REFERENCES

Abdul Hameed, A. W. (2011). Employee Development and Its Affect on Employee Performance. A Conceptual Framework. *International Journal* of Business and Social Science.^a

Ahmad, A. (2011). Study of Work Environment and Employees' Performance in Pakistan.^a

Badan Pusat Statistik (BPS). (2018). Annual Foreign Visitors Arrivals in Indonesia.^c

Badan Pusat Statistik (BPS). (2018). Annual Tourist Arrival in Bali.^c

Boluk, L. Y.-T. (2012). A Case Study of Human Resource Practices in Small

Hotels in Sweden. Journal of Human Resources in Hospitality & Tourism.

Borman, W. a. (1993). Expanding the Criteration Domain to Includes of Contextual Performance.^b

Briner, R. (2000). Relationships between work environments, psychological environments and psychological well-being.^a

Carmen-Aida Huţu, S. G. (2016). Organizational Context Factors Influencing Employee Performance Appraisal: A Research Framework. *Social and Behavioral Sciences*.^a

Centre, U. W. (1972). World Heritage List. c

- Chandrasekar, K. (2011). workplace environment and its impact on organizational performance in public sector organizations. *International Journal of Enterprise Computing and Business System*.^a
- Chen J, S. C. (2006). Organization communication job stress, organizational commitment and job perfroamnce of accounting professionals in Taiwan and America.^a

Cooper, D., & Schindler, P. (2014). *Business Research Methods* (12th ed.). New York: McGraw-Hill/Irwin.^b

Dessler, G. (2015). Human Resource Management, 14th Edition. Pearson.^b

DJ, B. (2006). Strong Communication Skills a must forntodays leaders. ^a

Ezejiofor, P. O. (2013). The Effect of Human Resources Development on Organizational Productivity. International Journal of Academic Research in Business and Social Sciences.^a

Forum, W. E. (2017). Wonderful Indonesia: Peringkat Daya Saing Pariwisata Indonesia di dunia.^b

Ghazali, H. (2010). Employee intention to leave the job: A case of fast food industry in Malaysia.^a

- Ida Bagus Agung Dharmanegara, N. W. (2016). Job Competency and Work Environment: The Effect on Job Satisfaction and Job Performance among Workers in Denpasar.^a
- Jayaweera, T. (2014). Impact of Work Environmental Factors on Job Performance, Mediating Role of Work Motivstion: A Study of Hotel Sector in England.^a

Judge, S. P. (2015). Organizational Behavior. ^b

Kaur, R. D. (2014). Impact of work environment on job satisfaction.^a

Leslie W. Rue, L. L. (2008). Human Resources Management. b

Schindler, D. R. (2014). Business Research Methods (Twelfth ed.).^b

Sekaran, U. a. (2013). *Research Method for Business: A Skill Building Approach*.

Sekaran, U., & Bougie, R. (2013). *RESEARCH METHODS FOR BUSINESS: A Skill-Building Approach.* John Wiley & Sons, Inc.^b

 Setyadi, A. R. (2014). The Influence of Organizational Culture, Working Environment and Educational Training on Motivation and Performance of Government Employees at West Kutai Regency East Kalimantan. European Journal of Business and Management.^a

Shirsath, A. S. (2014). The factors affecting employee work environment & it's

relation with employee productivity.^a

Sujarweni, V. W. (2015). SPSS Untuk Penelitian. Yogyakarta, Indonesia: Pustaka Baru Press.^b

Tang, S. T. (2012). Job stress and well-being of female employees in hospitality. International Journal of Hospitality Management.^a

UNWTO. (2017). Annual Report Tourism Growth. c

WORLD TRAVEL & TOURISM COUNCIL. (2017). TRAVEL & TOURISM (GLOBAL ECONOMIC IMPACT & ISSUES 2017). Retrieved from WORLD TRAVEL & TOURISM COUNCIL.^c Y. Zhao, Y. L. (2011). Entrepreneurial Orientation, Organizational Learning and

Performance: Evidence from China. ^a

a: Journal, b: Book, c: Website / Report

