

DAFTAR PUSTAKA

- Abdelwahed, N. A. A., & Doghan, M. A. Al. (2023). Developing Employee Productivity and Performance through Work Engagement and Organizational Factors in an Educational Society. *Societies*, 13(3), 65. <https://doi.org/10.3390/soc13030065>
- Abdillah, W., dan Jogyianto, H. (2015). *Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. Yogyakarta: Andi.
- Abdullah, K., Jannah, M., Aiman, U., Hasda, S., Fadilla, Z., Ardiawan, K. N., Masita, & Eka Sari, M. (2022). *METODOLOGI PENELITIAN KUANTITATIF*. Pidie Provinsi Aceh: Yayasan Penerbit Muhammad Zaini. <http://penerbitzaini.com>
- Ahmed, R., & Cheema, A. M. (2024). *Al-Nasr Impact of Artificial Intelligence Tools on Employee Productivity: A Quantitative Analysis in Tertiary Care Hospitals of Gujranwala*. 3(2). <https://alnasrjournal.com>
- Al Mehrzi, N., & Singh, S. K. (2016). Competing through employee engagement: a proposed framework. *International Journal of Productivity and Performance Management*, 65(6), 831–843. <https://doi.org/10.1108/IJPPM-02-2016-0037>
- Al-dalahmeh, M., Masa'deh, R., Abu Khalaf, R. K., & Obeidat, B. Y. (2018). The Effect of Employee Engagement on Organizational Performance Via the Mediating Role of Job Satisfaction: The Case of IT Employees in Jordanian Banking Sector. *Modern Applied Science*, 12(6), 17. <https://doi.org/10.5539/mas.v12n6p17>
- Arifiantini, P., & Karhab, R.S. 2025. Pengaruh Employee Engagement Terhadap Produktivitas Kerja Pegawai Pada Dinas PUPR-PERA Provinsi Kalimantan Timur. *The Journal of Business and Management Research* 8(1), 119-127
- Arslan, A., Cooper, C., Khan, Z., Golgeci, I., & Ali, I. (2022). Artificial intelligence and human workers interaction at team level: a conceptual assessment of the challenges and potential HRM strategies. *International Journal of Manpower*,

43(1), 75–88. <https://doi.org/10.1108/IJM-01-2021-0052>

- Bahri, S., dan Zamzam, F. (2015). *Model Penelitian Kuantitatif Berbasis SEM AMOS*. Yogyakarta: Deepublish.
- Bakker, A. B., & Albrecht, S. (2018). Work engagement: current trends. *Career Development International*, 23(1), 4–11. <https://doi.org/10.1108/CDI-11-2017-0207>
- Bashir, I., Qureshi, I. H., & Ilyas, Z. (2024). How does employee financial well-being influence employee productivity: a moderated mediating examination. *International Journal of Social Economics*, 51(10), 1226–1246. <https://doi.org/10.1108/IJSE-09-2023-0676>
- Belhadi, A., Mani, V., Kamble, S. S., Khan, S. A. R., & Verma, S. (2024). Artificial intelligence-driven innovation for enhancing supply chain resilience and performance under the effect of supply chain dynamism: an empirical investigation. *Annals of Operations Research*, 333(2–3), 627–652. <https://doi.org/10.1007/s10479-021-03956-x>
- Brynjolfsson & McAfee. (2017). *Machine, platform, crowd: Harnessing our digital future*. W.W. Norton & Company.
- Chaudhuri, S., Long, A., Zhang, H., Monaghan, C., Larkin, J. W., Kotanko, P., Kalaskar, S., Kooman, J. P., van der Sande, F. M., Maddux, F. W., & Usvyat, L. A. (2021). Artificial intelligence enabled applications in kidney disease. *Seminars in Dialysis*, 34(1), 5–16. <https://doi.org/10.1111/sdi.12915>
- Chen, D., Esperança, J. P., & Wang, S. (2022). The Impact of Artificial Intelligence on Firm Performance: An Application of the Resource-Based View to e-Commerce Firms. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.884830>
- Dessler, G. (2020). *HUMAN RESOURCE MANAGEMENT (16th ed.)*. New York: Pearson.
- Dhamija, P., Chiarini, A., & Shapla, S. (2023). Technology and leadership styles: a review of trends between 2003 and 2021. *The TQM Journal*, 35(1), 210–233. <https://doi.org/10.1108/TQM-03-2021-0087>
- Divya, D., Jain, R., Chetty, P., Siwach, V., & Mathur, A. (2024). The mediating

- effect of leadership in artificial intelligence success for employee-engagement. *Management Decision*. <https://doi.org/10.1108/MD-01-2024-0213>
- Djarmiko, T., Prasetyo, A. P., & Azis, E. (2020). PERCEIVED ORGANIZATIONAL SUPPORT AS MEDIATOR IN THE RELATIONSHIP BETWEEN EFFECTIVE HUMAN RESOURCES PRACTICE AND EMPLOYEE ENGAGEMENT IN INDONESIA. *JURNAL APLIKASI MANAJEMEN*, 18(2), 307–317. <https://doi.org/10.21776/ub.jam.2020.018.02.11>
- Dubrin, A. J. (2019). *Fundamentals of Organizational Behavior (6th ed.)*. United States: Academic Media Solutions.
- Elbadiansyah. (2019). *Manajemen Sumber Daya Manusia*. Malang: CV IRDH.
- Erkutlu, H., & Chafra, J. (2018). Despotism leadership and organizational deviance. *Journal of Strategy and Management*, 11(2), 150–165. <https://doi.org/10.1108/JSMA-04-2017-0029>
- Fadila, Rosita, S., & Hendiyaldi. 2025. Workplace Happiness dan Employee Engagement Terhadap Produktivitas Karyawan Melalui Inovatif Kerja. *Advances in Management & Financial Reporting* 3(2), 160-179
- Farooq, R., & Sultana, A. (2022). The potential impact of the COVID-19 pandemic on work from home and employee productivity. *Measuring Business Excellence*, 26(3), 308–325. <https://doi.org/10.1108/MBE-12-2020-0173>
- Fernando, Y., & Wulansari, P. (2021). Perceived understanding of supply chain integration, communication and teamwork competency in the global manufacturing companies. *European Journal of Management and Business Economics*, 30(2), 191-
- Gani, N. A., Utama, R. E., & Priharto, J. A. (2020). *Perilaku Organisasi (1st ed.)*. Jakarta: Penerbit Mirqat.
- Gusti, M. A., Satrianto, A., Candrianto, Juniardi, E., & Fitra, H. (2024). ARTIFICIAL INTELLIGENCE FOR EMPLOYEE ENGAGEMENT AND PRODUCTIVITY. *Problems and Perspectives in Management*, 22(3), 174–184. [https://doi.org/10.21511/ppm.22\(3\).2024.14](https://doi.org/10.21511/ppm.22(3).2024.14)
- Haenlein, M., & Kaplan, A. (2019). A Brief History of Artificial Intelligence: On

- the Past, Present, and Future of Artificial Intelligence. *California Management Review*, 61(4), 5–14. <https://doi.org/10.1177/0008125619864925>
- Hair, Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM) (2nd ed.)*. Thousand Oaks, CA: SAGE Publications.
- Hair, Page, M., & Brunsveld, N. (2020). *Essentials of Business Research Methods (4th ed.)*. New York: Routledge.
- Haveman, H. A. (2022). *The power of organizations: A new approach to organizational theory*. Princeton University Press.
- Hughes, C., Robert, L., Frady, K., & Arroyos, A. (2019). Artificial Intelligence, Employee Engagement, Fairness, and Job Outcomes. In *Managing Technology and Middle- and Low-skilled Employees* (pp. 61–68). Emerald Publishing Limited. <https://doi.org/10.1108/978-1-78973-077-720191005>
- Indra P. I. M. I., dan Cahyaningrum, I. (2019). *Cara Mudah Memahami Metodologi Penelitian*. Sleman: Deepublish.
- Iram, T., Bilal, A. R., Khan, R., Mehmood, S., & Kumar, H. (2024). From awareness to action: unraveling the interplay of employee AI awareness and change leadership in fostering knowledge hiding. *Kybernetes*. <https://doi.org/10.1108/K-01-2024-0222>
- Kaur, P., Malhotra, K., & Sharma, S. K. (2020). Moderation-mediation framework connecting internal branding, affective commitment, employee engagement and job satisfaction: an empirical study of BPO employees in Indian context. *Asia-Pacific Journal of Business Administration*, 12(3/4), 327–348. <https://doi.org/10.1108/APJBA-10-2019-0217>
- Kompas.com. (2024). *Telkomsel Umumkan Hyper AI, Implementasi AI di Semua Aspek Bisnis*. https://Tekno.Kompas.Com/Read/2024/09/26/15095217/Telkomsel-Umumkan-Hyper-Ai-Implementasi-Ai-Di-Semua-Aspek-Bisnis?utm_source=Various&utm_medium=Referral&utm_campaign=Bottom_Desktop
- Kusuma, T. C., & Prasetya, A. (2017). Penerapan Strategi Employer Branding dan

- Employee Value Proposition untuk Menciptakan Employee Engagement (Studi pada PT Bank Central Asia Tbk). *Jurnal Administrasi Bisnis SI Universitas Brawijaya*, 50(5), 143–151.
- Latan, H. (2013). *Structural Equation Modelling : Konsep Dan Aplikasi Menggunakan Program Lisrel 8.80*. Bandung: Alfabeta.
- Legbara, B., & Alagha, A. D. (2023). *Artificial Intelligence (AI) and Automation on Employee Productivity in Public Hospitals in Rivers State*. www.accegate.com
- Madsen, D., Johansen, M., & Johansen, P. (2020). Productivity and organizational performance. *International Journal of Productivity and Performance Management*, 69(3), 521-539.
- Maharani, W., Wulansari, P., Sari, P. K., & Candiwan, C. (2024, December). Indirect Effect of Transformational and Transactional Leadership Toward Information Security Compliance Behavior: A Conceptual Approach in Healthcare. In 2024 International Conference on Intelligent Cybernetics Technology & Applications (ICICyTA) (pp. 1337-1342). IEEE.
- Mariska, D. D. (2018). Hubungan Antara Employee Engagement Dan Kepuasan Kerja Dengan Kinerja. *Insight : Jurnal Pemikiran Dan Penelitian Psikologi*, 14(1), 91. <https://doi.org/10.32528/ins.v14i1.1161>
- Masram, & Mu'ah. (2017). *Manajemen Sumber Daya Manusia Profesional*. Sidoarjo: Zifatama Publisher.
- McShane, S. L., & Glinow, M. A. Von. (2018). *Organizational Behavior : Emerging Knowledge, Global Reality (8th ed)*. New York: McGraw-Hill Education.
- Men, L. R., O'Neil, J., & Ewing, M. (2020). Examining the effects of internal social media usage on employee engagement. *Public Relations Review*, 46(2), 101880. <https://doi.org/10.1016/j.pubrev.2020.101880>
- Musyaffi, A. M., Khairunnisa, H., & Respati, D. K. (2021). *Konsep Dasar Structural Equation Modelpartial Least Square (SEM-PLS) menggunakan Smartpls (1st ed.)*. Pascal Books.
- Nawawi, H. (2011). *Manajemen Sumber Daya Manusia Untuk Bisnis Yang*

Kompetitif. Yogyakarta: Gajah Mada University Press.

- Onyeneke, G. B., & Abe, T. (2021). The effect of change leadership on employee attitudinal support for planned organizational change. *Journal of Organizational Change Management*, 34(2), 403–415. <https://doi.org/10.1108/JOCM-08-2020-0244>
- Paramita, R. W. D., Rizal, N., & Sulistyan, R. B. (2021). *METODE PENELITIAN KUANTITATIF: Buku Ajar Perkuliahan Metodologi Bagi Mahasiswa Akuntansi & Manajemen (3rd ed., Vol. 1)*. Lumajang: Widya Gama Press.
- Paschen, J., Kietzmann, J., & Kietzmann, T. C. (2019). Artificial intelligence (AI) and its implications for market knowledge in B2B marketing. *Journal of Business & Industrial Marketing*, 34(7), 1410–1419. <https://doi.org/10.1108/JBIM-10-2018-0295>
- Prentice, C., Wong, I. A., & Lin, Z. (CJ). (2023). Artificial intelligence as a boundary-crossing object for employee engagement and performance. *Journal of Retailing and Consumer Services*, 73, 103376. <https://doi.org/10.1016/j.jretconser.2023.103376>
- Priansa, D. J. (2017). *Perilaku Organisasi Bisnis*. Bandung: Alfabeta.
- Riduwan, & Kuncoro, E. A. (2017). *Cara Menggunakan Dan Memakai Analisis Jalur (Path Analysis)*. Bandung: Alfabeta.
- Robbins, S. P., & Judge, T. A. (2018). *Essential Of Organizational Behavior (Global Edition 14th)*. Harlow: Pearson Education Limited.
- Robbins, S. P., & Judge, T. A. (2022). *Organizational Behavior (19th ed.)*. United Kingdom: Pearson.
- S Ranganath, I. V, J Rao, N. V, & Niharika, A. (2024). An Analysis Of Artificial Intelligence For Employee Engagement And Productivity. In *Library Progress International* (Vol. 44, Issue 3). www.bpasjournals.com
- Sedarmayanti. (2014). *Manajemen Sumber Daya Manusia, Reformasi Birokrasi Dan Manajemen Pegawai Negeri Sipil*. Bandung: PT Refika Aditama.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill-building approach (7th ed.)*. West Sussex: John Wiley & Sons Ltd.
- Shaik, S. A., Batta, A., & Parayitam, S. (2024). Unfolding the relationship between

- change management, employee engagement and productivity: resistance to change and emotional intelligence as moderators. *Journal of Advances in Management Research*. <https://doi.org/10.1108/JAMR-07-2023-0184>
- Solihin, M., & Ratmono, D. (2021). *Analisis SEM-PLS dengan WarpPLS 7.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis (1 ed.)*. Yogyakarta: Penerbit ANDI.
- Sri Sulistyawati, U., & Sufriadi, D. (2020). Perceived Organization Support Towards Employee Engagement and The Impact of Employee Job Satisfaction. *International Journal of Social Science and Business*, 4(4), 513–519. <https://ejournal.undiksha.ac.id/index.php/IJSSB/index>
- Sugiyono. (2021). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- Sujarweni, V. W. (2019). *Metodologi Penelitian Bisnis & Ekonomi*. Yogyakarta: Pustaka Barupress.
- Sulaiman, R., Alamsyah, A., & Wulansari, P. (2022, August). Reshaping the future of re-cruitment through talent reputation and verifiable credentials using blockchain technology. In 2022 10th International Conference on Information and Communication Technology (ICoICT) (pp. 316-321). IEEE.
- Telkomsel. (2023). *Annual Report*. <https://www.telkomsel.com/en/about-us/investor-relations>
- Thomas, C. G. (2021). *Research Methodology and Scientific Writing*. Cham: Springer International Publishing. <https://doi.org/10.1007/978-3-030-64865-7>
- Widhi, R.S., & Nilasari, B.M. 2025. Pengaruh artificial intelligence & hybrid workplace mode terhadap employee productivity dimediasi dengan employee engagement pada pekerja di perusahaan startup DI Jakarta. *Journal of Economic, Business and Accounting* 8(2), 1321-1341
- Wijayati, D. T., Rahman, Z., Fahrullah, A., Rahman, M. F. W., Arifah, I. D. C., & Kautsar, A. (2022). A study of artificial intelligence on employee performance and work engagement: the moderating role of change leadership. *International Journal of Manpower*, 43(2), 486–512. <https://doi.org/10.1108/IJM-07-2021-0423>

- Yamin, S. (2021). *Tutorial Statistik SPSS, LISREL, WARPPLS, & JASP (Mudah & Aplikatif)*. Bekasi: Dewangga Energi Internasional Publishing.
- Zhang, X., Liao, H., Li, N., & Colbert, A. E. (2020). Playing It Safe for My Family: Exploring the Dual Effects of Family Motivation on Employee Productivity and Creativity. *Academy of Management Journal*, 63(6), 1923–1950. <https://doi.org/10.5465/amj.2018.0680>
- Zhao, C., Cooke, F. L., & Wang, Z. (2021). Human resource management in China: what are the key issues confronting organizations and how can research help? *Asia Pacific Journal of Human Resources*, 59(3), 357–373. <https://doi.org/10.1111/1744-7941.12295>