

Daftar Pustaka

- Adriansyah, Ririek. 2020. "Laporan Keuangan Telkom Semester I/2020, Di Tengah Pandemi COVID-19 Dan Tantangan Industri, EBITDA Tetap Tumbuh Baik Dan Margin Laba Bersih Meningkatkan." *Telkom*. Retrieved (https://www.telkom.co.id/sites/about-telkom/id_ID/news/laporan-keuangan-telkom-semester-i2020,-di-tengah-pandemi-covid-19-dan-tantangan-industri,-ebitda-tetap-tumbuh-baik-dan-margin-laba-bersih-meningkat-1161).
- Ahmad, Tahir, Faiza Farrukh, and Sana Nazir. 2015. "Capacity Building Boost Employees Performance." *Industrial and Commercial Training* 47(2):61–66. doi: 10.1108/ICT-05-2014-0036.
- AKBAR ZAHEER ; N. VENKATRAMAN. 1995. "RELATIONAL GOVERNANCE AS AN INTERORGANIZATIONAL STRATEGY: AN EMPIRICAL TEST OF THE ROLE OF TRUST IN ECONOMIC EXCHANGE."
- Aksoy, Yasin, Evren AYRANCI, and Ebru Gozukara. 2016. "A Research on the Relationship between Knowledge Sharing and Employee Performance: The Moderating Role of Unethical Behaviors in Organizational Level." *European Scientific Journal* 12:1857–7881. doi: 10.19044/esj.2016.v12n4p335.
- Anirban, Ganguly, Talukdar Asim, and Chatterjee Debdeep. 2019. "Evaluating the Role of Social Capital, Tacit Knowledge Sharing, Knowledge Quality and Reciprocity in Determining Innovation Capability of an Organization." *Journal of Knowledge Management* 23(6):1105–35. doi: 10.1108/JKM-03-2018-0190.
- Anitha, J. 2014. "Determinants of Employee Engagement and Their Impact on Employee Performance." *International Journal of Productivity and Performance Management* 63(3):308–23. doi: 10.1108/IJPPM-01-2013-0008.
- Antara. 2020. "Masa Pandemi, Telkom Indonesia Catat Laba Bersih RP 10,99 T." *Bisnis Tempo*. Retrieved (<https://bisnis.tempo.co/read/1374135/masa-pandemi-telkom-indonesia-catat-laba-bersih-rp-1099-t>).
- Asbari, Masduki, Dewiana Novitasari, and Francisca Goestjahjanti. 2020. "Mempertahankan Kinerja Karyawan Di Masa Pandemi Covid-19: Studi Kasus Pada Industri Ritel." *JMK (Jurnal Manajemen Dan Kewirausahaan)* 5:183–203. doi: 10.32503/jmk.v5i3.1093.
- Bagozzi, Richard, and Youjae Yi. 1988. "On the Evaluation of Structure Equation Models." *Journal of the Academy of Marketing Science* 16:74–94. doi: 10.1007/BF02723327.
- Baker, William E., and James M. Sinkula. 1999. "The Synergistic Effect of Market Orientation and Learning Orientation on Organizational Performance." *Journal of the Academy of Marketing Science* 27(4):411. doi: 10.1177/0092070399274002.
- Bandura, Albert. 1998. "Self-Efficacy." 4(1994):71–81.
- Berliana, Vera; Arsanti, Tutuk Ari. 2018. "Analisis Pengaruh Self-Efficacy, Kapabilitas, Dan Perilaku Kerja Inovatif Terhadap Kinerja."
- Bartol, Kathryn, and Abhishek Srivastava. 2002. "Encouraging Knowledge

- Sharing: The Role of Organizational Reward Systems.” *Journal of Leadership & Organizational Studies* 9. doi: 10.1177/107179190200900105.
- Boukamel, Owen, Yves Emery, and Owen Boukamel. 2017. “Evolution of Organizational Ambidexterity in the Public Sector and Current Challenges of Innovation Capabilities.” 22(2).
- Bowen, Frances, Mahdi Rostami, and Piers Steel. 2010. “Timing Is Everything: A Meta-Analysis of the Relationships between Organizational Performance and Innovation.” *Journal of Business Research* 63:1179–85. doi: 10.1016/j.jbusres.2009.10.014.
- Button, Scott, John Mathieu, and Dennis Zajac. 1996. “Goal Orientation in Organizational Research: A Conceptual and Empirical Foundation.” *Organizational Behavior and Human Decision Processes* 67:26–48. doi: 10.1006/obhd.1996.0063.
- Cainelli, Giulio, Rinaldo Evangelista, and Maria Savona. 2004. “The Impact of Innovation on Economic Performance in Services.” *The Service Industries Journal* 24. doi: 10.1080/02642060412331301162.
- Calantone, Roger, S. Cavusgil, and Yushan Zhao. 2002. “Learning Orientation, Firm Innovation Capability, and Firm Performance.” *Industrial Marketing Management* 31:515–24. doi: 10.1016/S0019-8501(01)00203-6.
- Caloghirou, Yannis, Ioanna Kastelli, and Aggelos Tsakanikas. 2004. “Internal Capabilities and External Knowledge Sources: Complements or Substitutes for Innovative Performance?” *Technovation* 24:29–39. doi: 10.1016/S0166-4972(02)00051-2.
- Chi, Shaohui, Xiufeng Liu, and Joseph A. Gardella. 2016. “Measuring University Students’ Perceived Self-Efficacy In Science Communication in Middle and High Schools.” *Universal Journal of Educational Research* 4(5):1089–1102. doi: 10.13189/ujer.2016.040519.
- Chughtai, Aamir, and Finian Buckley. 2010. “Assessing the Effects of Organizational Identification on In-Role Job Performance and Learning Behaviour: The Mediating Role of Learning Goal Orientation.” *Personnel Review* 39:242–58. doi: 10.1108/00483481011017444.
- Cohen, Wesley, and Daniel Levinthal. 1990. “Absorptive Capacity: A New Perspective on Learning and Innovation.” *Administrative Science Quarterly* 35:128–52. doi: 10.2307/2393553.
- Connelly, Catherine E., and E. Kevin Kelloway. 2003. “Predictors of Employees’ Perceptions of Knowledge Sharing Cultures.” *Leadership & Organization Development Journal* 24(5):294–301. doi: 10.1108/01437730310485815.
- Dadaczynski, Kevin, Stephan Schiemann, and Olaf Backhaus. 2017. “Promoting Physical Activity in Worksite Settings : Results of a German Pilot Study of the Online Intervention Healingo Fit.” (September). doi: 10.1186/s12889-017-4697-6.
- Damanpour, FARIBORZ. 1991. “A Meta-Analysis of Effects of Determinants and Moderators.” *Academy of Management Journal* 34(3):555–90.
- Damodaran, Leela, and Wendy Olphert. 2000. “Barriers and Facilitators to the Use of Knowledge Management Systems.” *Behaviour & Information Technology* 19:405–13. doi: 10.1080/014492900750052660.

- Dimitris, Brachos, Kostopoulos Konstantinos, Eric Soderquist Klas, and Prastacos Gregory. 2007. "Knowledge Effectiveness, Social Context and Innovation" edited by F. J. Carrillo. *Journal of Knowledge Management* 11(5):31–44. doi: 10.1108/13673270710819780.
- Dixon, Nancy. 2000. "Common Knowledge (Book Excerpt): How Companies Thrive by Sharing What They Know." *Ubiquity* 2000. doi: 10.1145/334482.334491.
- Dodgson, Mark, David Gann, and Ammon Salter. 2008. "The Management of Technological Innovation: Strategy and Practice: Strategy and Practice."
- Drucker, Peter. 2014. *Innovation and Entrepreneurship*. London: Routledge.
- Durand, Thomas, and Innovation Management. 2018. *The Strategic Management of Technology and Innovation*.
- Dweck, Carol S. 1986. "Motivational Processes Affecting Learning." 41(10):1040–48.
- Dweck, Carol S., and Ellen L. Leggett. 1988. "A Social-Cognitive Approach to Motivation and Personality." 95(2):256–73.
- Erik, Karl. 2001. *A Knowledge-Based Theory of the Firm To Guide Strategy Formulation*.
- Ernawati, Dyah Poespita; Nur Laily. 2020. "The Effect of Knowledge Sharing and Innovation Behavior on The Performance of Batik Entrepreneurs." *Jurnal Manajemen* 24(2):194. doi: 10.24912/jm.v24i2.643.
- Farrell, Mark Anthony, Edward Oczkowski, and Radwan Kharabsheh. 2008. "Market Orientation, Learning Orientation and Organisational Performance in International Joint Ventures." *Asia Pacific Journal of Marketing and Logistics* 20(3):289–308. doi: 10.1108/13555850810890066.
- Ferdinand, Augusty Tae. 2014. *Metode Penelitian Manajemen*.
- G., Paparoidamis Nicholas. 2005. "Learning Orientation and Leadership Quality: Their Impact on Salespersons' Performance" edited by E. Rausch. *Management Decision* 43(7/8):1054–63. doi: 10.1108/00251740510610053.
- Ghozali, Imam. 2014. *Model Persamaan Struktural Konsep Dan Aplikasi Dengan Program Amos 22 Update Bayesian SEM*.
- Hair, Joseph; Anderson, Rolph; Tatham, Ronald; William. 1998. *Multivariate Data Analysis*. Prentice Hall.
- Hamzah, Muhammad Iskandar, and Abdul Kadir Othman. 2020. "Mediating Effects of Individual Market Orientation on the Link between Learning Orientation and Job Performance." 4(June 2019):655–68. doi: 10.1108/JBIM-08-2018-0239.
- Hale, Dena, Ramendra Thakur, John Riggs, and Suzanne Altobello. 2021. "Consumers' Decision-Making Self-Efficacy for Service Purchases: Construct Conceptualization and Scale." *Journal of Services Marketing* 5(June 2021):637–57. doi: 10.1108/JSM-12-2020-0505.
- Hameli, Kujtim, and Güven Ordun. 2022. "The Mediating Role of Self-Efficacy in the Relationship between Emotional Intelligence and Organizational Commitment." *European Journal of Management Studies* 2635–48. doi: 10.1108/ejms-05-2021-0033.
- Harlina, Riza; Saufi, Akhmad; Sulhaini. 2020. "The Effect of Learning

- Orientation on CRM and Innovation Capability Hotels in Lombok through PLS.” 338–48.
- Hendriks, Paul. 1999. “Why Share Knowledge? The Influence of ICT on the Motivation for Knowledge Sharing.” *Knowledge and Process Management* 6(2):91–100. doi: 10.1002/(sici)1099-1441(199906)6:2<91::aid-kpm54>3.0.co;2-m.
- Herjanto, Eddy. 2007. *Manajemen Operasi*. Grasindo.
- Heslin, Peter, and Ute-Christine Klehe. 2006. “Self-Efficacy.” Pp. 705–8 in.
- Hult, G. Tomas M., Robert Hurley, and Gary Knight. 2004. “Innovativeness: Its Antecedents and Impact on Business Performance.” *Industrial Marketing Management* 33:429–38. doi: 10.1016/j.indmarman.2003.08.015.
- Hurley, Robert, and G. Tomas M. Hult. 1998. “Innovation, Market Orientation, and Organizational Learning: An Integration and Empirical Examination.” *Journal of Marketing* 62. doi: 10.2307/1251742.
- Indonesia, Telkom. 2020. “Telkom Indonesia Mencatat Pertumbuhan Laba Bersih Positif Di Tengah Pandemi.” *Instagram*. Retrieved (<https://www.instagram.com/p/CHXhjEhhIza/?igshid=dv0bn108ihkh>).
- Kumar, Naresh, and Raduan Che Rose. 2012. “The Impact of Knowledge Sharing and Islamic Work Ethic on Innovation Capability.” *Cross Cultural Management* 19(2):142–65. doi: 10.1108/13527601211219847.
- Kartono, Kartono. 2020. “The Knowledge Sharing, Individual Innovation Capability Dan Komitmen Organisasi Terhadap Kinerja Pegawai.” *Matrik : Jurnal Manajemen, Strategi Bisnis Dan Kewirausahaan* 143. doi: 10.24843/matrik:jmbk.2020.v14.i02.p02.
- Khaerana, Khaerana. 2020. “Pengaruh Self Efficacy Terhadap Kinerja Pegawai Pada Sekretariat Komisi Pemilihan Umum Daerah (Kpud) Kabupaten Luwu Timur.” *Jurnal Ecoment Global* 5(1):80. doi: 10.35908/jeg.v5i1.835.
- Khanh, Toan, and Tran Pham. 2022. “Linking Social Capital and Knowledge Sharing : The Moderating Role of Meaningful Work with the Mediation of Emotional Energy.” doi: 10.1108/VJIKMS-04-2022-0116.
- Lin, Chien Huang, Ching Huai Peng, and Danny T. Kao. 2008. “The Innovativeness Effect of Market Orientation and Learning Orientation on Business Performance.” *International Journal of Manpower* 29(8):752–72. doi: 10.1108/01437720810919332.
- Lawson, Benn, and Daniel Samson. 2001. “Developing Innovation Capability in Organisations: A Dynamic Capabilities Approach.” *International Journal of Innovation Management* 5:377–400. doi: 10.1142/S1363919601000427
- Lee, Heeseok, and Byounggu Choi. 2003. “Knowledge Management Enablers, Processes, and Organizational Performance: An Integrative View and Empirical Examination.” *J. of Management Information Systems* 20:179–228. doi: 10.1080/07421222.2003.11045756.
- Lei, Hui, Thuong Thi Nguyen, and Phong Ba Le. 2019. “How Knowledge Sharing Connects Interpersonal Trust and Innovation Capability: The Moderating Effect of Leadership Support.” *Chinese Management Studies* 13(2):276–98. doi: 10.1108/CMS-06-2018-0554.

- Li-Wei, Wu, and Lin Jwu-Rong. 2013. "Knowledge Sharing and Knowledge Effectiveness: Learning Orientation and Co-Production in the Contingency Model of Tacit Knowledge." *Journal of Business & Industrial Marketing* 28(8):672–86. doi: 10.1108/JBIM-04-2011-0050.
- Lisa, Nagel. 2020. "The Influence of the COVID-19 Pandemic on the Digital Transformation of Work." *International Journal of Sociology and Social Policy* ahead-of-p(ahead-of-print).
- Llorens Montes, Francisco, Ruiz Moreno, and Víctor García-Morales. 2005. "Influence of Support Leadership and Teamwork Cohesion on Organizational Learning, Innovation and Performance: An Empirical Examination." *Technovation* 25:1159–72. doi: 10.1016/j.technovation.2004.05.002.
- Lyons, Paul R., and Randall P. Bandura. 2018. "Self-Efficacy Measure May Enhance Your Recruitment and Placement Efforts." *Human Resource Management International Digest* 26(3):35–37. doi: 10.1108/HRMID-03-2018-0043.
- Martín-de-castro, Author Gregorio, Miriam Delgado-verde, Pedro López-sáez, Gregorio Martin-de-castro, Miriam Delgado- Verde, Pedro López-sáez, and José E. Navas-lópez. 2016. "Linked References Are Available on JSTOR for This Article : Towards ' An Intellectual Capital-Based View of the Firm ': Origins and Nature." 98(4):649–62. doi: 10.1007/s10551-010-0644-5.
- Mavondo, Felix T., Jacqueline Chimhanzi, and Jillian Stewart. 2005. "Learning Orientation and Market Orientation: Relationship with Innovation, Human Resource Practices and Performance." *European Journal of Marketing* 39(11–12):1235–63. doi: 10.1108/03090560510623244.
- Meher, Jamini Ranjan, and Rohita Kumar Mishra. 2021. "Examining the Role of Knowledge Sharing on Employee Performance with a Mediating Effect of Organizational Learning." *VINE Journal of Information and Knowledge Management Systems*. doi: 10.1108/VJIKMS-04-2020-0056.
- Michael Armstrong. 2011. *Armstrong's Handbook of Strategic Human Resource Management*. Fifth Edit. London Philadelphia New Delhi: Kogan Page.
- Mahmoud, Mahmoud Abdulai, Charles Blankson, Nana Owusu-frimpong, and Sonny Nwankwo. 2016. "Market Orientation , Learning Orientation and Business Performance The Mediating Role of Innovation." 34(5):623–48. doi: 10.1108/IJBM-04-2015-0057.
- Naim, Mohammad Faraz, and Usha Lenkla. 2016. "Knowledge Sharing as an Intervention for Gen Y Employees' Intention to Stay." *Industrial and Commercial Training* 48(3):142–48. doi: 10.1108/ICT-01-2015-0011.
- Ngah, R., & Ibrahim, A. R. 2010. "The Effect of Knowledge Sharing on Organizational Performance in Small and Medium Enterprises. Knowledge Management: Theory, Research & Practice, Proceedings Knowledge Management 5th International Conference, 503-.8111 Processes in Administrative Organiza." (May).
- Na-Nan, Khahan, and Ekkasit Sanamthong. 2019. "Self-Efficacy and Employee Job Performance." *International Journal of Quality & Reliability Management* 37(1):1–17. doi: 10.1108/IJQRM-01-2019-0013.

- Nassazi, Aidah. 2013. "EFFECTS OF TRAINING ON EMPLOYEE PERFORMANCE . Evidence from Uganda."
- Pangesti, Riwi, I. Made Sumertajaya, and Anggraini Sukmawati. 2016. "Partial Least Square Structural Equation Modeling (PLS-SEM) with Biner Data (Case Study: Knowledge Creation on Dairy Cooperative in Indonesia)." *International Journal of Industrial Engineering and Management* 6:327–32.
- Prabowo, Dani. 2020. "Kemenkes: Pembatasan Sosial Berskala Besar Beda Dengan Karantina." *Kompas.Com*. Retrieved (<https://nasional.kompas.com/read/2020/04/05/16463601/kemenkes-pembatasan-sosial-berskala-besar-beda-dengan-karantina>).
- Racela, Olimpia C., and Amonrat Thoumrunroje. 2020. "When Do Customer Orientation and Innovation Capabilities Matter? An Investigation of Contextual Impacts." *Asia Pacific Journal of Marketing and Logistics* 32(2):445–72. doi: 10.1108/APJML-03-2019-0143.
- Ro, Yun Jeong, Myunghyun Yoo, Yohan Koo, and Ji Hoon Song. 2021. "The Roles of Learning Orientation: Structural Determinants for Improving Knowledge Sharing with Committed and Satisfied Employees." *Industrial and Commercial Training* 53(1):60–76. doi: 10.1108/ICT-10-2019-0094.
- Rohim, Abdul, and I. Gede Sujana Budhiasa. 2019. "Organizational Culture as Moderator in the Relationship between Organizational Reward on Knowledge Sharing and Employee Performance." *Journal of Management Development* 38(7):538–60. doi: 10.1108/JMD-07-2018-0190.
- Saleem, Sharjeel, and Saba Amin. 2013. "The Impact of Organizational Support for Career Development and Supervisory Support on Employee Performance : An Empirical Study from Pakistani Academic Sector." *European Journal of Business and Management* 5(5):194–207.
- Salman, Iqbal, Rasheed Mamoon, Khan Huma, and Siddiqi Ahmed. 2020. "Human Resource Practices and Organizational Innovation Capability: Role of Knowledge Management." *VINE Journal of Information and Knowledge Management Systems* ahead-of-p(ahead-of-print).
- Sarstedt, Marko. 2019. "The Great Facilitator." *The Great Facilitator* (May). doi: 10.1007/978-3-030-06031-2.
- Saunila, Minna, and Juhani Ukko. 2013. "Facilitating Innovation Capability through Performance Measurement A Study of Finnish SMEs." 36(10):991–1010. doi: 10.1108/MRR-11-2011-0252.
- Sedarmayanti, Hajah; 2016. *Manajemen Sumber Daya Manusia, Reformasi Birokrasi Dan Manajemen Pegawai Negeri Sipil*. edited by D. Sumayyah. Bandung: Refika Aditama.
- Sekaran, Uma. 2003. "Research Methods for Business : A Skill Business Approach."
- Selnes, Fred, and James Sallis. 2003. "Promoting Relationship Learning." *Journal of Marketing - J MARKETING* 67:80–95. doi: 10.1509/jmkg.67.3.80.18656.
- Septina Muslimah. 2020. "Cara HRD Kelola Kinerja Karyawan Yang Bekerja Dari Rumah." *Insight Talenta*. Retrieved (<https://www.talenta.co/blog/insight-talenta/cara-hrd-kelola-kinerja-karyawan-yang-bekerja-dari-rumah/>).

- Sitorus, Tigor, Universitas Bunda, Mulia Jakarta, Tigor Sitorus, Universitas Bunda, and Mulia Jakarta. 2017. "KUALITAS KEHIDUPAN KERJA , SELF EFFICACY , DAN KINERJA KARYAWAN : EFEK MEDIASI MOTIVASI KERJA (Study Pada PT Bank BRI Cabang BSD)." 13(2):198–224.
- Sobel, M. E. 1982. "ASYMPTOTIC CONFIDENCE INTERVALS FOR INDIRECT EFFECTS IN STRUCTURAL EQUATION MODELS." 13(1982):290–312.
- Tsui, Anne S., Jone L. Pearce, Lyman W. Porter, and Angela M. Tripoli. 1997. "Alternative Approaches to the Employee-Organizational Relationship: Does Investment in Employees Pay Off?" *Academy of Management Journal* 40(5):1089–1121. doi: 10.2307/256928.
- Tuyet-Mai, Nguyen, and Malik Ashish. 2020. "Cognitive Processes, Rewards and Online Knowledge Sharing Behaviour: The Moderating Effect of Organisational Innovation." *Journal of Knowledge Management* 24(6):1241–61. doi: 10.1108/JKM-12-2019-0742.
- Utomo, Andry Adi. 2020. "Strategi Perusahaan Elektronik Di Masa Pandemi Covid-19." *Mediaindonesia.Com*. Retrieved (<https://mediaindonesia.com/read/detail/326872-strategi-perusahaan-elektronik-di-masa-pandemicovid-19>).
- Yajiong, Xue, Bradley John, and Liang Huigang. 2011. "Team Climate, Empowering Leadership, and Knowledge Sharing." *Journal of Knowledge Management* 15(2):299–312. doi: 10.1108/13673271111119709.
- Ye, Shun, Huaping Chen, and Xiaoling Jin. 2006. *An Empirical Study of What Drives Users to Share Knowledge in Virtual Communities*. Vol. 4092.
- Yeo, Roland K., and Jessica li. 2013. "In Pursuit of Learning: Sensemaking the Quality of Work Life." *European Journal of Training and Development* 37(2):136–60. doi: 10.1108/03090591311301662.
- Yilmaz, Cengiz, and Akman G. 2008. "Innovative Capability, Innovation Strategy and Market Orientation: An Empirical Analysis in Turkish Software Industry." *International Journal of Innovation Management (Ijim)* 12:69–111. doi: 10.1142/S1363919608001923.
- Zahra, Tohidinia, and Mosakhani Mohammad. 2010. "Knowledge Sharing Behaviour and Its Predictors." *Industrial Management & Data Systems* 110(4):611–31. doi: 10.1108/02635571011039052.