

DAFTAR PUSTAKA

- Adler, Mortimer J. 2004. *Six great ideas*. New York: Touchstone Rockefeller Center.
- Arisman, 2014. Etika Aparatur dalam Pelayanan Publik, <http://jakarta.kemenkumham.go.id/>
- Arikunto, S., 2009. *Prosedur Penelitian Suatu Pendekatan Praktik*. Edisi Revisi 6. Jakarta : Rineka Cipta
- Akmal, Laiba Dar, Anum Muhammad Akram Naseem, Kashif Ud Din Khan, 2011. *Impact of Stress on Employees Job Performance in Business Sector of Pakistan*, Global Journal of Management and Business Research Volume 11 Issue 6 Version 1.0 May 2011: 1-5
- Anoraga, Panji, 1992, *Psikologi Kerja*, Penerbit PT. Rineka Cipta, Jakarta
- Azwar S. 2003. *Sikap Manusia, Teori dan Pengukurannya*. Yogyakarta: Pustaka Pelajar,
- Babin, Barry J., and Boles, James S. 1998. *Employee Behaviour in a Service Environment: A Model and Test of Potential Differences Between Men and Women*. Journal of Marketing. Vol. 62, p77-91.
- Darwin, Muhamdajir. 1999. *Implementasi Kebijakan. Modul Pelatihan Teknik dan Manajemen Kebijakan Publik UGM*, Yogyakarta
- Dwiyanto, Agus,et,al 2002. *Reformasi Birokrasi Publik di Indonesia*. Yogyakarta: PPSK-UGM
- Fauziah, Fitri dan Julianty Widuri, 2007. *Psikologi Abnormal Klinis Dewasa*. Jakarta: Universitas Indonesia (UI-Press)
- Ghozali, Imam. 2001. *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro
- Gibson, James L. et al., 2007. *Organisasi: Perilaku, Struktur, Proses*. Alih bahasa oleh Adriani. Binarupa Aksara: Jakarta,
- Gitosudarmo, Indriyo dan Nyoman Sudita, 2007. *Perilaku Keorganisasian*. Edisi Pertama. Cetakan Kedua. Penerbit BPFE. Yogyakarta.
- Gujarati, Damodar. 2003. *Ekonometrika Dasar* : Edisi Keenam. Jakarta: Erlangga

Handoko T. Hani, 2010, *Manajemen Personalia dan Sumberdaya Manusia*, Penerbit BPFE, Yogyakarta

Huber, G. P. 2001. *Organizational actions in response to threats and opportunities. Academy of Management Journal*, 44: 937–955

Ilmi, Bahrul, 2003. *Pengaruh stres Kerja terhadap Prestasi kerja dan Identifikasi manajemen stres yang digunakan perawat di ruang rawat inap RSUD Ulin Banjarmasin*. Surabaya : Universitas Airlangga

June, Sethela, and Rosli Mahmood, 2011. *The Relationship between Role Ambiguity, Competency and Person-Job Fit With the Job Performance of Employees in the Service Sector SMEs in Malaysia*, International Journal of Business, Humanities and Technology Vol. 1 No. 2; September 2011: 95-105

Katz, Daniel dan Robert Kahn, 1978. *The Social Psychology of Organization*, 2 nd Edition. New York: Wiley

Kreitner dan Kinicki. 2005. *Perilaku Organisasi*. Jakarta. Salemba empat.

Khan, Alamdar Hussain, Muhammad Musarrat Nawaz, Muhammad Aleem and Wasim Hamed, 2012. *Impact of job satisfaction on employee performance: An empirical study of autonomous Medical Institutions of Pakistan*. African Journal of Business Management Vol. 6 (7), 22 February, 2012, pp. 2697-2705

Kumorotomo, Wahyudi., 2006. *Akuntabilitas Birokrasi Publik*. Yogyakarta. Pustaka Pelajar

Maulana, Agus, 2003, *Struktur Pengendalian Manajemen*, Edisi 6,. Jakarta, Binaputra Angkasa

Margiati Lullus, 2005. *Stres kerja: Latar Belakang Penyebab Dan Alternatif Pemecahannya*. Jurnal Masyarakat, Kebudayaan dan Politik, 3:71-80. Surabaya: Fakultas Kesehatan Universitas Airlangga

Mathieu, J.E., and K. Hamel, 2000. A causal model of the antecedents of organizational commitment among professionals and nonprofessionals. *Journal of Vocational Behavior*. Vol. 34(3): 299-317

Mangkunegara, Prabu, A.A., 2008. *Manajemen Sumber Daya Manusia Perusahaan*. Remaja Rosdakarya, Bandung

Moti U. G. 2013. “*The Public Sector and Ethical Transformation: Issues and Implications for the Bureaucracy*”, The International Journal’s, Research Journal

of Social Science and Management, (RJSSM) Singapore, Vol. 2, No. 10 February 2013 (49-66)

Nurqamar, Insany Fitri, Siti Haerani, Ria Mardiana, 2014. *Konflik Peran Dan Ambiguitas Peran: Implikasinya terhadap Stres Kerja dan Kinerja Pejabat Struktural Prodi*, Jurnal Analisis, Juni 2014, Vol. 3 No. 1 : 24 – 31

Peterson, Mark F. and Peter B. Smith. “*Role Conflict, Ambiguity, and Overload: A 21 Nation Study.*” Journal of Management Academy 38, no. 2 (2005): 429

Ritzer, George, dan Goodman, Douglas J. 2006. *Teori Sosiologi Modern*. Diterjemahkan oleh Tim Penerjemah. Jakarta: Pustaka Kencana

Rivai, Veithzal dan Deddy Mulyadi, 2003. Kepemimpinan dan Perilaku Organisasi, Raja Grafindo Persada, Jakarta

Rizzo JR, House RJ, Lirtzman SI, 1970. *Role conflict and ambiguity in complex organizations*. Admin. Sci. Quart., 15: 150-163

Robbins, Stephen P. 2003. *Perilaku organisasi*. Jakarta : PT. Indeks Kelompok Gramedia

Robbins, Stephen P. dan Timothy A. Judge. 2011. *Organizational Behavior*. 14th ed. Boston: Pearson.

Ruky.Achmad S. 2002. *Sistem Manajemen Kinerja*. Gramedia Pustaka Utama. Jakarta

Salindeho, Mario Mc. A.,2013. Implementasi Etika Pemerintahan dalam meningkatkan Kinerja Aparatur Pemerintah (Suatu Study Di Kecamatan Tahunan Kabupaten Kepulauan Sangihe), Jurnal Governance Vol 5, No 1 (2013)

Sarwono, Jonathan, 2007 *Analisis Jalur untuk Riset Bisnis dengan SPSS*. Yogyakarta : Andi Offset.

Sawyer, J.E. 1992. "Goal and process clarity: specification of multiple constructs of role ambiguity and a structural equation model of their antecedents and consequences." *Journal of Applied Psychology* 77: pp. 130-142

Sekaran, Uma, 2003. *Research Methods For Business: A Skill Building Approach*, New York-USA: John Wiley and Sons, Inc

Setyobroto, Sudibyo, 2004. *Psikologi Suatu Pengantar*, edisi ke-dua, Jakarta: Percetakan Solo.

Shahab, Moh. Ali, 2014, *The Influence of Leadership and Work Attitudes toward Job Satisfaction and Performance of Employee*, International Journal of Managerial Studies and Research (IJMSR) Volume 2, Issue 5, June 2014, PP 69-77

Singh J, Verbeke W, Rhoads GK., 1996. *Do organizational practices matter in role stress processes? A study of direct and moderating effects of marketing-oriented boundary spanners.* J. Mark. 60: 69-96.

Sulistiyani, Ambar Teguh dan Rosidah, 2003, *Manajemen Sumber Daya Manusia.*, Graha Ilmu: Yogyakarta

Supranto, J.. 2004. *Analisis Multivariat.* Jakarta: Rineka Cipta.

Tahir, Muchlas M., 2014. *Etika Birokrat Pada Kantor Pelayanan Izin Mendirikan Bangunan di Kota Parepare*, Tesis Universitas Hasanudin Makasar

Waheed, Omer Farooq. Aamer & Khalil – Ur Rehman Malik. 2010. *The Mediatinf Effect Of Job Staisfaction on Role Stressors and Affective Commitment.* Interntioan Journal of buisnis and managemen Vol. 5., No11 ; 223 – 235

Yongkang, Cadres Zhou, Zeng Weixi, Hu Yalin, Xi Yipeng, Tan Liu, 2014. *The Relationship among Role Conflict, Role Ambiguity, Role Overload and Job Stress of Chinese Middle-Level*, Chinese Studies 2014. Vol.3, No.1, 8-11