

REFERENCES

- Agarwal, A., (2020). Investigating design targets for effective performance management system: an application of balance scorecard using QFD. *Journal of Advances in Management Research*, 0972-798. doi10.1108/jamr-05-2020-0075
- Arias, M., Saavedra, S., Marques, M. R., Gama, J.M., & Sepulveda, M., (2018). Human resource allocation in business process management and process mining. *Management Decision*, 56(2), 376-405. doi 10.1108/md-05-2017-0476
- Antoncic, J.A., & Antoncic, B., (2011). Employee satisfaction, intrapreneurship and firm growth: a model. *Industrial Management & Data Systems*, 111(4), 589-607. doi 0.1108/02635571111133560
- Barnett, B.R., & Bradley, L., (2007). The impact of organizational support for career development on career satisfaction. *Career Development International*, 12(7), 617-636. doi 10.1108/13620430710834396
- Barraza, M.F., & Gonzalez, F.G., (2019). Cornerstone root causes through the analysis of the Ishikawa diagram, is it possible to find them? *International Journal of Quality*, 11(2), 302-316, doi10.1108/ijqss-12-2017-0113
- Centralized versus Decentralized structures. (n.d) retrieved from <https://www.tutor2u.net/business/reference/centralised-versus-decentralised-structures>
- Christie, B., & Kleiner, B.H., (2000). "When is an employee unsalvageable?". *Equal Opportunities international* 19(7), 40-44. doi.org/10.1108/02610150010786490
- Dhamija, P., Gupta, S., & Bag, S., (2019). Measuring of job satisfaction: the use of quality of work life factors. *Benchmarking: An International Journal*, 26(3), 871-892. doi 10.1108/bij-06-2018-0155
- Gupta, G., & Mishra, R.P., (2016). A SWOT analysis of reliability centered maintenance framework. *Journal of Quality in Maintenance Engineering*, 22(2), 130-145, doi 10.1108/jqme-01-2015-0002
- Halvorsrud, R., Kuale, K., & Folstad, A., (2016). Improving service quality through customer journey analysis. *Journal of Service Theory and Practice*, 26(6), 840-867. doi 10.1108/jstp-05-2015-0111

- Hsieh, Y. H., & Yeh, S. Y., (2018). Modeling dynamic service recovery strategies: a signaling game approach. *Kybernetes*, 47(5), 888-919, doi10.1108/K-05-2017-0171
- Huang, Z., Zhao, C., Miao, L., & Fu, X., (2014). Triggers and inhibitors of illegitimate customer complaining behavior. *International Journal of Contemporary Hospitality Management*, 26(4), 544-571. doi 10.1108/ijchm-11-2012-0209
- Jimenez, D.J., & Costa, M.M., (2009). The performance effect of HRM and TQM: a study in Spanish organizations. *International Journal of Operations & Production Management*, 29(12), 1266-1289. doi 10.1108/01443570911005992
- Julia, K (2020). Loan Committee. Retrieved on 01.01.2021 from <https://www.investopedia.com/terms/l/loan-committee.asp>
- Lee, H.W., & Rhee, D.Y., (2020). The practices of performance management and low performers in the US Federal Government. *International Journal of Manpower*, 41(4), doi 10.1108/ijm-12-2018-0404
- Lin, B., & Darling, J., (1997). A processual analysis of customer service training. *The Journal of Services Marketing*, 11(3), 193-205, mcb university press 0887-6045
- Loan. (2021, January 17). Wikipedia. Retrieved January 18, 2021 from <https://en.wikipedia.org/wiki/Loan>
- Saleem, M.A., Bhutta, Z.M, Nauman, M., & Zahra, S., (2019). Enhancing performance and commitment through leadership and empowerment. *International Journal of Bank Marketing*, 37(1), 303-322. doi 10.1108/ijbm-02-2018-0037
- Mazzei, M., Butera, A., & Quartino, L., (2019). Employee communication for engaging workplaces. *Journal of Business Strategy*, 40(6), 23-32. doi10.1108/jbs-03-2019-0053
- Menezes, L. M., & Ecrig, A. B., (2019). Managing performance in quality management. *International Journal of Operations & Production Management*, 39(11), 1226-1259. doi: 10.1108/ijopm-0207.2019
- Mary, D (2020). How to Deal with a High Volume of Work. Retrieved on 01.01.2021 from <https://work.chron.com/deal-high-volume-work-2806.html>
- Martins, N., & Ledimo, O., (2015). The perception and nature of service delivery innovation among government employees: An exploratory study. *Journal of Governance and Regulation*, 4(4), 78-87. DOI: 10.22495/jgr_v4_i4_c5_p1

- Managing Overtime Costs Best Practices. (n.d). Retrieved from
<https://www.attendanceondemand.com/resources/whitepapers/ManagingOvertimeCosts.pdf>
- Ocean, E., Francis, K., & Angundaru, G., (2017). The role of training in building employee commitment: the mediating effect of job satisfaction. *European Journal of Training and Development, 41*(9), 742-757. doi 10.1108/ejtd-11-2016-0084
- Poor Supervision. (n.d) Retrieved from
http://www.anonymousemployee.com/csssite/sidelinks/poor_supervision.php
- Reizer, A., Brender, Y., & Sheaffer, Z., (2019). Employee motivation, emotions, and performance: a longitudinal diary study. *Journal of Managerial Psychology, 34*(6), 415-428. doi:10.1108/jmp-07-2018-0299
- 2 Reasons for follow up and why team leaders need to follow up. (n.d). Retrieved from
<https://mikecardus.com/2-reasons-for-follow-up-and-why-mangers-team-leaders-need-to-follow-up/>
- Understanding the SERVQUAL model. (n.d). Retrieved from
<https://www.marketingstudyguide.com/understanding-the-servqual-model/>
- What is Monitoring and Evaluation. (2010 October 31). Retrieved January 02.2021 from
<https://www.endvawnow.org/en/articles/330-what-is-monitoring-and-evaluation-.html>