

**Judul:**

Pengaruh high performance work practices terhadap job performance dan extra-role customer service yang dimediasi oleh work engagement = The effect of high performance work practices on job performance and extra-role customer service mediated by work engagement

**Pengarang/Penulis:**

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**Subjek:**

Customer services; Performance standards; Job analysis

**Nomor Panggil:**

S68296

**Penerbitan:**

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