## **DAFTAR PUSTAKA**

- Ababneh, O. M. A. (2020). The impact of organizational culture archetypes on quality performance and total quality management: the role of employee engagement and individual values. *International Journal of Quality and Reliability Management*, 38(6), 1387–1408. https://doi.org/10.1108/IJQRM-05-2020-0178
- Abbas, D. S., Ismail, T., Taqi, M., & Yazid, H. (2022). the Implementation of a Management Audit on Hr Recruitment To Assess the Effectiveness of Employee Performance. *Jurnal Riset Akuntansi Kontemporer*, *14*(2). https://doi.org/10.23969/jrak.v14i2.5941
- Abdarpoor, M., & Pakseresht, P. (2023). Investigating the Impact of Social Exchange between Employees and Customers on Services Provided to Customers with the Mediating Role of Customer Orientation and Moderator of Employee Commitment. *International Journal of Advanced Management and Accounting*, 1(4), 0–8. https://doi.org/10.52547/ijamac.1.4.2
- Adula, M., Kant, S., & Birbirsa, Z. A. (2023). Qualitative Analysis with MAXQDA Approach: HRM Practices effect on Organization Performance with Mediation of Employee Work Attitude in Textile Industries of Ethiopia. *Advanced Qualitative Research*, *1*(1), 1–14. https://doi.org/10.31098/aqr.v1i1.1349
- Ahmad, R., Nawaz, M. R., Ishaq, M. I., Khan, M. M., & Ashraf, H. A. (2023). Social exchange theory: Systematic review and future directions. *Frontiers in Psychology*, 13(January), 1–13. https://doi.org/10.3389/fpsyg.2022.1015921
- Ali, B. J., & Anwar, G. (2021). An Empirical Study of Employees' Motivation and its Influence Job Satisfaction. *International Journal of Engineering, Business and Management*, 5(2), 21–30. https://doi.org/10.22161/ijebm.5.2.3
- Almulaiki, W. A. (2023). The Impact of Performance Management on Employee Performance. *Saudi Journal of Business and Management Studies*, 8(02), 22–27. https://doi.org/10.36348/sjbms.2023.v08i02.002
- Alolabi, Y. A., Ayupp, K., & Al Dwaikat, M. (2021). Issues and implications of readiness to change. *Administrative Sciences*, 11(4). https://doi.org/10.3390/admsci11040140
- Alqudah, I. H. A., Carballo-Penela, A., & Ruzo-Sanmartín, E. (2022). High-performance human resource management practices and readiness for change: An integrative model including affective commitment, employees' performance, and the moderating role of hierarchy culture. *European Research on Management and Business Economics*, 28(1), 100177. https://doi.org/10.1016/j.iedeen.2021.100177
- Alves, P., Santos, V., Reis, I., Martinho, F., Martinho, D., Sampaio, M. C., Sousa, M. J., & Au-Yong-oliveira, M. (2020). Strategic talent management: The impact of employer branding on the affective commitment of employees. *Sustainability (Switzerland)*, 12(23), 1–21. https://doi.org/10.3390/su12239993
- Amin, M., Ryu, K., Cobanoglu, C., & Nizam, A. (2021). Determinants of online hotel booking intentions: website quality, social presence, affective commitment, and e-trust. *Journal of Hospitality Marketing and Management*, 30(7), 845–870. https://doi.org/10.1080/19368623.2021.1899095
- Arikunto, S. (2020). Prosedur Penelitian Suatu Pendekatan Praktik. Rineka Cipta.

- Asbari, M., Hidayat, D., & Purwanto, A. (2021). Managing Employee Performance: From Leadership to Readiness for Change. *International Journal of Social and Management Studies* (*IJOSMAS*), 02(01), 74–85. https://ijosmas.org/index.php/ijosmas/article/view/12/12%0Ahttps://ijosmas.org/index.php/ijosmas/article/view/12/12
- Balaji, M. S., Jiang, Y., Singh, G., & Jha, S. (2020). Letting go or getting back: How organization culture shapes frontline employee response to customer incivility. *Journal of Business Research*, 111(February), 1–11. https://doi.org/10.1016/j.jbusres.2020.02.007
- Bos-Nehles, A., Townsend, K., Cafferkey, K., & Trullen, J. (2023). Examining the Ability, Motivation and Opportunity (AMO) framework in HRM research: Conceptualization, measurement and interactions. *International Journal of Management Reviews*, 25(4), 725–739. https://doi.org/10.1111/ijmr.12332
- Chrisanty, F. N., Gunawan, M. S., Wijayanti, R. W., & Soetjipto, B. W. (2021). The Role of Transformational Entrepreneurship, Readiness to Change and Counterproductive Work Behavior in Enhancing Employee Performance. *Organizacija*, *54*(1), 63–81. https://doi.org/10.2478/orga-2021-0005
- Dastmalchian, A., Bacon, N., McNeil, N., Steinke, C., Blyton, P., Satish Kumar, M., Bayraktar, S., Auer-Rizzi, W., Bodla, A. A., Cotton, R., Craig, T., Ertenu, B., Habibi, M., Huang, H. J., İmer, H. P., Isa, C. R., Ismail, A., Jiang, Y., Kabasakal, H., ... Varnali, R. (2020). High-performance work systems and organizational performance across societal cultures. *Journal of International Business Studies*, 51(3), 353–388. https://doi.org/10.1057/s41267-019-00295-9
- Duarte, A. P., Ribeiro, N., Semedo, A. S., & Gomes, D. R. (2021). Authentic Leadership and Improved Individual Performance: Affective Commitment and Individual Creativity's Sequential Mediation. *Frontiers in Psychology*, 12(May), 1–11. https://doi.org/10.3389/fpsyg.2021.675749
- Errida, A., & Lotfi, B. (2021). The determinants of organizational change management success: Literature review and case study. *International Journal of Engineering Business Management*, 13, 1–15. https://doi.org/10.1177/18479790211016273
- Ghimire, B., Dahal, R. K., Rai, B., & Upadhyay, D. (2023). Employee Performance Factors in the Nepalese Commercial Banks: Insights from Emerging Markets. *Journal of Logistics, Informatics and Service Science*, 10(2), 29–42. https://doi.org/10.33168/JLISS.2023.0203
- Ghozali, I., & Latan, H. (2020). Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0. Badan Penerbit Universitas Diponegoro.
- Gomes, J. F. S., Sabino, A., & Antunes, V. (2023). The Effect of Green Human Resources Management Practices on Employees' Affective Commitment and Work Engagement: The Moderating Role of Employees' Biospheric Value. *Sustainability (Switzerland)*, 15(3). https://doi.org/10.3390/su15032190
- Groenewald, C. A., Groenewald, E. S., Kit, O., Kilag, T., & Andrin, G. R. (2024). Optimizing Human Capital: Exploring the Effectiveness of HRM Systems. *International Multidisciplinary Journal of Research for Innovation, Sustainability, and Excellence*, 1(3), 85–92.

- Groulx, P., Maisonneuve, F., Harvey, J. F., & Johnson, K. J. (2024). The ripple effect of strain in times of change: how manager emotional exhaustion affects team psychological safety and readiness to change. *Frontiers in Psychology*, *15*(March), 1–10. https://doi.org/10.3389/fpsyg.2024.1298104
- Haffar, M., Al-Karaghouli, W., Djebarni, R., Al-Hyari, K., Gbadamosi, G., Oster, F., Alaya, A., & Ahmed, A. (2023). Organizational culture and affective commitment to e-learning' changes during COVID-19 pandemic: The underlying effects of readiness for change. *Journal of Business Research*, 155(PA), 113396. https://doi.org/10.1016/j.jbusres.2022.113396
- Hauff, S., Felfe, J., & Klug, K. (2022). High-performance work practices, employee well-being, and supportive leadership: spillover mechanisms and boundary conditions between HRM and leadership behavior. *International Journal of Human Resource Management*, 33(10), 2109–2137. https://doi.org/10.1080/09585192.2020.1841819
- Hoang, G., Yang, M., & Luu, T. T. (2023). Ethical leadership in tourism and hospitality management: A systematic literature review and research agenda. *International Journal of Hospitality Management*, 114(July), 103563. https://doi.org/10.1016/j.ijhm.2023.103563
- Hughes, E., & Donnelly, R. (2024). Theorising the impact of macroturbulence on work and HRM: COVID-19 and the abrupt shift to enforced homeworking. *Human Resource Management Journal*, 34(2), 386–402. https://doi.org/10.1111/1748-8583.12465
- Irshad, H., Umar, K. M., Rehmani, M., Khokhar, M. N., Anwar, N., Qaiser, A., & Naveed, R. T. (2021). Impact of Work-From-Home Human Resource Practices on the Performance of Online Teaching Faculty During Coronavirus Disease 2019. *Frontiers in Psychology*, *12*(October), 1–10. https://doi.org/10.3389/fpsyg.2021.740644
- Iskamto, D. (2021). Stress and Its Impact on Employee Performance. *International Journal of Social and Management Studies (Ijosmas)*, 03(02), 142–148.
- Jamali, A. R., Bhutto, A., Khaskhely, M., & Sethar, W. (2022). Impact of leadership styles on faculty performance: Moderating role of organizational culture in higher education. *Management Science Letters*, *12*(1), 1–20. https://doi.org/10.5267/j.msl.2021.8.005
- Kamar, K., Novitasari, D., Asbari, M., Winanti, W., & Goestjahjanti, F. S. (2020). Enhancing Employee Performance During the Covid-19 Pandemic: the Role of Readiness for Change Mentality. *Jurnal Dinamika Manajemen*, 11(2), 154–166. https://doi.org/10.15294/jdm.v11i2.25279
- Khandakar, M. S. A., & Pangil, F. (2020). The role of affective commitment on the relationship between human resource management practices and informal workplace learning. *Higher Education, Skills and Work-Based Learning*, *11*(2), 487–507. https://doi.org/10.1108/HESWBL-01-2020-0004
- Khedhaouria, A., Nakara, W. A., Gharbi, S., & Bahri, C. (2020). The Relationship between Organizational Culture and Small-firm Performance: Entrepreneurial Orientation as Mediator. *European Management Review*, 17(2), 515–528. https://doi.org/10.1111/emre.12383
- Kilroy, J., Dundon, T., & Townsend, K. (2023). Embedding reciprocity in human resource management: A social exchange theory of the role of frontline managers. *Human Resource Management Journal*, 33(2), 511–531. https://doi.org/10.1111/1748-

- Kumar, S. S., Narayan, S., Sharma, K., Kaur, R., & Sen, R. (2023). Creating Sustainable High-Performance Human Resource Practice Through Employees Learning Agility: the Transition Adaptive Approach. *ABAC Journal*, *43*(3), 268–285. https://doi.org/10.59865/abacj.2023.40
- Kuswati, Y. (2020). The Effect of Motivation on Employee Performance. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 3(2), 995–1002. https://doi.org/10.33258/birci.v3i2.928
- Lee, D., Trees, K., & Eyisi, A. (2024). The Use of Social Exchange Theory in Exploring Residents' Perceptions of Tourism. *Tourism*, 72(4), 635–647. https://doi.org/10.37741/t.72.4.9
- Lee, M. C. C., & Ding, A. Y. L. (2023). Hierarchical Culture as a Cross-Level Moderator of the Relationship between Transformational Leadership, Performance Feedback, and Employee Job Performance. *Merits*, *3*(3), 504–520. https://doi.org/10.3390/merits3030030
- Mahendrati, H. A., & Mangundjaya, W. (2020). Individual Readiness for Change and Affective Commitment to Change: The Mediation Effect of Technology Readiness on Public Sector. *Advances in Social Science, Education and Humanities Research*, 431(First 2019), 52–59. https://doi.org/10.2991/assehr.k.200407.010
- Manley, S. C., Hair, J. F., Williams, R. I., & McDowell, W. C. (2021). Essential new PLS-SEM analysis methods for your entrepreneurship analytical toolbox. *International Entrepreneurship and Management Journal*, 17(4), 1805–1825. https://doi.org/10.1007/s11365-020-00687-6
- Margherita, E. G., & Bua, I. (2021). The Role of Human Resource Practices for the Development of Operator 4.0 in Industry 4.0 Organisations: A Literature Review and a Research Agenda. *Businesses*, *I*(1), 18–33. https://doi.org/10.3390/businesses1010002
- Maryani, Y., Entang, M., & Tukiran, M. (2021). The Relationship between Work Motivation, Work Discipline and Employee Performance at the Regional Secretariat of Bogor City. *IJOSMAS: International Journal of Social and Management Studies*, 2(2), 1–16.
- Matejun, M., Matusiak, B. E., & Różańska-Bińczyk, I. (2024). Employee Readiness for GHRM and Its Individual Antecedents: Instrumental and Change-Based Approach. *Sustainability (Switzerland)*, *16*(11). https://doi.org/10.3390/su16114776
- McKay, K., Kuntz, J. R. C., & Näswall, K. (2013). The effect of affective commitment, communication and participation on resistance to change: The role of change readiness. *New Zealand Journal of Psychology*, *42*(2), 29–40.
- Mihalache, M., & Mihalache, O. R. (2022). How workplace support for the COVID-19 pandemic and personality traits affect changes in employees' affective commitment to the organization and job-related well-being. *Human Resource Management*, 61(3), 295–314. https://doi.org/10.1002/hrm.22082
- Mittal, S., Gupta, V., & Mottiani, M. (2022). Examining the linkages between employee brand love, affective commitment, positive word-of-mouth, and turnover intentions: A social identity theory perspective. *IIMB Management Review*, 34(1), 7–17. https://doi.org/10.1016/j.iimb.2022.04.002

- Mohammed, A., & Al-Swidi, A. (2020). The mediating role of affective commitment between corporate social responsibility and eWOM in the hospitality industry. *Journal of Sustainable Tourism*, 29(4), 570–594. https://doi.org/10.1080/09669582.2020.1818086
- Mohtaram, M., & Sarvestani, M. S. (2021). Structural Modeling of Readiness for Organizational Change of Employees of the Department of Education based on the Type of Organizational Culture with a Mediating Role of Social Undermining: Fars Province. *Journal of New Approaches in Educational Adminstration*, 12(4), 1–18. https://doi.org/10.30495/jedu.2021.26176.5228
- Muhammad, S., & Ali, F. (2024). Unravelling the Symphony of High-Performance Work Systems from Commitment to Satisfaction, Readiness for Change, and Beyond. *Pakistan Social Sciences Review*, 8(2), 79–98. https://doi.org/10.35484/pssr.2024(8-ii)08
- Mulyani, S. R., Sari, V. N., & Sari, M. W. (2019). The model of employee motivation and cooperative employee performance. *Polish Journal of Management Studies*, 20(2), 379–390. https://doi.org/10.17512/pjms.2019.20.2.32
- Nguyen, C. M. A., & Ha, M. T. (2023). The interplay between internal communication, employee engagement, job satisfaction, and employee loyalty in higher education institutions in Vietnam. *Humanities and Social Sciences Communications*, *10*(1), 1–13. https://doi.org/10.1057/s41599-023-01806-8
- Novita, R., & Sulastri, S. (2023). The influence of beliefs and anxiety in using artificial intelligence towards readiness to change with high performance work systems as a moderating variable. *Human Resource Management Studies*, *3*(4). https://doi.org/10.24036/hrms.v3i4.308
- Novitasari, D. (2021). Readiness for Change: The Secret to Managing Employee Performance. *International Journal of Social and Management Studies (Ijosmas)*, 2(2), 122–134. http://www.ijosmas.org
- Onukwu, J. N. (2020). Conceptualizing Contributory Pension Scheme Implementation and Job Commitment of University Lecturers in Nigeria. *European Journal of Educational Management*, *3*(1), 7–13. https://doi.org/10.12973/eujem.3.1.7
- Øygarden, O., & Mikkelsen, A. (2020). Readiness for Change and Good Translations. *Journal of Change Management*, 20(3), 220–246. https://doi.org/10.1080/14697017.2020.1720775
- Paais, M., & Pattiruhu, J. R. (2020). Effect of Motivation, Leadership, and Organizational Culture on Satisfaction and Employee Performance. *Journal of Asian Finance, Economics and Business*, 7(8), 577–588. https://doi.org/10.13106/JAFEB.2020.VOL7.NO8.577
- Parent-Lamarche, A., Dextras-Gauthier, J., & Julien, A. S. (2023). Toward a new model of human resource management practices: construction and validation of the High Wellbeing and Performance Work System Scale. *Frontiers in Psychology*, *14*(May), 1–15. https://doi.org/10.3389/fpsyg.2023.1151781
- Pasumarti, S. S., Kumar, M., & Singh, P. K. (2022). HR practices, affective commitment and creative task performance: a review and futuristic research agenda. *International Journal of Human Resources Development and Management*, 22(1–2), 56–74. https://doi.org/10.1504/IJHRDM.2022.121312

- Peng, J., Li, M., Wang, Z., & Lin, Y. (2021). Transformational Leadership and Employees' Reactions to Organizational Change: Evidence From a Meta-Analysis. *Journal of Applied Behavioral Science*, 57(3), 369–397. https://doi.org/10.1177/0021886320920366
- Putra Tampi, P., Diana Nabella, S., & Sari, D. P. (2022). The Influence of Information Technology Users, Employee Empowerment, and Work Culture on Employee Performance at the Ministry of Law and Human Rights Regional Office of Riau Islands. *Enrichment: Journal of Management*, 12(2), 1620–1628.
- Qalati, S. A., Zafar, Z., Fan, M., Sánchez Limón, M. L., & Khaskheli, M. B. (2022). Employee performance under transformational leadership and organizational citizenship behavior: A mediated model. *Heliyon*, 8(11). https://doi.org/10.1016/j.heliyon.2022.e11374
- Rizka, A. I., Mahendro Sumardjo, & Iwan Kresna Setiadi. (2022). Transformational Leadership and Employee Engagement Analysis on Employee Performance Readiness to Change at Human Resources Development Agency. *Journal of Social Science*, *3*(2), 212–229. https://doi.org/10.46799/jss.v3i2.311
- Rotea, C. C., Ploscaru, A. N., Bocean, C. G., Vărzaru, A. A., Mangra, M. G., & Mangra, G. I. (2023). The Link between HRM Practices and Performance in Healthcare: The Mediating Role of the Organizational Change Process. *Healthcare (Switzerland)*, 11(9). https://doi.org/10.3390/healthcare11091236
- Rubel, M. R. B., Hung Kee, D. M., & Rimi, N. N. (2020). High-performance work practices and medical professionals' work outcomes: the mediating effect of perceived organizational support. *Journal of Advances in Management Research*, *18*(3), 368–391. https://doi.org/10.1108/JAMR-05-2020-0076
- Salvatore, L., Gallo, N., Natali, M. L., Terzi, A., Sannino, A., & Madaghiele, M. (2021). Mimicking the Hierarchical Organization of Natural Collagen: Toward the Development of Ideal Scaffolding Material for Tissue Regeneration. *Frontiers in Bioengineering and Biotechnology*, 9(April). https://doi.org/10.3389/fbioe.2021.644595
- Shin, D. J., Garmendia, A., Ali, M., Konrad, A. M., & Madinabeitia-Olabarria, D. (2020). HRM systems and employee affective commitment: the role of employee gender. *Gender in Management*, *35*(2), 189–210. https://doi.org/10.1108/GM-04-2019-0053
- Singh, S. K., Mazzucchelli, A., Vessal, S. R., & Solidoro, A. (2021). Knowledge-based HRM practices and innovation performance: Role of social capital and knowledge sharing. *Journal of International Management*, 27(1), 100830. https://doi.org/10.1016/j.intman.2021.100830
- Sondern, D., & Hertel, G. (2024). Revisiting the classic ABI model of trustworthiness: interactive effects of trustworthiness components on trust in mixed-motive social exchange contexts. *Journal of Trust Research*. https://doi.org/10.1080/21515581.2024.2388659
- Sugiyono. (2022). Metode penelitian kuantitatif (Edisi 3). Alfabeta.
- Syah, T. Y. R., Indriyanti, W., Suyitno, E., Rojuaniah, & Astuti, P. (2024). Building Readiness for Change: The Impact of High Performance HRM Practices and Transformational Leadership in A Tangerang Private Hospital. *Management Studies and Entrepreneurship Journal*, 5(2), 6480–6499.

- Tarigan, A. F., Mariatin, E., & Ananda, F. (2021). The influences of work-life balance on work engagement millennial employee at bpjs ketenagakerjaan. *International Research Journal of Advanced Engineering and Science*, 6(3), 207–209.
- Tear, M. J., Reader, T. W., Shorrock, S., & Kirwan, B. (2020). Safety culture and power: Interactions between perceptions of safety culture, organisational hierarchy, and national culture. *Safety Science*, 121(March), 550–561. https://doi.org/10.1016/j.ssci.2018.10.014
- Temesvari, N. A., Nurmalasari, M., & Dewi, D. R. (2021). Readiness to Change Associated with Job Performance among Health Information Management Professionals during the COVID-19 Pandemic. *KESANS: International Journal of Health and Science*, *1*(9), 1–23.
- Torro, O., & Pirkkalainen, H. (2023). Design principles for social exchange in social virtual reality-enabled virtual teams. *Virtual Reality*, 27(4), 2791–2820. https://doi.org/10.1007/s10055-023-00832-w
- Tran, Q. H. N. (2021). Organisational culture, leadership behaviour and job satisfaction in the Vietnam context. *International Journal of Organizational Analysis*, 29(1), 136–154. https://doi.org/10.1108/IJOA-10-2019-1919
- Tumwesigye, G., Onen, D., & Oonyu, J. (2020). The Mediating Effect of Affective Commitment on the Relationship between Human Resource Management Practices and Turnover Intentions of University Employees. *Education Quarterly Reviews*, *3*(4). https://doi.org/10.31014/aior.1993.03.04.160
- Udin, U., Dananjoyo, R., Shaikh, M., & Vio Linarta, D. (2022). Islamic Work Ethics, Affective Commitment, and Employee's Performance in Family Business: Testing Their Relationships. *SAGE Open*, 12(1). https://doi.org/10.1177/21582440221085263
- Waisy, O. H., & Wei, C. C. (2020). Transformational leadership and affective commitment to change: The roles of readiness for change and type of university. *International Journal of Innovation, Creativity and Change*, 10(10), 459–482.
- Wardani, R., Suhariadi, F., Ratmawati, D., Priyono, S., Suhandiah, S., & Muliatie, Y. E. (2020). How do transformational leadership, communication and supply chain management affect commitment to change through readiness for change? *International Journal of Supply Chain Management*, 9(3), 591–597.
- Zaman, M. N., Novitasari, D., Goestjahjanti, F. S., Fahlevi, M., Nadeak, M., Fahmi, K., Setiawan, T., & Asbari, M. (2020). Effect of Readiness to Change and Effectiveness of Transformational Leadership on Workers' Performance during Covid-19 Pandemic. *Solid State Technology*, 63(1s), 185–200. http://www.solidstatetechnology.us/index.php/JSST/article/view/708
- Zhang, Y., Sun, J., Yang, Z., & Wang, Y. (2020). Critical success factors of green innovation: Technology, organization and environment readiness. *Journal of Cleaner Production*, 264, 121701. https://doi.org/10.1016/j.jclepro.2020.121701
- Zhenjing, G., Chupradit, S., Ku, K. Y., Nassani, A. A., & Haffar, M. (2022). Impact of Employees' Workplace Environment on Employees' Performance: A Multi-Mediation Model. *Frontiers in Public Health*, *10*(May). https://doi.org/10.3389/fpubh.2022.890400