Daftar Pustaka

UPI, (2005). *Pedoman Penulisan Karya Ilmiah.*

Arikunto Suhatsimi, (1998). *Manajemen Penelitian*. Jakarta: Rineka Cipta.

Blanchard, P. N. And Thacker, J. W. (1999), *Effective training systems, strategies, and practice*. United States of America: Prentice Hall-Inc.

Born, G. (1994). Process management to quality improvement: *The way to design, document and re-enginer businee systems*. England: John Wiley and Sons.

Carrel, M.R., & Kuzmitz, F.E. (1982). *Personnel management of human resources*. Ohio: Charles E. Merrill Publishing Company.

Cherington, D. J. (1995). *The management of human resources* (4th ed). New Jersey: Prentice Hall International.

Dessler, G. (2000). *Human resource management* (8th ed). New Jersey: Prentice Hall.

Gordon, S. E. (1994). *Systematic training program design*. New York: Prentice Hall-Inc.

Handoko, T.H. (1989). *Manajemen personalia dan sumber daya manusia* (2nd ed). Bandung: Alumni Bandung.

Hart, N. A. and Stapleton, J. (1992). *The marketing ditionary* (4th ed). Washington: Butterworth Heinemann.

Iverson, K.M. (2001). *Managing human resource in the hospitality industry: An experiental approach*. New Jersey: Prentice Hall International, Inc.

Jerris, L. A. (1999). *Human resource management for hospitality.* New York: Prentice Hall-Inc.

Johnson, D. (1998). *Human reseource management in tourism industry*. Sydney: The Megraw-Hill Company.

Manullang, M. (1989). *Manajemen personalia*. Jakarta: Ghalia Indonesia.

Mathis, R.L. and Jackson, J.H. (1998). *Personal/human resource management* (6th ed). St. Paul: West Publishing Company.

Martoyo, S. (1992). *Managemen sumber daya manusia*. Yogyakarta: BPFE.

Moekijat. (1990). *Perkembangan organisasi*. Bandung: PT. Remaja Rosdakarya.

Nadler, L. (1997). *Designing training program the critical event model*. Ottawa: Addison Wesley.

Ninemeier, J.D., & Perdue, J. (2005). *Hospitality operation*. New Jersey: Prentice Hall.

Nazir, Moh, Ph. D. 1985. *Metode Penelitian*. Jakarta, Gahlia Indonesia.

Ray, L. (1997). *The skills of human relation training*. London: Gower Publishing Company Limited.

Robbins, S.P. (1998). *Organizational behaviour: Concepts, controversies, aplications* (8th ed). New Jersey: Prentice Hall International-Inc.

Rothery, B. (1997). *ISO 9000 dan ISO 14000 untuk industry jasa*. Jakarta: PT Gramedia.

Simamora, H. (1997). *Manajemen sumber daya manusia*. (2nd ed). Yogyakarta: STIE YKPN.

Soeharto. (1998). *Metode Penelitian sosial*. Jakarta: Erlangga.

Sugiyono. (2004). *Statistik Untuk Penelitian*. Bandung: Alfabeta

Werther, B. and Keith, D. (1989). *Human resources and personnel management* (3rd ed). Sydney: McGraw-Hill International Editions.

Wexley, K. N. And Loham G.P. (2003). *Developing and training human resources in organization.* New Jersey: Person Education Inc.