

REFERENCES

- Binyaseen, A.M.A. (2009). Office Layouts and Employee Participation. Umm Al-Qura University. 5(7/8). doi:10.1108/02632771011042455.
- Broetzmann, S. M., Kemp, J., Rossano, M., & Marwaha, J. (1995). Customer Satisfaction- Lip Service or Management Tool. *Managing Service Quality: 5*, 13-18. doi: org/10. 1108/ 09604529510083530.
- Clarke, N. (2002). Job/work environment factors influencing training transfer within a human service agency:some indicative support for Baldwin and Ford's transfer climate construct. *International Journal of Training and Development*.
- Dehghanan, H., Pakro, Z., & Taragi, M. (2015). The relation between leadership style and effective strategy implementation in Tran public sector. *International Journal of Scientific Management and Management, 3*(8).
- Gremler, D.D., Bitner, M.J., & Evan, K.R. (1993). The internal service encounter. *International Journal of Service Industry Management, 5*(2).
- Jackson, T.S., Middlebrooks, R., Francis, J., Gray, T., Nelson, K., Steele, B., Townsend, K., & Watlington, C. (2015). Open plan offices as sociotechnical systems: What matters and to whom?. doi:10.3233/WOR-162362.
- Johnsen, A. (2015). Strategic management thinking and practice in the public sector: a strategic planning for all seasons. *Financial Accountability and Management, 31*(3).
- Kuipers, S.K., Higgs, M., Kickert, W., Tummers, L., Grandia, J., & Voet, J. (2014). The management of change in public organizations: A literature review. *Public Administration, 92*(1). doi:10.1111/padm.12040.
- Martinez-Tur, V., Peiro, J.M., & Ramos, J. (2001). Linking service structural complexity to customer satisfaction. The moderating role of type of ownership. *International Journal of service Industry Management, 12*(3).
- Mukerjee, K. (2019). Training needs analysis and training effectiveness. *Vinimaya, 40*(1).

- Motwani, J., Kumar, A., Jiang, J., & Youssef, M. (1998). Business process reengineering: A theoretical framework and integrated model. *International Journal of Operations and Production Management*, 18(9/10).
- Parker, L.D. (2016). From scientific to activity based office management: a mirage of change. *Journal of Accounting and Organizational Change*, 12(2).
doi:10.1108/JAOC-01-2015-007
- Shbail, T., & Aman, A. (2018). E government and accountability. *Transforming government, people and processes*, 12(2).
- Silva, R.D., & Batista, L. (2007). Boosting government reputation through CRM. *International Journal of Public Sector Management*, 20(7).
doi:10.1108/09513550710823506.
- Stevenson, A. (2013). *Managing the Unmanageable. The Public Sector: New Delhi: Kogan Page.*
- Strategy – Wikipedia. (n.d.). Retrieved from
<https://en.wikipedia.org/wiki/Strategy>
- Team Publications (2006). *Rapid skill builder: Change management*. Retrieved from eBook collection.
- Training need vs performance analysis. (n.d.). Retrieved from
<https://www.atdla.org/learningProE-Zine/702237>
- Warr, P.B. (2002). Training and performance. *Training Research and Practice*. London: Academic Press.
- Zijlstra, E. & Mobach, M.P. (2011). The influence of facility layout on operations explored. *Journal of Facilities Management*, 9(2).
doi:10.1108/14725961111128470.
- Zomerdijk, L.G. & Vries, J. (2007). Structuring front office and back office in service delivery systems. *International journal of operations and production management*. 27(1). Doi: 10.1108/01443570710714565.

Zumrah, A.R. (2014). How to enhance the impact of training on service quality?
Evidence from Malaysian public sector context. *Journal of Workplace Learning*,
27(7). doi: 10.1108/JWL-06-2014-0048.