

## DAFTAR PUSTAKA

- Afandi, Pandi. (2016). *Concept & Indicator Human Resources Management for Management Research*. Yogyakarta: Deepublish.
- Atambo, N Wallace & Momanyi, Deborato Kemun. (2016). Effects of Internal Communication on Employee Performance: A Case Study of Kenya Power and Lighting Company, South Nyanza Region, Kenya. *Imperial Journal of Interdisciplinary Research*, 2(5), 328-340. Retrived from Imperial Journal of Interdisciplinary Research.
- Aw, Suranto. (2011). *Komunikasi Interpersonal* . Yogyakarta: Graha Ilmu.
- Badriah, Mila. (2015). *Manajemen Sumber Daya Manusia*. Bandung: Pustaka Setia.
- Bauer, Talya, & Erdogan, Berrin. (2017). *An Introduction to Organizational Behaviour*. Retrieved from FlatWorld : <https://catalog.flatworldknowledge.com/bookhub/reader/4?e=fwk-122425-ch14#fwk-122425-chde>
- Bhatia, Kanchan & Balani, Mahak. (2015). Effective Internal Communication:A Crucial Factor Affecting Employee Performance. *International Conference on Management, Economics and Social Sciences*, 135-142. Retrived from <http://www.innovativeresearchpublication.com/documents/papers/dubai2015/pdf%2023.pdf>
- Bovee, Courtland. L., & Thill, John. V. (2014). *Business Communication Today*. Edinburgh: Pearson Education Limited.
- Butterfield, Jeff. (2009). *Illustrated Course Guides: Written Communication - Soft Skills for a Digital*. Boston: Cengage Learning.
- Dharma, Agus. (2004). *Manajemen Supervisi*. Jakarta: Rajawali Press
- Engin, Elif & Akgöz, Burcu Eker. (2013). The Effect of Communication Satisfaction on Organizational Commitmen. *British Journal of Arts and Social Sciences*, 14(11), 109-124. Retrived from British Journal of Arts and Social Sciences.
- Febrian, Raka, Nuraeni, Reni, & Aprianti, Agus. (2016). Pengaruh Komunikasi Internal Terhadap Kinerja Karyawan (Studi pada Hotel Horison Ultima Bandung bagian Room Division). *e-Proceeding of Management*, 3(2), 2447-2457. Retrived from <http://repository.telkomuniversity.ac.id/pustaka/116692/pengaruh-komunikasi-internal-terhadap-kinerja-karyawan-studi-pada-hotel-horisson-ultima-bandng-bagian-room-division-.html>

- Femi, Asamu Fetus. (2014). The Impact of Communication on Workers' Performance in Selected Organisations in Lagos State, Nigeria. *Journal Of Humanities And Social Science*, 19(8), 75-82. Retrived from IOSR Journal.
- Guffey, Mary Ellen & Loewy, Dana. (2016). *Essentials of Business Communication 10th Edition*. Boston: Cengage Learning.
- Hamali, Arif Yusuf. (2016). *Pemahaman Manajemen Sumber Daya Manusia - Strategi Mengelola Karyawan*. Yogyakarta : CAPS (Center for Academic Publishing Service)
- Hamdi, Asep Saeful & Bahruddin, E. (2015). *Metode Penelitian Kuantitatif Aplikasi dalam Pendidikan*. Yogyakarta: Deepublish.
- Indrawati. (2015). *Metodologi Penelitian Managemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informas*. Bandung: Rafika Aditama.
- Jalalkamali et all. (2016). Relationships Between Work Values, Communication Satisfaction, and Employee Job Performance. *Management Decision*, 54(4) , 796-814. Retrived from Emerald Insight.
- Kotur, Bhargava R & Anbazhagan, S. (2014). Influence of Age and Gender on the Performance. *Journal of Business and Management*, 16(5), 97-103. Retrived from IOSR Journal.
- Listyorini, Melinda Devyna. (2017), February 14. Telkomsigma Employee Instant Messenger for Work. Retrieved from <https://goo.gl/forms/CNjLUpvYO3bAQi9E3>
- Luthans, Fred. (2011). *Organizational Behavior*. New York: McGraw-Hill Irwin.
- Maina, Tirus Muya. (2013). Instant messaging an effective way of communication in workplace. *Research Gate*, 40-49. Retrieved from <https://arxiv.org/ftp/arxiv/papers/1310/1310.8489.pdf>
- Michelson, Stuart & Smith, Stanley. (2008). Using Instant Messenger in the Finance Course. *Managerial Finance*, 34(2), 131-138. Retrived from Emerald Insight.
- Zainal, Veithzal Rivai & Basri, Yuswar Zainul. (2015). *Manajemen Kinerja Untuk Perusahaan dan Organisasi (Cara Tepat dan Mudah Menilai Kinerja)*. Yogyakarta: BPFE-Yogyakarta.
- Riduan. (2010). *Metode & Teknik Menyusun Tesis*. Bandung: Alfabeta.
- Riduan, & Kuncoro, E. A. (2014). *Cara Menggunakan dan Memaknai Path Analysis (Analisis Jalur)*. Bandung: Alfabeta.
- Sekaran, Uma & Bougie, Roger. (2010). *Research methods for business: A skill-building approach (5th ed.)*. Haddington: John Wiley & Sons.
- Subagyo, P. Joko. (2011). *Metode Penelitian dalam Teori dan Praktek*. Jakarta: Rineka Cipta.

- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D Cetakan ke-19*. Bandung: Alfabeta.
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif*. Bandung: Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D Cetakan ke-23*. Bandung: Alfabeta.
- Yulianto, Erwin & Irwansyah. (2016). Mobile Instant Messaging Use and Organizational Communication Satisfaction. *The Social Science*, 11(18), 4399-4404. Retrived from Medwells Journals.