

DAFTAR PUSTAKA

- Aga, D. A., Noorderhaven, N., & Vallejo, B. (2016). Transformational leadership and project success: The mediating role of team-building. *International Journal of Project Management*, 34(5), 806–818. <https://doi.org/10.1016/j.ijproman.2016.02.012>
- Al-Jaradat, O., Nagresh, M., Al-Shoqran, A., & Jadellah, N. (2013). Impact of change management on the performance of employees in university libraries in Jordan. *European Journal of Business and Management Wwww.Iiste.Org ISSN*, 5(2), 169–179. www.iiste.org
- Al, A. D., & Anıl, İ. (2016). The Comparison of the Individual Performance Levels Between Full-time and Part-time Employees: The Role of Job Satisfaction. *Procedia - Social and Behavioral Sciences*, 235(October), 382–391. <https://doi.org/10.1016/j.sbspro.2016.11.048>
- Almanei, M., Salonitis, K., & Tsinopoulos, C. (2018). A conceptual lean implementation framework based on change management theory. *Procedia CIRP*, 72, 1160–1165. <https://doi.org/10.1016/j.procir.2018.03.141>
- Almutairi, D. O. (2016). *The Mediating Effects of Organizational Commitment on the Relationship between Transformational Leadership Style and Job Performance*. 11(1), 231–241. <https://doi.org/10.5539/ijbm.v11n1p231>
- Andreychik, M. R. (2019). Feeling your joy helps me to bear feeling your pain: Examining associations between empathy for others' positive versus negative emotions and burnout. *Personality and Individual Differences*, 137(August 2018), 147–156. <https://doi.org/10.1016/j.paid.2018.08.028>
- Antonakis, J., Avolio, B. J., & Sivasubramaniam, N. (2003). Context and leadership: An examination of the nine-factor full-range leadership theory using the Multifactor Leadership Questionnaire. In *Leadership Quarterly* (Vol. 14, Issue 3). [https://doi.org/10.1016/S1048-9843\(03\)00030-4](https://doi.org/10.1016/S1048-9843(03)00030-4)
- Aripin, Salim, U., Setiawan, M., & Djumahir. (2013). Implications of Organizational Culture and Leadership Styles The Effect on Job Satisfaction and Organizational Performance Of Police Sector In Bandung Cimahi, Garut-West Java. *Journal of Business and Management*, 7(5), 44–49.
- Avolio, B. J., Bass, B. M., & Jung, D. I. (1999). Re-examining the components of transformational and transactional leadership using the Multifactor Leadership Questionnaire Suggestions for modii cation arose when a. *Journal of Occupational and Organizational Psychology*, 72, 441–462.
- Blades, M. (2009). Food and happiness. *Nutrition and Food Science*, 39(4), 449–454. <https://doi.org/10.1108/00346650910976310>
- Buil, I., Martínez, E., & Matute, J. (2019). Transformational leadership and employee performance : The role of identi fi cation , engagement and proactive personality. *International Journal of Hospitality Management*, 77(May 2018), 64–75. <https://doi.org/10.1016/j.ijhm.2018.06.014>
- Chen, C. F. (2006). Job satisfaction, organizational commitment, and flight attendants' turnover intentions: A note. *Journal of Air Transport Management*, 12(5), 274–276. <https://doi.org/10.1016/j.jairtraman.2006.05.001>

- Chen, S. G. (2019). On Setting Business Goal in Corporations. *IEEE International Conference on Industrial Engineering and Engineering Management*, 2019-Decem, 1628–1631. <https://doi.org/10.1109/IEEM.2018.8607672>
- Conrad Hackett, Phillip Connor, Marcin Stonawski, V. S. (2015). *The Future of World Religions : Population Growth Projections* ,. https://assets.pewresearch.org/wp-content/uploads/sites/11/2015/03/PF_15.04.02_ProjectionsFullReport.pdf
- Dasborough, M. T. (2006). Cognitive asymmetry in employee emotional reactions to leadership behaviors. *Leadership Quarterly*, 17(2), 163–178. <https://doi.org/10.1016/j.leaqua.2005.12.004>
- de Melo, F. J. C., & de Medeiros, D. D. (2020). Applying interpretive structural modeling to analyze the fundamental concepts of the management excellence model guided by the risk-based thinking of ISO 9001: 2015. *Human and Ecological Risk Assessment*, 0(0), 1–31. <https://doi.org/10.1080/10807039.2020.1752144>
- Dhanoo, D. S., & Kleiner, B. H. (2000). How to conduct due process discipline. *Management Research News*, 23(7–8), 89–94. <https://doi.org/10.1108/01409170010782253>
- Dhurup, M., Surujlal, J., & Kabongo, D. M. (2016). Finding Synergic Relationships in Teamwork, Organizational Commitment and Job Satisfaction: A Case Study of a Construction Organization in a Developing Country. *Procedia Economics and Finance*, 35(October 2015), 485–492. [https://doi.org/10.1016/s2212-5671\(16\)00060-5](https://doi.org/10.1016/s2212-5671(16)00060-5)
- Eliyana, A., Ma'arif, S., & Muzakki. (2019). Job satisfaction and organizational commitment effect in the transformational leadership towards employee performance. *European Research on Management and Business Economics*, 25(3), 144–150. <https://doi.org/10.1016/j.iedeen.2019.05.001>
- Farh, J. L., Liang, J., Chou, L. F., & Cheng, B. S. (2008). Paternalistic leadership in Chinese organizations: Research progress and future research directions. In *Leadership and Management in China: Philosophies, Theories, and Practices*. <https://doi.org/10.1017/CBO9780511753763.008>
- Gabcanova, I. (2012). Human Resources Key Performance Indicators. *Journal of Competitiveness*, 4(1), 117–128. <https://doi.org/10.7441/joc.2012.01.09>
- García-Rodríguez, F. J., Dorta-Afonso, D., & González-de-la-Rosa, M. (2020). Hospitality diversity management and job satisfaction: The mediating role of organizational commitment across individual differences. *International Journal of Hospitality Management*, 91(April). <https://doi.org/10.1016/j.ijhm.2020.102698>
- George, E., & Zakkariya, K. A. (2018). Psychological empowerment and job satisfaction in the banking sector. *Psychological Empowerment and Job Satisfaction in the Banking Sector*, 1–184. <https://doi.org/10.1007/978-3-319-94259-9>
- Gharibvand, S., Mazumder, M. N. H., Mohiuddin, M., & Su, Z. (2013). Leadership Style and Employee Job Satisfaction: Evidence from Malaysian Semiconductor Industry. *Transnational Corporations Review*, 5(2), 93–103. <https://doi.org/10.1080/19186444.2013.11668681>

- Gibb, K., & McNulty, D. (2014). Risk, resilience and effectiveness in the non-profit sector: the case of housing associations. *Journal of Organizational Effectiveness*, 1(4), 349–364. <https://doi.org/10.1108/JOEPP-09-2014-0059>
- Gunlu, E., Aksarayli, M., & Perçin, N. Ş. (2010). Job satisfaction and organizational commitment of hotel managers in Turkey. *International Journal of Contemporary Hospitality Management*, 22(5), 693–717. <https://doi.org/10.1108/09596111011053819>
- Gunzler, D., Chen, T., Wu, P., & Zhang, H. (2013). Introduction to mediation analysis with structural equation modeling. *Shanghai Archives of Psychiatry*, 25(6), 390–394. <https://doi.org/10.3969/j.issn.1002-0829.2013.06.009>
- Gupta, N., & Sharma, V. (2016). Exploring Employee Engagement—A Way to Better Business Performance. *Global Business Review*, 17, 45S–63S. <https://doi.org/10.1177/0972150916631082>
- Hair, J. F., Astrachan, C. B., Moisescu, O. I., Radomir, L., Sarstedt, M., Vaithilingam, S., & Ringle, C. M. (2020). Executing and interpreting applications of PLS-SEM: Updates for family business researchers. *Journal of Family Business Strategy*, xxxx. <https://doi.org/10.1016/j.jfbs.2020.100392>
- Hair, J., Hult, T., Ringle, C., & Sarstedt, M. (2013). A Primer on Partial Least Squares Structural Equation Modeling. In *Long Range Planning* (Vol. 46, Issues 1–2). <https://doi.org/10.1016/j.lrp.2013.01.002>
- Hanafi, B. D., & Yohana, C. (2017). Pengaruh Motivasi, Dan Lingkungan Kerja, Terhadap Kinerja Karyawan, Dengan Kepuasan Kerja Sebagai Variabel Mediasi Pada Pt Bni Lifeinsurance. *Jurnal Pendidikan Ekonomi Dan Bisnis (JPEB)*, 5(1), 73–89. <https://doi.org/10.21009/jpeb.005.1.6>
- Hendri, M. I. (2019). The mediation effect of job satisfaction and organizational commitment on the organizational learning effect of the employee performance. *International Journal of Productivity and Performance Management*, 68(7), 1208–1234. <https://doi.org/10.1108/IJPPM-05-2018-0174>
- Hiatt, J. M. (2006a). *ADKAR: A model for change in business, goverment and our community* (J. M. Hiatt (ed.); 1st ed., Issue May 2020). Prosci Research Loveland. www.InnerTraditions.com
- Hiatt, J. M. (2006b). The Essence of ADKAR : a model for individual change management. *Yashada.Org*, 2006. http://www.yashada.org/yash/ttt_new/static_pgs/TC/The-Essence-of-ADKAR.pdf%0Awww.change-management.com
- Hidayat. (2014). Faktor-faktor Komitmen Organisasi Serta Pengaruhnya Terhadap Organizational Citizenship Behavior (OCB) (Studi pada Karyawan PT . Nusa Tama Furniture). *Jurnal NeO-Bis*, 8(1), 1–14. <https://doi.org/10.21107/nbs.v8i1.513.g481>
- Hui, F. K. P., Aye, L., & Duffield, C. F. (2019). Engaging employees with good sustainability: Key performance indicators for dry ports. *Sustainability (Switzerland)*, 11(10). <https://doi.org/10.3390/su11102967>
- Huynh, T. N., & Hua, N. T. A. (2020). The relationship between task-oriented leadership style, psychological capital, job satisfaction and organizational commitment: evidence from Vietnamese small and medium-sized enterprises.

- Journal of Advances in Management Research*, 17(4), 583–604.
<https://doi.org/10.1108/JAMR-03-2020-0036>
- Igbaekemen, G. O. (2015). Public policy and administration research. *Public Policy and Administration Research*, 4(9), 128–135.
<https://doi.org/10.2307/j.ctt1t89hhq.18>
- Intan, N., & Zuraya, N. (2020). *REI Catat Penurunan Penjualan Rumah Komersil Capai 80 Persen*. <https://republika.co.id/berita/qgu4xz383/rei-catat-penurunan-penjualan-rumah-komersil-capai-80-persen>
- Iqbal, Anwar, & Haider. (2015). Arabian Journal of Business and. *Arabian Journal of Business and Management Review*, 5(5), 1–6. <https://doi.org/10.4172/2223-5833.1000146>
- Javidan, M., House, R. J., Dorfman, P. W., Hanges, P. J., & De Luque, M. S. (2006). Conceptualizing and measuring cultures and their consequences: A comparative review of GLOBE's and Hofstede's approaches. *Journal of International Business Studies*, 37(6), 897–914.
<https://doi.org/10.1057/palgrave.jibs.8400234>
- Kalkavan, S., & Katrinli, A. (2014). The Effects of Managerial Coaching Behaviors on the Employees' Perception of Job Satisfaction, Organisational Commitment, and Job Performance: Case Study on Insurance Industry in Turkey. *Procedia - Social and Behavioral Sciences*, 150, 1137–1147.
<https://doi.org/10.1016/j.sbspro.2014.09.129>
- Karambelkar, M., & Bhattacharya, S. (2017). Onboarding is a change: Applying change management model ADKAR to onboarding. *Human Resource Management International Digest*, 25(7), 5–8.
<https://doi.org/10.1108/HRMID-04-2017-0073>
- Kia, N., Halvorsen, B., & Bartram, T. (2019). Ethical leadership and employee in-role performance The mediating roles of orgnaizational identification, customer orientation, service climate, adn ethical climate. *Personal Review*, 48(7), 1717–1733. <https://doi.org/10.1108/PR-12-2018-0514>
- Kiani, A., & Shah, M. H. (2014). An Application of ADKAR Change Model for the Change Management Competencies of School Heads in Pakistan. *Journal of Managerial Sciences*, 8(1), 77–95.
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=96062771&site=ehost-live>
- Kinoti, D. K. (2015). *Effects of change management on employee performance in co-operative bank of Kenya limited by* (Vols. 1–53).
<https://doi.org/10.1039/C0LC00684J>
- Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., De Vet, H. C. W., & Van Der Beek, A. J. (2014). Construct validity of the individual work performance questionnaire. *Journal of Occupational and Environmental Medicine*, 56(3), 331–337. <https://doi.org/10.1097/JOM.0000000000000113>
- Kotter, J. P. (1995). Leading Change: Why Transformation Efforts Fail. In H. B. Review (Ed.), *Harvard Business Review* (Vol. 6, Issue 1, pp. 60–67). Harvard Business School Publishing Corporation. [https://doi.org/10.1016/0029-1021\(73\)90084-4](https://doi.org/10.1016/0029-1021(73)90084-4)
- Krantz, B. M., & Swartz, J. (2011). *IBM joins elite group of 100-year-old*

- companies.
http://usatoday30.usatoday.com/money/companies/management/2011-06-15-ibm-corporate-longevity_n.htm
- Lagodiienko, V., Marina, M., Inna, G., & Sedikov, D. (2019). Selection of criteria for key performance indicators by the matrix method. *International Journal of Mechanical Engineering and Technology*, 10(1), 1303–1311.
- Lam, T. Y. M. (2009). *International Journal of Housing Markets and Analysis housing associations A total change management model for successful growth of housing associations*.
- Lubis, A. (2016). Peran Advokat dalam Penegakan Hukum di Organisasi Asosiasi Advokat Indonesia Cabang Medan. *JPPUMA: Jurnal Ilmu Pemerintahan Dan Sosial Politik UMA (Journal of Governance and Political Social UMA)*, 2(2), 176–192. <http://ojs.uma.ac.id/index.php/jppuma>
- Maamari, B. E., & Saheb, A. (2018). How organizational culture and leadership style affect employees' performance of genders. *International Journal of Organizational Analysis*, 26(4), 630–651. <https://doi.org/10.1108/IJOA-04-2017-1151>
- Manderscheid, S., & Ardichvil, A. (2008). *A Conceptual Model for Leadership Transition*. 24(3), 55–76. <https://doi.org/10.1002/piq>
- Mardanov, I. (2020). *Intrinsic and extrinsic motivation , organizational context , employee contentment , job satisfaction , performance and intention to stay*. <https://doi.org/10.1108/EBHRM-02-2020-0018>
- Martins, H., & Proença, M. T. (2014). Minnesota satisfaction questionnaire: psychometric properties and validation in a population of portuguese hospital workers. In *Investigação e Intervenção em Recursos Humanos (Issue 3)*. <https://doi.org/10.26537/iirh.v0i3.1825>
- Marzuki, M. J., & Newell, G. (2019). The emergence of data centres as an innovative alternative property sector. *Journal of Property Investment and Finance*, 37(2), 140–152. <https://doi.org/10.1108/JPIF-08-2018-0064>
- Mcintosh, W., Fitzgerald, M., & Kirk, J. (2017). Non-traditional property types: Part of a diversified real estate portfolio? *Journal of Portfolio Management*, 43(6), 62–72. <https://doi.org/10.3905/jpm.2017.43.6.062>
- Meiners, E. B. (2019). Unpacking the metaphors of leadership using the Leadership Communication Grid: Knowledge, skills, and abilities. *Communication Teacher*, 4622. <https://doi.org/10.1080/17404622.2019.1575427>
- Meyer, J. P., & Allen, N. J. (1997). “Commitment in the Workplace, Theory, Research and Application”, Thousand Oaks, Sage Publications, 151 p. □ Chapitre 6. *Sage Publications*.
- Michalsen, A. (2010). Prolonged fasting as a method of mood enhancement in chronic pain syndromes: A review of clinical evidence and mechanisms. *Current Pain and Headache Reports*, 14(2), 80–87. <https://doi.org/10.1007/s11916-010-0104-z>
- Mowday, Ri., & Steers, R. (1979). The Measurement of Organizational Commitment. *Vocational Behavior*, 14(1), 224–247. [https://doi.org/10.1016/0041-008X\(75\)90174-X](https://doi.org/10.1016/0041-008X(75)90174-X)
- Mroueh, M., & de Waal, A. (2017). Applicability of the HPO framework in non-

- profit organizations: The case of the Emirates Insurance Association. *International Journal of Organizational Analysis*, 25(3), 468–484. <https://doi.org/10.1108/IJOA-12-2015-0958>
- Mwesigwa, R., Tusiime, I., & Ssekiziyivu, B. (2020). Leadership styles, job satisfaction and organizational commitment among academic staff in public universities. *Journal of Management Development*, 39(2), 253–268. <https://doi.org/10.1108/JMD-02-2018-0055>
- Nawoseing’ollan, D., & Roussel, J. (2017). Influence of Leadership Styles on Employees’ Performance: A Study of Turkana County, Kenya. *International Journal of Business and Social Science*, 8(7), 82–98. www.ijbssnet.com
- Nitzl, C., Roldan, J. L., & Cepeda, G. (2016). *Mediation analysis in partial least squares path modeling Helping researchers discuss more sophisticated models*. 116(9), 1849–1864. <https://doi.org/10.1108/IMDS-07-2015-0302>
- Nkeobuna, J., & Ugoani, N. (2020). Effective Delegation and Its Impact on Employee Performance. *Span of Control Is Considered to Be the Number of Employees a Manager or Supervisor Can Effectively Control*, 6(3), 78–87.
- Odoemena, A. T., & Horita, M. (2018). A strategic analysis of contract termination in public–private partnerships: implications from cases in sub-Saharan Africa. *Construction Management and Economics*, 36(2), 96–108. <https://doi.org/10.1080/01446193.2017.1361039>
- Ohunakin, F., Adeniji, A. A., Oludayo, O. A., Osibanjo, A. O., & Oduyoye, O. O. (2019). Employees’ retention in Nigeria’s hospitality industry: The role of transformational leadership style and job satisfaction. *Journal of Human Resources in Hospitality and Tourism*, 18(4), 441–470. <https://doi.org/10.1080/15332845.2019.1626795>
- Paliszkievicz, J., Gołuchowski, J., & Koochang, A. (2015). Leadership, trust, and knowledge management in relation to organizational performance: Developing an instrument. *The Online Journal of Applied Knowledge Management*, 3(2), 19–35.
- Paracha, B. M. U., Qamar, A., Mirza, A., & Waqas, H. (2018). “ *Impact of Leadership Style (Transformational & Transactional Leadership) On Employee Performance & Mediating Role of Job Satisfaction ” Study of Private School (Educator) In Pakistan* *ImpactofLeadershipStyleTransformationalTransactionalLeadershipOnEm*. January.
- Parboteeah, K. P., Paik, Y., & Cullen, J. B. (2009). Religious groups and work values: A focus on Buddhism, Christianity, Hinduism, and Islam. *International Journal of Cross Cultural Management*, 9(1), 51–67. <https://doi.org/10.1177/1470595808096674>
- Pawirosumarto, S., Sarjana, P. K., & Gunawan, R. (2017). The effect of work environment, leadership style, and organizational culture towards job satisfaction and its implication towards employee performance in Parador hotels and resorts, Indonesia. *International Journal of Law and Management*, 59(6), 1337–1358. <https://doi.org/10.1108/IJLMA-10-2016-0085>
- Phuong, T. T. K., & Vinh, T. T. (2020). Job satisfaction, employee loyalty and job performance in the hospitality industry: A moderated model. *Asian Economic*

- and *Financial Review*, 10(6), 698–713.
<https://doi.org/10.18488/journal.aefr.2020.106.698.713>
- Poteat, L. F., Shockley, K. M., & Allen, T. D. (2015). Attachment anxiety in mentoring: The role of commitment. *Career Development International*, 20(2), 119–132. <https://doi.org/10.1108/CDI-12-2014-0157>
- Prabowo, T. S., Noermijati, & Irawanto, D. W. (2018). LEADERSHIP AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE MEDIATED. *Journal of Applied Management (JAM)*, 16(1), 171–178.
- Priarso, M. T., Diatmono, P., & Mariam, S. (2018). *The Effect Of Transformational Leadership Style , Work Motivation , And Work Environment On Employee Performance That In Mediation By Job Satisfaction Variables In Pt . Gynura Consulindo*. 18(2), 165–176.
- Price, J. L. (1997). Handbook of organizational measurement. *International Journal of Manpower*, 18(4), 305–558.
<https://doi.org/10.1108/01437729710182260>
- Quinn, R. E. ; Spreitzer, G. M. (1997). Seven Questions Every Leader Should Consider. *Organizational Dynamics*, 26(2), 37–49.
- Rabey, G. (2003). The paradox of teamwork. *Industrial and Commercial Training*, 35(4), 158–162. <https://doi.org/10.1108/00197850310479141>
- Renyut, B., Modding, H. B., Bima, J., & Sukmawati, S. (2017). The effect of organizational commitment, competence on Job satisfaction and employees performance in Maluku Governor's Office. *IOSR Journal of Business and Management*, 19(11), 18–29. <https://doi.org/10.31227/osf.io/hnwdt>
- Restubog, S. L. D., Hornsey, M. J., Bordia, P., & Esposito, S. R. (2008). Effects of psychological contract breach on organizational citizenship behaviour: Insights from the group value model. *Journal of Management Studies*, 45(8), 1377–1400. <https://doi.org/10.1111/j.1467-6486.2008.00792.x>
- Riansari, T., & Sudiro, Achmad, R. (2016). *Pengaruh Kompensasi dan Lingkungan Kerja terhadap Semangat Kerja dan Kinerja Karyawan (Studi Kasus PT Bank TabunganPensiunan Nasional , TbkCabang Malang)*. 66, 811–820.
- Rigby, D. K. (2017). Management Tools an executive's guide. In *Bain & Company* (2nd ed.). Bain & Company, Inc.
http://www.bain.com/Images/Bain_Management_Tools_2011.pdf
- Roberts, J. A., & David, M. E. (2020). Boss phubbing, trust, job satisfaction and employee performance. *Personality and Individual Differences*, 155(October).
<https://doi.org/10.1016/j.paid.2019.109702>
- Seema, Choudhary, V., & Saini, G. (2021). Effect of Job Satisfaction on Moonlighting Intentions: Mediating Effect of Organizational Commitment. *European Research on Management and Business Economics*, 27(1), 100137.
<https://doi.org/10.1016/j.iedeen.2020.100137>
- Shamsudin, A. S., Mohd Kassim, A. W., Hassan, M. G., & Johari, N. A. (2010). Preliminary insights on the effect of Islamic Work Ethic on relationship marketing and customer satisfaction. *The Journal of Human Resource and Adult Learning*, 6(June 2010), 106–114.
- Sinaga, H. G., Asmawi, M., Madhakomala, R., & Suratman, A. (2018). Effect of Change in Management, Organizational Culture and Transformational

- Leadership on Employee Performance PT. AdhyaTirta Batam (PT. ATB). *International Review of Management and Marketing*, 8(6), 15–23. <https://ideas.repec.org/a/eco/journ3/2018-06-3.html>
- Sparkes, A. C., Brighton, J., & Inckle, K. (2020). ‘I am proud of my back’: an ethnographic study of the motivations and meanings of body modification as identity work among athletes with spinal cord injury. *Qualitative Research in Sport, Exercise and Health*, 00(00), 1–19. <https://doi.org/10.1080/2159676X.2020.1756393>
- Sparr, J. L. (2018). Paradoxes in Organizational Change: The Crucial Role of Leaders’ Sensegiving. *Journal of Change Management*, 18(2), 162–180. <https://doi.org/10.1080/14697017.2018.1446696>
- Spector, P. E. (1985). Measurement of human service staff satisfaction: Development of the Job Satisfaction Survey. *American Journal of Community Psychology*, 13(6), 693–713. <https://doi.org/10.1007/BF00929796>
- Steger, M. F., & Dik, B. J. (2010). Work as Meaning. *The Oxford Handbook of Positive Psychology and Work*, 131–142.
- Suppiah, S. M., Ahmad, M. K., Yusof, N., & Velloo, P. (2019). Mahathir Mohamad’s Leadership Communication Attributes for Social Change: The Perspective of Malaysian Hindus. *Journal of Intercultural Communication Research*, 48(5), 508–532. <https://doi.org/10.1080/17475759.2019.1672575>
- Tang, K. N. (2019). *Springer briefs in business; Leadership and Change Management* (1st ed.). Springer Imprints. <http://www.springer.com/series/8860>
- Thamrin, H. M. (2012). The Influence of Transformational Leadership and Organizational Commitment on Job Satisfaction and Employee Performance. *International Journal of Inovation, Management and Technology*, 3(5). <https://doi.org/10.7763/IJMT.2012.V3.299>
- Tims, M., Bakker, A. B., & Derks, D. (2012). Development and validation of the job crafting scale. *Journal of Vocational Behavior*, 80(1), 173–186. <https://doi.org/10.1016/j.jvb.2011.05.009>
- Tobergte, D. R., & Curtis, S. (2013). Key Performance Indicators: developing, implementing, and using winning KPIs. In *Journal of Chemical Information and Modeling* (Vol. 53, Issue 9, pp. 1689–1699).
- Tschannen-Moran, M., & Hoy, W. K. (2000). A multidisciplinary analysis of the nature, meaning, and measurement of trust. In *Review of Educational Research* (Vol. 70, Issue 4). <https://doi.org/10.3102/00346543070004547>
- Vora, M. K. (2013). Business excellence through sustainable change management. *TQM Journal*, 25(6), 625–640. <https://doi.org/10.1108/TQM-07-2013-0080>
- Wagiman, S., & Sutanto, H. A. (2019). Job Satisfaction Mediates Relationship Between Organizational Commitments and. *Daya Saing Jurnal EKonomi Manajemen Sumber Daya*, 21(2), 132–143.
- Wanza, L., & Nkuraru, J. K. (2016). Influence of change management on employee performance : A case of university of Eldoret , Kenya. *International Journal of Business and Social Science*, 7(4), 190–199. https://ijbssnet.com/journals/Vol_7_No_4_April_2016/22.pdf
- Weiss, D. J., Dawis, R., England, G., & Lofquist, L. (1967). Manual for the

- Minnesota Satisfaction Questionnaire. In *Manual for the Minnesota Satisfaction Survey* (p. 125).
- Wrzesniewski, A. (n.d.). *FindingPositiveMeaninginWork_wrzchapterfromPOS.pdf*.
- Xiang, S., Chen, G., & Liu, W. (2018). A study of perceived team learning on individual performance: The mediating role of individual reflection and the moderating role of psychological safety. *Nankai Business Review International*, 9(2), 162–178. <https://doi.org/10.1108/NBRI-01-2018-0006>
- Yang, I., & Li, M. (2017). Can absent leadership be positive in team conflicts?: An examination of leaders' avoidance behavior in China. *International Journal of Conflict Management*, 28(2), 146–165. <https://doi.org/10.1108/IJCMA-12-2015-0083>
- Ye, Z., Liu, H., & Gu, J. (2019). Relationships between conflicts and employee perceived job performance: Job satisfaction as mediator and collectivism as moderator. *International Journal of Conflict Management*, 30(5), 706–728. <https://doi.org/10.1108/IJCMA-01-2019-0010>
- Yuan, J., Wang, C., Skibniewski, M. J., & Li, Q. (2012). Developing Key Performance Indicators for Public-Private Partnership Projects: Questionnaire Survey and Analysis. *Journal of Management in Engineering*, 28(3), 252–264. [https://doi.org/10.1061/\(asce\)me.1943-5479.0000113](https://doi.org/10.1061/(asce)me.1943-5479.0000113)
- Zhang, X. an, Cao, Q., & Tjosvold, D. (2011). Linking transformational leadership and team performance: A conflict management approach. *Journal of Management Studies*, 48(7), 1586–1611. <https://doi.org/10.1111/j.1467-6486.2010.00974.x>