

## DAFTAR PUSTAKA

- Aryanto, R., Fontana, A., & Afiff, A. Z. (2015). Strategic Human Resource Management, Innovation Capability and Performance: An Empirical Study in Indonesia Software Industry. *2nd Global Conference on Business and Social Science-2015, GCBSS-2015*.
- Benita, J. R., Segura, E. R., Marcos, I. O., & Sánchez, L. B. (2015). Innovation projects performance: Analyzing the impact of.
- Fan, H., Li, G., Sun, H., & Cheng, T. (2016). An information processing perspective on supply chain risk management: Antecedents, mechanism, and consequences.
- Huo, B., Ye, Y., Zhao, X., & Shou, Y. (2015). The impact of human capital on supply chain. *Intern. Journal of Production Economics*.
- Kim, H. J., Hur, W.-M., Moon, T.-W., & Jun, J.-K. (2016). Is all support equal? The moderating effects of supervisor, coworker, and organizational support on the link between emotional labor and job performance.
- Lin, Y.-T., & Liu, N.-C. (2016). High performance work systems and organizational service performance: The roles of different organizational climates.
- Liu, Y., Huang, Y., & Fan, H. (2018). Influence tactics, relational conditions, and key account managers performance.
- Malhotra, N. K. (2020). *Marketing Research. An Applied Orientation*.
- Ojha, D., Struckell, E., Acharya, C., & Patel, P. (2018). Supply Chain Organizational Learning, Exploration, Exploitation, and Firm Performance: A Creation-Dispersion Perspective.
- Qin, R., & Nembhard, D. (2015). Workforce agility in operations management.
- Sánchez, A. A., & Morales, G. A. (2015). Gestión del conocimiento y resultados empresariales: efecto mediador de las prácticas de recursos humanos.
- Twain, M., & Wilson, P. (2016). Training and Development for High Performance.
- Wilson, K., & Barbat, V. (2015). The supply chain manager as political-entrepreneur?

Zhang, X., & Zhou, J. (2014). Empowering leadership, uncertainty avoidance, trust, and employee creativity: Interaction effects and a mediating mechanism.



UMMN

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA