## R., Pramuka, BA (2012). The Relationship between Soft TQM and Organizational Citizenship Behavior: A Case of Islamic Banks in Indonesia

Title	R., Pramuka, BA (2012). The Relationship between Soft TQM and Organizational Citizenship Behavior: A Case of Islamic Banks in Indonesia
Abstract	
Authors	W Adawiyah
Journal Name International Review of Social Sciences and Humanities 2 (2), 213-226	
Publish Year	(not set)
Citation	2
Url	https://scholar.google.com/scholar?q=+intitle:"R., Pramuka, BA (2012). The Relationship between Soft TQM and Organizational Citizenship Behavior: A Case of Islamic Banks in Indonesia"
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