

DAFTAR PUSTAKA

- Adi, A. N., Thoyib, A., Fithriana, N., & Ilham, B. (2023). *Kepuasan Kerja*. UB Press.
- Ardianto, Y., Riskarini, D., Baharuddin, G., & Handayani, S. P. (2024). The Impact of Compensation and Job Satisfaction on Employee Performance: A Case Study of PT Bank XYZ (Persero) Tbk. *Jurnal Bina Praja*, 16(2), 377–388. <https://doi.org/10.21787/jbp.16.2024.377-388>
- Atmaja, S. (2022). Faktor-Faktor Yang Mempengaruhi Kepuasan Kerja. *Jurnal Manajemen Dan Bisnis-BAJA*, 4(1), 116–131. <https://doi.org/10.470808>
- Azzahra, R. M. F., & Siti Pupu Fauziah. (2025). Peran Faktor Hygiene dalam Teori Dua Faktor terhadap Kepuasan Kerja melalui Kondisi Lingkungan Kerja. *Karimah Tauhid*, 4(8), 6424–6432. <https://doi.org/10.30997/karimahtauhid.v4i8.20823>
- BÜYÜKBEŞE, T., DİKBAŞ, T., ÇAVUŞ, Ö., & ASİLTÜRK, A. (2023). Herzberg ' s Two Factor Theory and Its Impact on Job Satisfaction : A Research on Bank Employees During The Covid-19 Period Herzberg ' in Çift Faktör Teorisi v e İş Tatminine Etkisi : Covid -19 Döneminde Banka Çalışanları Üzerine Bir Araştırma. *Journal of Social and Economic Research*, 25(45), 998–1013.

Cahyadi, N., Fachrurazi, Palupi, F. H., Mamengko, R. P., Nurcholifah, I., Hartono, S., & Putra, R. S. (2024). *Pengantar Manajemen*. CV. Rey Media Grafika.

https://books.google.co.id/books?hl=en&lr=&id=9qF-EAAAQBAJ&oi=fnd&pg=PA1&dq=pengantar+manajemen&ots=5_qL1U87ec&sig=hGlUpumNiSVtwiaxgmWpm1ppUdU&redir_esc=y#v=onepage&q=pengantar manajemen&f=false

Cahyadi, N., Sabtohadhi, J., Alkadrie, S. A., Megawati, Khasanah, Djajasinga, N. D., & Lay, A. S. Y. (2023). *Manajemen Sumber Daya Manusia*. CV. Rey Media Grafika.

https://books.google.co.id/books?hl=en&lr=&id=dli3EAAAQBAJ&oi=fnd&pg=PA89&dq=manajemen+sumber+daya+manusia&ots=xpjVRpC2LM&sig=1O8dosxoVi_1ErBF_YhJA9AfRbA&redir_esc=y#v=onepage&q=manajemen sumber daya manusia&f=false

Chakravorty, D., Ahmed, J. U., & Chakrabarty, D. (2023). Assessing Herzberg's Theory in Private Banking: A Competency Study. *International Journal Of Science an Research*, 12(12), 58–63. <https://doi.org/10.21275/SR231124183219>

Christian Adhitya Rechandy, & Sulistiani, T. (2021). *Pengantar Manajemen Bisnis*. UAD PRESS. https://books.google.co.id/books?hl=en&lr=&id=uQU_EAAAQBAJ&oi=fnd&pg=PR1&dq=pengantar+manajemen+bisnis&ots=5tapYdOv3i&sig=o5wxsi-OLIFF-

Ycx49E8M5Z04Ss&redir_esc=y#v=onepage&q&f=fals

Colquitt, J. A., Lepine, J. A., & Wesson, M. J. (2019). *Organizational Behavior* (6th ed.). Mc Graw Hill Education.

Daft, R. L. (2024). *Management* (14th ed., Vol. 2). Cangege.

Dima, K. R., Harsono, & Respati, H. (2022). Employee Satisfaction as a Mediation of Work Motivation and Training on Bank Employee Performance. *European Journal of Business and Management*, 14(2), 1–7. <https://doi.org/10.7176/ejbm/14-2-01>

Dwivedi, N., Dutta, D., & Singh, P. K. (2024). Impact Of Herzberg Two Factor Theory On Job Satisfaction – A Case Study Of Private Sector Bank Employees In Thane District. *Revista Electrónica de Veterinaria*, 25(1), 829–834.

Ende, Sulaimawan, D., Sastaviana, D., Lestariningsih, M., Rozanna, M., Mario, A., Mahmudah, S., Bayudhigantara, E. M., Johannes, R., Marry, F., Priyono, H., & Pranyoto, E. (2023). *Manajemen Sumber Daya Manusia*. Eureka Media Aksara. https://books.google.co.id/books?hl=en&lr=&id=ss6nEQAAQBAJ&oi=fnd&pg=PA104&dq=manajemen+sumber+daya+manusia&ots=E9njl5mTN5&sig=Lc7D_cvJKwj21xN4yJT4lTWkynE&redir_esc=y#v=onepage&q=manajemen sumber daya manusia&f=false

Ginting, M. B. B. (2026). Literature Review: Teori Dua Faktor Herzberg dan Kinerja Karyawan. *Journal of Authentic Research*, 5(1), 8 275–288.

<https://doi.org/10.36312/s9854q31>

Gresita, S. D., Zamhira, & Novika. (2024). Analisis Tingkat Kepuasan Kerja Karyawan Pada PT Bank Central Asia (Studi Kasus) PT Bank Central Asia KCP Masjid Jamik. *Jurnal Progresip Manajemen Bisnis (Jpmb)*, Stie-Ibek, 11(1), 24. www.stie-ibek.ac.id

Halimatussadiyah, Adriani, Z., & Aira, D. M. F. (2025). Faktor Intrinsik yang Berperan pada Motivasi Kerja dari Perspektif Teori Dua Faktor pada CO BTPNS. *Jurnal Publikasi Ilmu Manajemen Dan E-Commerce*, 4. <https://doi.org/10.30640/digital.v4i1.3972>

Hapsara, O., & Ahmadi, A. (2024). Improving Performance Through Job Satisfaction in Growing Employee Motivation at BANK BNI Muara Bungo Branch. *Dinasti International Journal of Education Management And Social Science*, 5(3), 399–411. <https://doi.org/10.38035/dijemss.v5i3.2464>

Haris, A., Effendi, F., & Darmayanti, N. (2023). *Kepuasan Kerja*. Cv. Budi Utama.

Hartono, Silva, J. Da, Costa, F. Da, Melianto, D., & Suparta, M. (2025). Implementasi Metode Analisis Menggunakan NVivo dalam Penelitian Kualitatif. *Journal of Management and Creative Business*, 3. <https://doi.org/https://doi.org/10.30640/jmcbus.v3i2.4652>

Heryana, N., Cahyadi, N., Djajasinga, N. D., Sabtohadhi, J., Fachrurazi, Nurcholifah, I., & Yuliani. (2023). *Pengantar Manajemen Bisnis*. CV.

Rey Media Grafika.

https://books.google.co.id/books?hl=en&lr=&id=QmDFEAAAQBAJ&oi=fnd&pg=PA77&dq=pengantar+manajemen+bisnis&ots=aErsXY8xK-&sig=_OqlaXWCJ-btsokyYV39fLoPrE&redir_esc=y#v=onepage&q=pengantarmanajemen+bisnis&f=false

İlhan, E., EROĞLU, U., & EROĞLU, D. T. (2022). Investigation Of The Effect Of Personal Values And Personal Traits As Mediator Variabel On Job Satisfaction And Sales Performace. *Journal of Administrative Sciences*, 146–168. <https://doi.org/10.35408/comuybd.1197149>

Ilyas, S., Nazar, N., Hafeez, S., Arshad, S., & Adeeb, M. (2024). Locus of Control as Moderator between Work Motivation and Job Satisfaction among Bank Employees. 1, 412–418. <https://doi.org/10.61919/jhrr.v4i1.396>

Irmayanti, N. W. D. (2022). *Manajemen Sumber Daya Manusia*. Deepublish. https://books.google.co.id/books?hl=en&lr=&id=29M-EQAAQBAJ&oi=fnd&pg=PP1&dq=manajemen+sumber+daya+manusia&ots=fowfQxyzRc&sig=zYwKFHs5F_-NQFO9Bhspny6Oeok&redir_esc=y#v=onepage&q=manajemen+sumber+daya+manusia&f=false

Kafi, A. A., Arief, M. Y., & Soleha, S. (2023). Pengaruh Gaji Dan Insentif Terhadap Kinerja Karyawan Dengan Kepuasan Kerja Sebagai Variabel

Intervening Pada Ud. Dnl Kecamatan Banyuputih Kabupaten Situbondo. 2(10), 2358–2375.

Kamal, A., Andayaningsih, S., & Hidayat, M. (2026). Analisis Kepuasan Kerja Dan Motivasi Kerja Terhadap Produktivitas Kerja Karyawan Pada Kantor BRI KCP Pettarani. *Indonesian Journal of Multidisciplinary on Social and Technology*, 4(2), 410–415. <https://doi.org/10.69693/ijmst.v4i2.8852>

Kato, I., Ainun, W. O. N., Antikasari, T. W., Wulyatiningsih, T., Pasahuk, L. S., Purba, S., Koyongingan, Y., Alodia, A. Y., Makiah, Jesajas, Th. G., Kainde, S., Kainde, L. L., Sudarso, A., & Zulkifli, D. (2025). *Manajemen Perilaku Organisasi Modern*. Yayasan Kita Menulis.

Kosasih, N. (2022). *Pengantar Manajemen*. Geupedia. https://books.google.co.id/books?hl=en&lr=&id=7PdvEAAQBAJ&oi=fnd&pg=PA3&dq=pengantar+manajemen+bisnis&ots=b0CUgKtKKG&sig=LfV8QxKSNjm1pwyWKl1B4qVhfCE&redir_esc=y#v=onepage&q=pengantar manajemen bisnis&f=false

Kusentyo Putra, S., & Kurniawati, D. T. (2024). Job satisfaction as a mediation between motivation and employee performance in Bank Jatim. *International Journal of Research in Business and Social Science* (2147-4478), 13(5), 187–198. <https://doi.org/10.20525/ijrbs.v13i5.3568>

Lactaotao, I. M. (2022). *The Motivational Factors and Level of Satisfaction*

- of Millennial Bank Employees. An International Multidisciplinary Online Journal, 2(8). <https://doi.org/10.55454/rcsas.2.8.2022.008>
- Lelo, J. M. (2024). The Effect of Work Environment on Employees ' Job Satisfaction : Empirical Evidence from the Banking Industry. Journal Of Theoretical and Applied Management, 17. <https://doi.org/https://doi.org/10.20473/jmtt.v17i1.54567>
- Lika Handayani, Gustiya Sunarti, & Fatimah Yunus. (2026). Determinasi Kepuasan Kerja Karyawan PT Bank Muamalat Tbk Cabang Bengkulu. OPTIMAL Jurnal Ekonomi Dan Manajemen, 6(1), 219–233. <https://doi.org/10.55606/optimal.v6i1.9313>
- Mai, S., & Iba, Z. (2022). Pengaruh Gaji, Promosi Jabatan, Dan Rekan Kerja Terhadap Kepuasan Kerja Karyawan PT. Bank Rakyat Indonesia (Persero) Tbk, Kantor Cabang Bireuen. IndOmera, 2(3). <https://doi.org/10.55178/idm.v2i3.210>
- Mamic, M., Jovanovic, T., Galic, S., & Jelin'ci', I. (2024). Influence of Personality Traits and Organizational Justice on Job Satisfaction among Nurses. Behavioral Sciences, 1–14. <https://doi.org/10.3390/bs14030235>
- Mascarenhas, C., Rei, A., & Marques, C. S. (2022). How Perceived Organizational Support, Identification with Organization and Work Engagement Influence Job Satisfaction: A Gender-Based Perspective. Administrative Sciences. <https://doi.org/10.3390/admsci12020066>

- Muhammad Basri, & Rosfiah Aarsal. (2022). Pengaruh Efektivitas Dan Efisiensi Kerja Pegawai Terhadap Kinerja Organisasi Dinas Sosial Kota Kendari. *Journal Publicuho*, 5(4), 1127–1138. <https://doi.org/10.35817/publicuho.v5i4.52>
- Nurfitriani. (2022). *Manajemen Kinerja*. Cendekia Publisher. <https://books.google.co.id/books?id=hSedEAAAQBAJ&printsec=frontcover&hl=id#v=onepage&q&f=false>
- Pattanayak, B. (2025). *Human Resource Management (7th ed.)*. PHI Learning Private Limited. https://books.google.co.id/books?hl=en&lr=&id=2GpsEQAAQBAJ&oi=fnd&pg=PP1&dq=human+resource+management&ots=Thuh4K61EQ&sig=MwpOkjEzj5dlHck57LP8lJbwxnw&redir_esc=y#v=onepage&q=human resource management&f=false
- Purba, S., Revida, E., Parinduri, L., Purba, B., Muliana, Purba, P. B., Tasnim, Tahulending, P. S., Simarmata, H. M. P., Pasetya, A. B., Sherly, & Leuwol, N. V. (2020). *Perilaku Organisasi*. Yayasan Kita Menulis.
- Putri, R. A., Wolor, C. W., & Marsofiyati. (2023). Analisis Faktor-Faktor yang Mempengaruhi Kinerja Karyawan pada PT XYZ Tangerang. *Jurnal Manuhara : Pusat Penelitian Ilmu Manajemen Dan Bisnis*, 1(4), 374–384. <https://doi.org/10.61132/manuhara.v1i4.405>
- Qorzhah, H. F., & Fauziah, S. P. (2025). Pengaruh Teori Motivasi terhadap

- Kepuasan Kerja di Lingkungan Kerja Modern. *Karimah Tauhid*, 4(9), 6992–7000. <https://doi.org/10.30997/karimahtauhid.v4i9.20815>
- Rahadi, Q., & Rozikan. (2024). Analisis Kepuasan Kerja Karyawan Baitul Maal Wa Tamwil Ditinjau dari Teori Dua Faktor Herzberg. *Journal of Islamic Economics and Banking*, 5(1). <https://doi.org/10.31000/almaal.v5i1.10726>
- Rahmadhani, N. P., & Priyanti, Y. (2022). Konsep Dasar Kepuasan Kerja : Sebuah Tinjauan Teori. *Jurnal Ekonomi Bisnis, Manajemen Dan Akuntansi (JEBMAK)*, 1(1).
- Ratnaningtyas, E. M., Ramli, Syafruddin, Saputra, E., Suliwati, D., Nugroho, B. T. A., Karimuddin, Aminy, M. H., Saputra, N., Khaidir, & Jahja, A. S. (2022). *Metodologi Peneltian Kualitatif*. Yayasan Penerbit Muhammad Zaini. https://www.researchgate.net/profile/Penerbit-Zaini/publication/370561417_Metodologi_Penelitian_Kualitatif/links/64560bf65762c95ac3775e96/Metodologi-Penelitian-Kualitatif.pdf
- Sahusilawane, B., & Junaedi, I. W. R. (2025). Faktor-Faktor Yang Mempengaruhi Kepuasan Kerja Karyawan Sektor Perbankan Di Bali. *Seminar Ilmiah Nasional Teknologi, Sains, Dan Sosial Humaniora (SINTESA)*, 7, 347–352. <https://doi.org/10.36002/snts.v7i.3587>
- Sakti, D. P. B., Simamora, R. B., Karim, A., & Arnida. (2023). *Manajemen Sumber Daya Manusia*. CV. Intelek Manifes Media.

https://books.google.co.id/books?hl=en&lr=&id=xZqvEAAAQBAJ&oi=fnd&pg=PA83&dq=manajemen+sumber+daya+manusia&ots=Ds_aXQL0yE&sig=zwEAcZovWIbQ2j3rqHXGz0Fu70M&redir_esc=y#v=onepage&q=manajemen sumber daya manusia&f=false

Saputra, A. julian, Ainah, & Setiawati, D. (2023). Kepuasan Kerja Sebagai Variabel Intervening (Studi Pada Karyawan PT Bank Mega Syariah Tbk Cabang Banjarmasin). DINAMIKA EKONOMI Jurnal Ekonomi Dan Bisnis, 16(1), 163–182.

Sartika, I. A., Rahayu, S., & Nurmiyati, N. (2024). Pengaruh Big Five Personality Terhadap Kepuasan Kerja Karyawan (Studi Kasus Di PT. Rumpun Sari Medini Kendal). BISECER (Business Economic Entrepreneurship), 7(1), 37. <https://doi.org/10.61689/bisecer.v7i1.524>

Satriadi, Zami, A., Sandra, E., Latriani, E., & Fatahuddin. (2022). Pengantar Manajemen. CV. Azka Pustaka. https://books.google.co.id/books?hl=en&lr=&id=AVbKEAAAQBAJ&oi=fnd&pg=PA189&dq=pengantar+manajemen+bisnis&ots=tERC1CTWxU&sig=_e-rp0j-nHID00l4NYboJ_Ym_50&redir_esc=y#v=onepage&q=pengantar manajemen bisnis&f=false

Setiawan, R. (2021). Flowchart Adalah: Fungsi, Jenis, Simbol, dan Contohnya. Dicoding. <https://www.dicoding.com/blog/flowchart-adalah/>

- Setyo Widodo, D., & Yandi, A. (2022). Model Kinerja Karyawan: Kompetensi, Kompensasi dan Motivasi, (Literature Review MSDM). Jurnal Ilmu Multidisplin, 1(1), 1–14. <https://doi.org/10.38035/jim.v1i1.1>
- Siaran Pers: OJK Terus Perkuat Peran BPD Dalam Pembangunan. (2025). Otoritas Jasa Keuangan. <https://ojk.go.id/id/berita-dan-kegiatan/siaran-pers/Pages/OJK-Terus-Perkuat-Peran-BPD-Dalam-Pembangunan.aspx>
- Simbolon, S. (2021). Analisis Pengaruh Kepuasan Kerja, Keadilan Prosedural Dan Kompensasi Terhadap Produktivitas Kerja Karyawan Pada CV. Surya Nusantara Safety Medan. Jurnal Ilmiah Smart, V(1), 102–113. <https://ejournal.stmb-multismart.ac.id/index.php/JMBA/article/view/211%0Ahttps://ejournal.stmb-multismart.ac.id/index.php/JMBA/article/download/211/200>
- Sitohang, A. P., & Budiono, N. A. (2021). Effect of Job Satisfaction, Quality of Work Life, and Self Efficacy on Employee Work Productivity Case Study on PT. Bank Woori Saudara Indonesia Tbk. European Journal of Business and Management Research, 6(5), 51–55. <https://doi.org/10.24018/ejbmr.2021.6.5.1034>
- Spector, P. E. (2022). Job Satisfaction From Assesment to Intervention (Vol. 2). Routledge. <https://doi.org/10.4324/9781003250616>
- Sugiyono. (2025). Metode Penelitian Kuantitatif, Kualitatif, dan R&D (2nd

ed.). Alfabeta.

Susanto, P. C., Soehaditama, J. P., Soekirman, A., Suhendra, A., Valentin, A. D., & Sismiati, S. (2025). Konsep Penelitian Kualitatif : Tinjauan Pustaka , Studi Kasus , Pendekatan Etnografi , Informan , In-Depth Interview dan Focus Group Discussion. *Junal Inovasi Manajemen, Kewirausahaan, Bisnis Dan Digital*, 2. <https://doi.org/10.61132/jimakebidi.v2i2.485>

Syarief, F., Kurniawan, A., Widodo, Z. D., Nugroho, H., Rimayanti, E. S., Isabella, A. A., Fitriani, D. J. I. K., Siregar, Z. H., Zamrodah, Y., Jahri, M., Suarjana, I. W. G., & Salmia. (2022). *Manajemen Sumber Daya Manusia*. CV.Widina Media Utama. https://books.google.co.id/books?hl=en&lr=&id=fWe5EAAQBAJ&oi=fnd&pg=PA2&dq=manajemen+sumber+daya+manusia&ots=nkk7Rjepeu&sig=khX9S4feXWvbiyKDj_hYSZaV0oo&redir_esc=y#v=onepage&q=manajemen sumber daya manusia&f=false

Wahjono, S. I. (2022). *Manajemen dan Peran Manajer*. Universitas Muhammadiyah Surabaya. https://www.researchgate.net/profile/Sentot-Wahjono-2/publication/359826922_MANAJEMEN_DAN_PERAN_MANAJER_BAHAN_AJAR_MANAJEMEN/links/625052eed726197cfd46d7ad/MANAJEMEN-DAN-PERAN-MANAJER-BAHAN-AJAR-MANAJEMEN.pdf

Wijaya, N., & Ie, M. (2021). Pengaruh Dukungan Organisasi Yang Dirasakan Terhadap kinerja Pada McDonald di Jakarta Barat: Kepuasan Kerja dan Keterlibatan Sebagai Variabel Mediasi. *III*(1), 196–203.

Ybañez, R. P. (2024). Application of Herzberg ' s Two-Factor Theory : Motivational Factors and Hygiene Factors in the Financial Industry. *Journal Of Interdisciplinary Perspectives*, 2(4), 92–101. <https://doi.org/10.69569/jip.2024.0055>.