

DAFTAR PUSTAKA

- Aggarwal, A., Sundar, G., & Thakur, M. (2013). Techniques of Performance Appraisal - A Review. *International Journal of Engineering and Advanced Technology*, 3, 2249–8958.
- Akin, G., & Hopelain, D. (1986). *Finding the culture of productivity*. *Organizational Dynamics*, 14(3), 19–32.
- Awani, N. R., Nugraha, F. N., & Puspita, I. A. (2018). Perancangan Performance Appraisal Menggunakan Metode Behaviorally Anchored Rating Scales (BARS) Pada Divisi Produksi di PT Tunggal Inti Kahuripan. *E-Proceeding of Engineering*, 5(3), 6857–6863.
- Batarliene, N., Čižiuniene, K., Vaičiute, K., Šapalaite, I., & Jarašuniene, A. (2017). The Impact of Human Resource Management on the Competitiveness of Transport Companies. *Procedia Engineering*, 187, 110–116.
- Boice, D. F., & Kleiner, B. H. (1997). Designing effective performance appraisal systems. *Work Study*, 46(6), 197–201.
- Burkhalter, B. B., & Burford, J. A. (1989). *Performance appraisal: Concepts and techniques for post secondary education*. In American Association of Community and Junior Colleges Publications.
- Cocanougher, A. B., & Ivancevich, J. M. (1978). “BARS” Performance Rating for Sales Force Personnel. *Journal of Marketing*, 87–95.
- Cosmetatos, G. P., & Eilon, S. (1983). Effects of productivity definition and measurement on performance evaluation. *European Journal of Operational Research*, 14(1), 31–35.
- Dagar, A. (2014). Review of Performance Appraisal Techniques. *International Research Journal of Commerce Arts and Science*, 5(10), 16–23.
- Debnath, Sukumar, Lee, B.Brian, Tandon, S. (2015). Fifty Years and Going Strong : What Makes Behaviorally Anchored Rating Scales So Perennial as an Appraisal Method?. *International Journal of Business and Social Science*, 6(2), 16–25.

- Fletcher, C. (2001). Performance appraisal and management: The developing research agenda. *Journal of Occupational and Organizational Psychology*, 74(4), 473–487.
- Gyasi, K. A., & Boateng, M. S. (2015). Performance appraisal systems in academic and research libraries in Ghana: a survey. *Library Review*, 64(1), 58–81.
- Hanushek, E. A., & Ettema, E. (2017). Defining Productivity in Education: Issues and Illustrations. *American Economist*, 62(2), 165–183.
- Hosain, M. S. (2016). 360 Degree Feedback as a Technique of Performance Appraisal: Does it Really Work?. *Asian Business Review*, 6(1), 21. <https://doi.org/10.18034/abr.v6i1.779>
- Ilie, G., & Ciocoiu, C. N. (2010). Application of fishbone diagram to determine the risk of an event with multiple causes. *Management Research and Practice*, 2(1), 1–20.
- Jayswal, A., Li, X., Zanwar, A., Lou, H. H., & Huang, Y. (2011). A sustainability root cause analysis methodology and its application. *Computers and Chemical Engineering*, 2786–2798.
- Kahtani, A. Al. (2013). Employee Emotional Intelligence and Employee Performance in the Higher Education Institutions in Saudi Arabia: A Proposed Theoretical Framework. *International Journal of Business and Social Science*, 4(9), 80–95.
- Kell, H. J., Martin-Raugh, M. P., Carney, L. M., Inglese, P. A., Chen, L., & Feng, G. (2017). Exploring Methods for Developing Behaviorally Anchored Rating Scales for Evaluating Structured Interview Performance. *ETS Research Report Series*, 2017(1), 1–26. <https://doi.org/10.1002/ets2.12152>
- Klieger, D. M., Kell, H. J., Rikoon, S., Burkander, K. N., Bochenek, J. L., & Shore, J. R. (2018). Development of the Behaviorally Anchored Rating Scales for the Skills Demonstration and Progression Guide. *ETS Research Report Series*, 2018(1), 1–36. <https://doi.org/10.1002/ets2.12210>

- Lengnick-Hall, M. L., Lengnick-Hall, C. A., Andrade, L. S., & Drake, B. (2009). Strategic human resource management: The evolution of the field. *Human Resource Management Review*, 19(2), 64–85.
- Li, S. S., & Lee, L. C. (2011). Using fishbone analysis to improve the quality of proposals for science and technology programs. *Research Evaluation*, 20(4), 275–282.
- Locander, W. B., & Staples, W. A. (1978). Evaluating and motivating salesman with the BARS method. *Industrial Marketing Management*, 7(1), 43–48. [https://doi.org/10.1016/0019-8501\(78\)90032-9](https://doi.org/10.1016/0019-8501(78)90032-9)
- Lunenburg, F. C. (2012). Performance Appraisal: Methods and Rating Errors. *International Journal of Scholarly Academic Intellectual Diversity*, 14(1), 1–9.
- M. F. Garinda, A. N. Aisha, I. N. Kusmayanti. (2021). Perancangan Penilaian Kinerja Karyawan PT Persada Kota Pontianak Menggunakan Metode BARS. *E-Proceeding of Engineering*, 8(5), 7777–7784.
- Mathis, R. L., & Jackson, J. H. (2010). *Human resource management*. Mason, Ohio: South western, Cengage learning.
- Neil Brewer, C. W. (1995). *Psychology and Policing*. Psychology Press. <https://doi.org/10.4324/9780203773499>
- Obisi, C. (2011). Employee performance appraisal and implications of the individual and organisational growth. *Australian Journal of Business and Management Research*, 1(9), 92–97.
- Orpen, C. (1993). Managing human resources strategically. *Work Study*, 42(5), 15–17.
- Roberts, G., & Pregitzer, M. (2007). *Why Employees Dislike Performance Appraisals*. Regent University School of Global Leadership and Entrepreneurship. 1(1)
- Saaty, T. L. (2008). *Decision making with the Analytic Hierarchy Process*. Int. J. Services Sciences, 1, 83–98.
- Saaty, T. L., & Vargas, L. G. (2012). *Models, Methods, Concepts & Applications of the Analytic Hierarchy Process* (Second, Vol. 175). Springer US. <https://doi.org/10.1007/978-1-4614-3597-6>

- Selvarajan, T. T., & Cloninger, P. A. (2012). Can performance appraisals motivate employees to improve performance? A Mexican study. *International Journal of Human Resource Management*, 23(15), 3063–3084. <https://doi.org/10.1080/09585192.2011.637069>
- Shahzadi, I., Javed, A., Pirzada, S. S., Nasreen, S., & Khanam, F. (2014). Impact of employee motivation on employee performance. *European Journal of Business and Management*, 6, 159–166.
- Singh, P. (2015). Performance Appraisal and it's Effectiveness in Modern Business Scenarios. *The SIJ Transactions on Industrial, Financial & Business Management*, 03(02), 01–05.
- Syverson, C. (2011). What determines productivity. *Journal of Economic Literature*, 49(2), 326–365.
- Tangen, S. (2002). Understanding the Concept of productivity. *Proceedings of the 7th Asia Pacific Industrial Engineering and Management Systems Conference (APIEMS2002), Taipei*, 18–20.
- Wahyuni, A. T., Triwibisono, C., & Nugraha, F. N. (2021). Perancangan Penilaian Kinerja Karyawan Pada Divisi Harvesting PT Xyz Menggunakan Metode Behaviorally Anchored Rating Scales (BARS). *E-Proceeding of Engineering*, 8(5), 7767–7776.