership Style and Work Motivation of Teachers to Job Satisfaction." *International Journal of Scientific and Technology Research* 9(2):344–48.
- Slack, N. J., G. Singh, J. Narayan, and S. Sharma. 2020. "Servant Leadership in the Public Sector: Employee Perspective." *Public Organization Review*. doi: 10.1007/s11115-019-00459-z.
- Soegoto, Eddy S. 2017. "The Influence of Motivation On Quality Service Delivery in Decentralised Indonesia Pengaruh Motivasi Terhadap Pemberian Kualitas Pelayanan Desentralisasi Di Indonesia." XVIII(2):83–89.
- Stefurak, T. 2020. "The Relationship of Public Service Motivation to Job Satisfaction and Job Performance of Emergency Medical Services Professionals." *Public Personnel Management* 49(4):590–616. doi: 10.1177/0091026020917695.
- Subrahmanyam, A. 2017. "Relationship between Service Quality, Satisfaction, Motivation and Loyalty: A Multi-Dimensional Perspective." *Quality Assurance in Education* 25(2):171–88. doi: 10.1108/QAE-04-2013-0016.
- Sugiyono. 2013. *Cara Mudah Menyusun Skripsi, Tesis, Dan Disertasi*. Yogyakarta: Alfabeta.
- Surman, Vivien, and Zsuzsanna Eszter Tóth. 2019. "Investigating Service Quality Issues in Higher Educational Context." *Zagreb International Review of Economics & Business* 22:11–37. doi: 10.2478/zireb-2019-0025.
- Talle, Ambo. 2016. "Pengaruh Motivasi Terhadap Kualitas Pelayanan Pada Unit Layanan Pengadaan Kabupaten Mamuju Utara." *Jurnal Katalogis* 4(4):201–10.
- Teeroovengadum, V., T. J. Kamalanabhan, and A. K. Seebaluck. 2016. "Measuring Service Quality in Higher Education: Development of a Hierarchical Model (HESQUAL)." *Quality Assurance in Education* 24(2).
- Utama, Made Suyana. 2020. *Model Persamaan Struktural: Aplikasi Partial Least Square (PLS)*. Denpasar: Universitas Udayana.
- Weiss, David J., Rene V Dawis, W. England, George, and Lloyd Lofquist. 1967. "Manual for the Minnesota Satisfaction Questionnaire."
- Wibisono, C. 2018. "Spiritual Motivation, Work Culture and Work Ethos as Predictors on Merchant Satisfaction through Service Quality of Street Vendors

- in Badung Market, Bali, Indonesia.” *Management Science Letters* 8(5):359–70. doi: 10.5267/j.msl.2018.4.010.
- Wirawan. 2013. *Kepemimpinan: Teori, Psikologi, Perilaku Organisasi, Aplikasi, Dan Penelitian*. Jakarta: Rajawali Press.
- Won, H. 2020. “Influence of Job Satisfaction and Burnout on Nursing Service Quality in Long-Term Care Hospitals.” *Medico-Legal Update* 20(1):1585–90. doi: 10.37506/v20/i1/2020/mlu/194528.
- World Bank. 2020. *Measuring The Quality of MoRA’S Education Services: Service Delivery Indicator Survey Indonesia 2020*.
- Ye, Y, Y. Lyu, and Y. He. 2019. “Servant Leadership and Proactive Customer Service Performance.” *International Journal of Contemporary Hospitality* doi: 10.1108/IJCHM-03-2018-0180.
- Ye, Yijiao, Yijing Lyu, and Yanzhen He. 2019. “Servant Leadership and Proactive Customer Service Performance.” *International Journal of Contemporary Hospitality Management* 31(3):1330–47. doi: 10.1108/IJCHM-03-2018-0180.
- Yuan, M, W. Cai, X. Gao, and J. Fu. 2020. “How Servant Leadership Leads to Employees’ Customer-Oriented Behavior in the Service Industry? A Dual-Mechanism Model.” *International Journal of Environmental*
- Yuan, Mengru, Wenjing Cai, Xiaopei Gao, and Jingtao Fu. 2020. “How Servant Leadership Leads to Employees’ Customer-Oriented Behavior in the Service Industry? A Dual-Mechanism Model.” *International Journal of Environmental Research and Public Health* 17(7). doi: 10.3390/ijerph17072296.
- Yudiarso, Agus Wahyu, and Mashudi Yusuf. 2021. “Pengaruh Kemampuan Dan Motivasi Kerja Terhadap Kualitas Pelayanan Perawat Pada RSM Ahmad Dahlan Kediri.” *Al-Hikmah: Jurnal Kependidikan Dan Syariah* 27–41.
- Yusuf, A. Muri. 2014. *Metode Penelitian: Kuantitatif, Kualitatif, Dan Penelitian Gabungan*. Jakarta: Kencana.
- Zhan, X. 2016. “The Impact Mechanism of Service Employees’ Job Satisfaction on Service Quality: The Role of OCB and Turnover Intention.” *Proceedings of International Conference on Service Science, ICSS 2016*:79–82. doi: 10.1109/ICSS.2015.18.