

## REFERENCES

- Creswell, John & Creswell, David (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. SAGE Publications.
- Gaur et al (2023). Transformational Women Leadership: A Road To Sustainable Development Goal Of Women Empowerment. *Journal of Global Responsibility, IISN : 2041-2568*
- Hayes, David & Ninemeier, Jack D. (2014). *Human Resources Management In The Hospitality Industry*. John Wiley & Sons.
- Holstein, James & Gubrium, Jaber (1995). Narrative Practice And The Active Interview. In: Silverman D (ed). *Qualitative Research*. , 67-82.
- Marinakou, E. (2014). Women in Hotel Management and Leadership: Diamond or Glass?, *Journal of tourism and Hospitality Management*, 2(1), 18-25.
- Noerman et al (2022). Representasi Keberhasilan Perempuan Sebagai Seorang Pemimpin, *ResearchGate*
- Philippis, Axel & Mrowczynski, Rafael (2021). Getting More Out Of Interviews. Understanding Interviewees' Accounts In Relation To Their Frames Of Orientation. *Sage Journals Vol. 21(1) 59-75*
- Rahim, M. A. (2016). *Social Intelligence, Leadership, and Problem Solving*. Routledge.
- Ravinder Jit, C. S. (2016). Servant Leadership And Conflict Resolution: A Qualitative Study. *International Journal of Conflict Management*, 27(4), 591-612.
- Revida et al (2022). *Manajemen Pariwisata*. Yayasan Kita Menulis. ISBN: 978-623-342-628-2
- S. Bharwani, P. T. (2017). Competencies Of Hotel General Managers: A Conceptual Framework, *International Journal of Contemporary Hospitality Management*, 29(1), 393-418.
- Tina C. Elacqua, T. A. (2009). Managers' Beliefs About The Glass Ceiling: Interpersonal And Organizational Factors, *Interpersonal And Organizational Factors*. *Psychology of women quarterly*, 33(3), 285-294.
- Walker, C. (2015). *Introduction To Hospitality Management*. Sage Publication

Yin, R. K. (2014). *Case Study Research Design And Methods (5th ed.)*. Sage  
*Publication*

