# TRANSFORMATIONAL LEADERSHIP in education

Prof. Dr. Bambang Budi Wiyono, M.Pd.



asformational Leadership

## Transformational Leadership in Education

## Transformational Leadership in Education

Prof. Dr. Bambang Budi Wiyono, M.Pd Faculty of Education



Universitas Negeri Malang Anggota IKAPI No. 059 / JTI / 89 JI. Semarang 5 (JI. Gombong 1) Malang, Kode Pos 65145 Kotak Pos 13, MLG /IKIP Telp. (0341) 562391, 551312 psw 453 Wiyono, Bambang Budi.

Transformational Leadership in Education – Oleh: Bambang Budi Wiyono.–Cet. I– Universitas Negeri Malang, 2016.

xiv, 130 hlm; 15,5 x 23 cm

ISBN: 978.979.495.905.3

### Transformational Leadership in Education Bambang Budi Wiyono

Layout: Nia Windyaningrum

Hak cipta yang dilindungi:

Undang-undang pada : Pengarang

Hak Penerbitan pada : Universitas Negeri Malang Dicetak oleh : Universitas Negeri Malang

Dilarang mengutip atau memperbanyak dalam bentuk apapun tanpa izin tertulis dari Penerbit.

Universitas Negeri Malang /
Anggota IKAPI No. 059 / JTI / 89
 JI. Semarang 5 (Jl. Gombong 1) Malang, Kode Pos 65145
 Kotak Pos 13, MLG /IKIP Telp. (0341) 562391, 551312 psw 453

Cetakan I : 2016

#### **FOREWORD**

Leadership of the principal is one of the factors that determine the quality of education. The quality of school education would be achieved optimally when it led by the principals who could implement effective leadership behaviors. According to a group of studies proved that high quality schools tend to be led by the outstanding principals. Otherwise, the high quality schools are not led by unremarkable principals with poor quality of leadership.

There are many theories of leadership that could be implemented by the principals to lead the schools, for instance, traits-based leadership theory, behavior-based leadership theory, or situational leadership theory. Leadership is the attribute for a leader, which is dynamic. In line with the advancement of the theory of management, the theory of leadership is also developed with many new ideas, but when it is reviewed, there is no sufficient sources yet discussing the new development of leadership theory in a complete way, such as the concepts, measurements, till its development. On the other hand, the knowledge towards leadership is truly required by not only the principals, but also the education managers and practitioners, like teachers and lecturers, or even the researchers who conduct researches and develop theories, especially in the field of education. Those are the backgrounds of writing of this book.

This book elaborates transformational leadership in the field of education, namely concepts, measurements, results of the study, and the development. It describes the development of theories of leadership, transformational leadership and its dimensions, leadership evaluation, strategies to improve leadership competencies, the results of research on transformational leadership, and school development.

Transformational leadership is one of the effective models to improve the quality of education at schools. There are four dimensions of behavior contained in transformational leadership, namely idealized influence, inspirational motivation, intellectual stimulation, and individualized consideration. Idealized influence, means being able to be a good, recognized, and imitated figure, and able to drive members of school well. Inspirational motivation, means that motivating the members of school inspired by high ideals. Intellectual stimulation, means capable to reform and stimulate members of school to conduct innovations in performing their duties. Individualized consideration, means giving more attention to all members of school individually. Those four dimensions are going to be discussed vividly in this book.

This book is mainly aimed at providing a reference for practitioners, users, or researchers of leadership in the field of education, either in early childhood

education, elementary education and secondary education, or higher education. This book is expected to enrich the scientific knowledge in the field of education management.

The publication of this book is inseparable from the supports of several involved parties. For that reason, thank you very much to the management of State University of Malang (UM), as well as all those who have given a lot of support and assistance in the process of research and writing of this book.

The writer is aware of shortcomings contained in this book. Therefore, constructive suggestions from readers are needed for further refinement. Hopefully, Allah Subhanahu Wa Taala, always gives blessing, mercy, and the guidance for us, so we could understand, appraise, develop, and implement transformational leadership well, and also we could contribute our knowledge to the advancement and improvement of the quality of education in schools, especially in Indonesia.

Malang, October 2016

The Author

#### Table of Contents and Research

Faurana			
The same of the same of the same		22	٧
		nts	vii
			ix
List of Figure	e		хi
List of Attack	hm	ent	xiii
CHAPTER I		FOUNDATION OF LEADERSHIP THEORY	
	Α.	Introduction	3
	B.	Definition of Leadership	4
		The Sources of Leadership	5
		Theories of Leadership	9
		A. The Effect of The Implementation Of Princepal	
CHAPTER II		THEORY OF TRANSFORMATIONAL LEADERSHIP	
	Α.	Definition of Transformational Leadership	23
		Dimentions of Transformational Leadership	27
		The Principals On The Effectiveness Ct The rea	
CHAPTER III		TRANSFORMATIONAL LEADERSHIP OF THE PRINCIPAL	
011111111111111111111111111111111111111		Roles of the Principal	37
		Competences of Principal	42
		The Transformational Leadership of the Principal	72
	C.	in Indonesia	44
		III IIIdonesia	44
CHADTEDIN		EVALUATION OF THE PRINCIPAL TRANSFORMATIONAL	
CHAPTERIV			
	Δ.		Г1
		Measurement and Models of Evaluation	51
		Evaluation of of Leadership	53
	C.	Evaluation Techniques of Transformational Leadership	
		of the Principal	
		Sources of Transformational Leadership Evaluation	58
	E.	Evaluation Management of the Principal Transpormation	ıal
		Leadershin	59

CHAPTER V	DEVELOPING TRANSFORMATIONAL LEADERSHIP	
	OF PRINCIPAL	
A.	The Rationale of the Development of the Principals'	
	Transformational Leadership	63
В.	Improving the Transformational Leadership through	
	Training	64
C.	Improving the Transformational Leadership of the	
	Principals through Self-Development	65
D.	Improving Transformational Leadership through	
	Experience-Based Development	69
E.	Improving Transformational Leadership through	
	Supervision	72
CHAPTER VI	THE RESEARCH RESULTS OF THE EFFECT OF THE PRINCE	IPAL
	TRANSFORMATIONAL LEADERSHIP ON THE SCHOOL	
	ORGANIZATION AND CONTROL OF THE STATE OF THE	
A.	The Effect of The Implementation Of Principals'	
	Transformational Leadership on Work Motivation	
	of Teachers	77
В.	The Effect Of The Transformational Leadership Of	
	The Principals On The Effectiveness Of The Teamwork	
	Of The Teachers	82
	The Effect Of The Transformational Leadership Of	
	The Principals On Organiozation Culture	86
D.	The Effect Of The Transformational Leadership Of	
	The Principals On The School Improvement	88
CHAPTER VII	STRATEGIES TO DEVELOP SCHOOL ORGANIZATION	
	The Efforts in Developing the Schools	95
	The School Development Processes	97
53	B. Evaluation of of Landership	57
Bibliography		107
Author Index		115
Attachment	sules I converte at transferment and the second of	119

#### List of Table

Table 2.1	The Differences between Transformational and Transactional	
	Leaderships	24

#### List of Figure

Figure 1.1 The Relation Among Power, Leadership Influence,	
And The Achieved Goals	7
Figure 1.2. The Four Types of The Leadership	11
Figure 1.3. The Relation Among Those Three Factors	12
Figure 1.4. The Model of Leadership Effectiveness Kontigensi	14
Figure 1.5. The Relation Between Leadership Behaviors,	
Moderator Factors, And Final Achieved Goals	15
Figure 1.6. The Continuum Patterns Of Leadership Behaviors with	
Two Poles Of Orientation	16
Figure 1.7 The Five Leadership Styles From Blake dan Mouton	19
Figure 1.8. The Effectiveness Of The Implementation Of Situational	
Organization Leadership Style	19
Figure 3.1. The Problem Subtances as the Prrincipal Duties	42
Figure 4.1. The Five Sources Of The Appraisal	59
Figure 5.1. Forming The Leadership Competences	63
Figure 5.2 The Steps of Self-Evaluation to Improve The Principals'	
Transformational Leadership	67
Figure 5.3 Anatomi Pengalaman Belajar	70
Figure 6.1 Path Diagram Model of Effect of Principals' Transfomastional	
Leadership on Teachers' Work Motivation	81
Figure 6.2: Effect of Principals' Transformational Leadership on	
the Teamwork Effectiveness of Teachers	85
Figure 6.3. Effect of Principals' Transformational Leadership on	
Organiozation Culture	88
Figure 6.4. Effect of Principals' Transformational Leadership on School	
Improvement	91
Figure 7.1. Step by Step Organization development by Hodge dan Anthoni	98
Figure 7.2. The Organization Development's 6 Stages by Robbins	99
Figure 7.3. The Process of School Development by Bush & Coleman	101
Figure 7.4. The Direction of School Development	102
Figure 7.5. The Stages of School Development	103

#### List of Attachment

Attachment 1	The Research Instrument 1 Transformational Leadership	
	Of The Principal (Self Rating)	119
Attachment 2	The Research Instrument 2 Transformational Leadership	
	Of The Principal (Subordinate Rating)	123
Attachment 3	The Principal Dimensions Of Competence By Minister	
	Of National Education Number 12 Of 2007	127

#### **Bibliography**

- Abdullah, A., Samupwa, A., & Alzaidiyeen, N. (2009). The Effects of Teacher Training Programme on Teachers' Productivity in Caprivi Region, Namibia.

  \*\*International Journal of African Studies, 2. 14-21.
- Ahmad, F., Tasawar A., Shahid L., & Abdul R. (2014). Impact of Transformational Leadership on Employee Motivation in Telecommunication Sector. *Journal of Management Policies and Practices*. 2.(2): pp.11-25, June 2014.
- Aiken, L.R. (1999). *Personality assessment, methods and practices*. Kirkland: Hogrefe & Huber Publishers.
- Bushra, F., Ahmad U., Asvir N. Effect of Transformational Leadership on Employees' Job Satisfaction and Organizational Commitment in Bangking Sector of Lahore (Pakistan). *International Journal of Business and Social Science*. 2.(18): pp. 262-267, October 2011.
- Borden, L.M. & Perkins, D.F. (1999). Assessing your collaboration: A self-evaluation tool. [Versi Elektronik]. *Extension Journal*, 37 (2) 1-4.
- Brown, W., Birnstihl, E.A., & Wheeler, D.W. (1996). An examination of the impact of transformational leadership cooperative extension work groups and teams. [Versi elektronik]. *Leading without Authority, 34 (5).* 1-9.
- Bush, T. & Coleman, M. (2000). Leadership and strategic management in education. London: Paul Chapman Publishing Ltd.
- Campbell, R.F., Corbally, J.E., & Nystrand, R.O. (1983). *Introduction to educational administration*. Boston: Allyn and Bacon, Inc.
- Cann, L.D., (2004). Applying 360 degree feedbach to the cf personnel appraisal and development systems. [Versi elektronik]. *Canadian Forces College*, 1-32.
- Carless, S.A. (1998). Gender differences in transformational leadership: An examination of superior, leader, and subordinate perspectives. [Versi Elektronik]. *A Journal of Research*, 1-10.
- Cohen, J. (1977). Statistical power analysis for the behavioral sciences. New York: Academic Press, Inc.
- Cook, T.D. & Campbell, D.T. (1979). *Quasi experimentation, design & analysis for field settings*. Chicago: McNally College Publishing Company.
- Creswell, J.W. (2003). Research design, qualitative, quantitative, and mixed methods approaces. Thousand Oaks: Sage Publications, Inc.
- Creswell, J.W. (2005). Educational Research, Planning, Conducting, and Evaluationg Quantitative and Qualitative Resesarch. Upper Saddle River, New Jersey: Pearson Education, Inc.

- Dares, J.C, & Playko, M. (1992). The Professional development of school administrator: Preservice, induction and inservice applications. Boston: Allyn and Bacon.
- Davis, K. & Newstrom, J. W. 1989. *Human Behavior at Work; Organizational Behavior.* New York: Mc Grau Hill Book Company.
- Depdiknas. (2001). *Desentralisasi pendidikan*. Jakarta: Depdiknas, Komisi Pendidikan Nasional.
- Depdiknas (Department of National Education). (2000). Filosofi, Kebijaksanaan & Strategi Pendidikan Nasional. Jakarta: Depdiknas.
- Depdiknas. (1997). Himpunan peraturan republik indonesia bidang pendidikan dasar dan menengah. Jakarta: Depdiknas.
- Depdiknas. (2002). Kompetensi: Memiliki jiwa kepemimpinan, materi terpadu untuk kepala sekolah. Jakarta: Depdiknas, Direktorat Jenderal Pendidikan Dasar dan Menengah.
- Depdiknas. (2002). *Manajemen berbasis sekolah untuk sekolah dasar*. Jakarta: Depdiknas, Direktorat Jenderal Pendidikan Dasar dan Menengah.
- Depdiknas. (2003). *Manajemen peningkatan mutu berbasis sekolah*. Jakarta: Depdiknas, Direktorat Jenderal Pendidikan Dasar dan Menengah.
- DeRoche, E.F. (1987). An administrator's guide for evaluating programs and personnel, An effectice schools approach. Boston: Allyn and Bacon.
- Donald, W. & Bednar, D.A. 1991. Organizational Behavior: Understanding and Managing People at Work. Gould Street Needham Heights: Allyn and Bacon, Inc.
- Dornset, A. (1996). *Pocket guide to school based management*. Alexandria, Virginia: Association for Supervision and Curriculum Development.
- Feldmon, C.D, & Arnold, H.J. (1983). *Managing individual and group behavioral in organization*. Auckland: Mc Graw Hill Book Company.
- Felfe, J. & Schyns, B. (2002). The relationship between employees' occupational self-efficacy and perceived transformational leadership replication and extension of recent results. [Versi Elektronik]. *Current Research in Social Psychology*, 7 (9). 1-18.
- Flippo, E.B. (1984). Personnel management. New York: McGraw-Hill Book Company.
- Garson, G.D. (2012). *Testing Statistical Assumtios*. Asheboro: Statistical Publishing Association.
- Gay, L.R. (1981). *Educational research, Competencies for analysis & application*. Columbus: A Bell & Howell Company.
- Glatthorn, A.A. (1990). Supervisory leadership: Introduction to instructional supervision. New York: Harper Collins Publishers.
- Glickman, C.D. (1981). *Developmental supervision*. Washington: Association for Supervision and Curriculum Development

- Greenberg, J. & Baron, R.A. (1995). Behavior in organizations understanding & managing the human side of work. Englewood Cliffs: Prentice Hall, Inc.
- Gronlund, N.E., and Linn, R.L. (1990). *Measurement and evaluation in teaching*.

  New York: Macmillan Publishing Company.
- Gordon, J.R. (1991). A diagnostic approach to organizational behavior. Boston: Allyn and Bacon.
- Gorton, R.A, & Schneider, G.T. (1991). School based leadership, challenges and opportunities. Keeper Boulevard, Dubuque: Wm.C. Brown Publishers.
- Guilford, J.P. (1956). *Psychometric methods*. New York: McGraw Hill Book Company, Inc.
- Gurr, D. (1996). On conseptualising school leadership: time to abandon transformational leadership? [Versi Elektronik]. *Leading and Managing*, 2(3), 221-239.
- Hair, J.F., Anderson, R.E., Tatham, R.L. et al. (1992). *Multivariate data analysis*. New York: Macmillan Publishing Company.
- Hanke, M. (10 Juni 1998). *Structural relations*. Diambil pada tanggal 25 Maret 2004, dari http://www.wu-wien.ac.at/inst/or/geyer/ap3/node18.html.
- Hanson, E.M. 1991. Educational administration and organizational behavior.

  Boston: Allyn and Bacon.
- Harvey, D. & Brown, D. R. 2001. An Experiential Approach to Organization Development. Upper Saddle River, New Jersey: Pretice hall, Inc
- Heitmulier, P. et al. (1992). Dimensions of professional growth for educational leaders. [Versi Elektronik]. *Journal of Staff Development*, 14 (1). 28 31
- Homrig, M.A. (2002). *Transformational leadership*. Diambil pada tanggal 25 Maret 2004, dari http://leadership.au.af.mil/documents/homrig.htm.
- Hoy, W.K., & Miskel, C.G. (1987). *Educational administration*. New York: Random House, Inc.
- Hoy, W.K., & Miskel, C.G. (2001). *Educational Administration: Theory, Research, and Practice*. New York: McGraw Hill Company, Inc.
- Hoy, W.K., & Miskel, C.G. 2005. *Educational Administration: Theory, Research, and Practice*. New York: McGraw Hill Company, Inc.
- Hodge, B. J., & Anthony. 1991. Organization Theory, A Strategic Approach. Gould Street Needhan Heights. Massachussetts: Allyn and Bacon, Inc.
- Hsu, C.H, Bell, R.C., & Cheng, K.M. (2002) Transformational leadership and organizational effectiveness in recreational sports/fitness program, *The Sport Journal*, *5* (2). 1-5.
- Hughes, R.L., Ginnet, R.C., & Curphy, G.J. (1999). *Leadership: Enhancing the lessons of experience*. Boston: McGraw-Hill Companies, Inc.
- Isaac, S., & Michael, W.B. (1981). Handbook in research and evaluation. San Diego: Edits Publishers.

- Joreskog, K.G & Sorbom, D. (1996). *Lisrel'8, User's reference guide*. Chicago: Scientific Software International, Inc.
- Jung, D.I. & Sosik, J.J. (2002). Transformational leadership in work groups, The Role of Empowerment, Cohesiveness, and Collective-Efficacy on Perceived Group Performance. *Small Group Research*, *33* (3): 313-336, June 2002.
- Kaufman, R., & Thomas, S. (1980). *Evaluation without fear*. New York: New Viewpoints.
- Keppel, G. (1982). *Design and analysis a researcher's handbook*. Englewood Cliffs: Prentice Hall, Inc.
- Kimbrough, R.B & Burkett, C.W. (1990). *The principalship, concepts and practices*. Englewood Cliffs: Prentice Hall, Inc.
- Kreitner, R. & Kinicki, A. (1992). *Organizational behavior*. Boston: Richard D. Irwin, Inc.
- Kummerer, F.N.D., & Lynch, P. (1990). Educational policy and planning project, A review of teacher education issues in indonesia. Jakarta: Center for Informatics Office of Educational and Cultural Research and Development.
- Landy, F.J., & Farr, J.L. (1983). *The measurement of work performance*. San Diego: Academic Press, Inc.
- Law, S & Glover, D. (2000). Educational leadership and learning: Practice, policy and research. Philadelphia: Open University Press.
- Leap, T.L. & Crino, M.D. (1990). *Personnel/human resource management*. New York: Macmillan Publishing Company.
- Liang, M.T-L., Chiou, S.B & Liou, T.M. (2001). The relationship between leadership attributes, behaviours and the effectiveness of principals at private vocational high schools in Taiwan. [Versi Elektronik]. *Global Journal of Engng. Education 5 (2) 147–152*.
- Linn, R.L. (1989). Educational measurement. New York: Macmillan Publishing Company.
- Lunenburg, F.C., & Ornstein, A.C. (2000). *Educational administration: Concept and practices*. Belmont: Wardsworth, A Division of Thomson Learning.
- Mardapi, D. (Januari 2000). *Pengembangan dan validasi instrumen akreditasi*. Makalah disajikan dalam Pelatihan Akreditasi Madrasah bagi Pejabat Kanwil Depag, di Yogyakarta.
- Mertens, D.M. (2009). *Research and Evaluation in Education and Psychology*. Thousand Oasks, California: Sage Publications, Inc.
- Mondy, R.W. & Noe, R.M. (1990). *Human resource management*. Needham Heigths: Allyn and Bacon.
- Moolenaar, N.M., Daly, A.J., & Sleegers, P.J.C. (2010). Occupying the Principal Position: Examining Relationships Between Transformational Leadership, Spcial Network Position, and Schools' Innovative Climate. Educational Administration Quartely, 46 (5): 623-670, December 2010.

- Mueller, R.O. (1996). *Basic principles of structural equation modeling*. New York: Springer.
- Muhadjir, Noeng. (2001). *Identifikasi faktor-faktor opinion leader inovatif bagi* pembangunan masyarakat desa. Yogyakarta: Penerbit Rake Sarasin.
- Murwani, A. (2002). Kebijaksanaan otonomi daerah & implikasinya terhadap pembangunan pendidikan nasional. Jakarta: Depdiknas.
- Mulyasa, E. (2002). *Manajemen berbasis sekolah*. Bandung: Penerbit PT Rosdakarya.
- Neufeld, J.A. & McGowan, T.M. (1993). Professional development schools: A witness to teacher empowerment. [Versi elektronik]. *Coutemporary Education, 64 (4) 249-251.*
- Newell, C.A. (1978). *Human behavior in educational administration*. Englewood Cliffs: Prentice Hall, Inc.
- Nunnally, J.C. (1978). *Psychometric theory*. New York: McGraw Hill Book Company.
- Ourvanova, R.K., & Bono, (2009). J.E. Transformational leadership in context: Face-to-Face virtual teams. *The Leadership Quartely*, 20: 343-357.
- Owens, R.G. (1995). Organizational behavior in education. Boston: Allyn and Bacon.
- Patterson, T.F. (1987). Refining performance appraisal. [Versi Elektronik]. *Journal of Extension*, 25 (4) 1-4.
- Priestley, M. (1982). Performance assessment in education and training:

  Alternative techniques. Englewood Cliffs: Educational Technology
  Publications.
- Popham, W.J. (1975). Educational evaluation. Englewood Cliffs: Prentice Hall,
- Rawat, S. R. 2015. Impact of Transformational Leadership over Employee Morale and Motivation. *Indian Journal of Science and Technology*. 8(56): pp. 25-34, March 2015.
- Rawung, F. H. The Effect of Leadership on the Work Motivation of Higher Education Administration Employees (Study at Manado State University). *IOSR Journal of Business and Management*, 15.(1): pp.28-33, December 2013.
- Reisler, A. (1994). Variables effecting leniency, halo and validity of self-appraisal. [Versi Elektronik]. *Journal of Occupational and Organizational Psychology, preview, p.1.*
- Reinhartz, J. & Beach, D.M.. (2004). Educational Leadership, Changing Schools, Changing Roles. Boston: Pearson Education, Inc.
- Robbins, S.P. (2001). *Organizational behavior*. Upper Saddle River: Prentice Hall, Inc.

- Schunk, D.H. (1996). Goal and self-evaluative influences during children's cognitive skill learning. *American Educational Research Journal*, *33* (2) 359-382.
- Schnoll, R. & Zimmerman, B.J. (2001). Self-regulation training enhances dietary self-efficacy and dietary fiber consumption, statistical data encluded. [Versi elektronik]. *Journal of American Dietetic Association*, 1-5.
- Sergiovanni, T.J. (1991). *The Principalship, A reflective practice perspective*. Boston: Allyn and Bacon.
- Sharma, S. (1996). *Applied multivariate techniques*. New York: John Wiley & Sons, Inc.
- Shoemaker, C.C.J. (1998). Leadership in continuing and distance education in higher education. Boston: Allyn & Bacon.
- Smither, J.W. (1998). *Performance appraisal, state of the art in practice*. San Fransisco: Jossey-Bass Publisher.
- Sosik, J.J., Potosky, D. & Jung, D.I. (2002). Adaptive self-regulation: Meeting others expectations of leadership and performance. [Versi Elektronik]. *Journal of Social Psychology 142 (2) 211-243.*
- Spreitzer, G.M. (1996). Social structural characteristic of psychological empowerment, *Academy of Management Journal*, *39* (2). 483-504.
- Stevens, J. (1996). *Applied multivariate statistics for the social sciences*. Mahwah: Lawrence Erlbaum Associates, Inc.
- Stoops, E., & Johnson, R.E. (1967). *Elementary school administration*. New York: McGraw Hill Book Company.
- Suryadi, A., & Tilaar. (1994). *Analisis kebijakan pendidikan, Suatu pengantar*. Bandung: PT Remadja Rosdakarja.
- Suryanto. (1988). *Metode statistika multivariate*. Jakarta: Depdiknas, Direktorat Pendidikan Tinggi, Proyek Pengembangan Lembaga Pendidikan Tenaga Kependidikan.
- Tenner, A.R. & DeToro, I.J. (1992). *Total quality management*. Reading, Massachusett: Wesley Publishing Company.
- Tiri, G., Ogollah, K., & Mburu, D.K. (2015). Influence of transformational leadership role on performance of virtual project teams in safaricom limited, International *Journal of Economics, Commerce and Management*, III (2) February 2015.
- Toit, M.D., & Toit, S.D. (2001). *Interactive lisrel: User's guide*. Chicago: Scientific Software International, Inc.
- Thompson, L.L. (2004). *Making the Team: A Guide for Managers*. New Jersey: Pearson Education, Inc.
- Tucker, M.L., McCarthy, A.M., & Gulbro, R.D. (1999). Increasing customer satisfaction with effective leadership: Testing model. [Versi Elektronik]. *Journal of Business and Entreoreneurship*, 11 (1). 17-31.

- Vandenberghe, C., Stordeur, S., & Dhoore, W. (2002). Transactional and transformational leadership in nursing: Structural validity and subtastantive relationships. [Versi Elektronik]. *European Journal of Psychological Assesment*, 18 (1). p. 3.
- Wagner, J.A. & Hollenbeck, J.R. (1998). *Organizational behavior*, securing competitive advantage. Upper Saddle River: Prentice Hall, Inc.
- White, D. & Bednar, D.A. (1991). Organizational behavior, understanding and managing people at work. Boston: Allyn and Bacon.
- Wright, P., Pringle, C.D., & Kroll, M.J. (1992). Strategic management, Text and cases. Boston: Allyn and Bacon.
- Yammarino, F.J., Spangler, W.D., & Bass, B.M. (1993). Tranformational leadership and performance: A Longitudinal investigation, Leadership Quartely, 4(1). 82-102.
- Yean, J. & Lim, S. (2001). Transformational leadership, organizational culture and organizational effectiveness in sport organizations, [Versi elektronik]. The Sport Journal, 4(2). 1-4.
- Yukl, G. (2002). Leadership in organization. Upper Saddle River: Prentice Hall, Inc.