



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk menggubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

DAFTAR PUSTAKA

- Anitha J., (2014) "Determinants of employee engagement and their impact on employee performance", *International Journal of Productivity and Performance Management*, Vol. 63 Issue: 3, pp.308-323, <https://doi.org/10.1108/IJPPM-01-2013-0008>
- Aguinis, Herman.2013. *Performance Management. 3rd edition*. New Jersey: Pearson.
- Akgunduz & Sanli, (2017), "The effect of employee advocacy and perceived organizational support on job embeddedness and turnover intention in hotels", *Journal of Hospitality and Tourism Management*, Vol.31 Iss, 118-125
- Arnold B. Bakker, Evangelia Demerouti, (2008) "Towards a model of work engagement", *Career Development International* , Vol. 13 Iss 3, pp.209-223
- Brilian, A. (2015, April). Sociolla, Destinasi Belanja Kosmetik Online Baru di Indonesia. NOVA. Retrieved from <http://nova.grid.id/News/Varia-Warta/Sociolla-Destinasi-Belanja-Kosmetik-Online-Baru-Di-Indonesia?page=1>
- Cho, J., Laschinger, H. K. S. and Wong, C. (2006), "Workplace empowerment, work engagement and organizational commitment of new graduate nurses", *Nursing Leadership—Academy of Canadian Executive Nurses*, Vol. 19 No. 3, pp. 43–60.
- Dessler, Gary. 2015. *Human Resources Management 14th edition*. New Jersey: Pearson.
- Dessler, Gary. 2017. *Human Resources Management 15th edition*. New Jersey: Pearson.
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D. and Rhoades, L. (2001), "Recipitation of perceived organizational support", *Journal of Applied Psychology*, Vol. 86 No.1, pp. 42-51.

Feryanto, H. (2017, Februari). Transaksi e-Commerce di Indonesia Pada 2016 Mencapai 4,89 Miliar Dolar AS. Retrieved from

<http://www.tribunnews.com/bisnis/2017/02/20/transaksi-e-commrece-di-indonesia-pada-2016-mencapai-489-miliar-dolar-as>

Elena Gonzalez, Emmanouil M. Nanos, Helene Seyr, Laura Valdecabres, Nurseda Y.Y, Ursula Smolka, Michael Muskulus, Julio J. Melero, (2017), "Key Performance Indicators for Wind Farm Operation and Maintenance", *Energy Procedia*, Vol.137, pp.559-570

Ghozali Imam. 2016. *Aplikasi Analisis Multivariete dengan IBM SPSS 23 edisi 8*.

Semarang : Badan Penerbit Universitas Diponegoro.

Ghozali, Imam, 2014. *Model Persamaan Struktural Konsep dan Aplikasi Dengan Program AMOS 22.0*. Semarang: Badan Penerbit Universitas Diponegoro.

Hartriani, J (2016, January). Indonesia Peringkat 4 Pengguna Internet Asia *KATADATA*. Retrieved from <http://katadata.co.id/grafik/2016/01/13/indonesia-peringkat-4-pengguna-internet-asia>

Hair, J. F., Black, W. C., Babin, B. J. Anderson, R. E. and Tatham, R. L. (2010), *Multivariate Data Analysis*, Upper Saddle River, NJ: Pearson Prentice Hall.

Ibrahim, M. and Al Falasi, S. (2014), "Employee loyalty and engagement in UAE public sector", *Employee Relations*, Vol.36 Iss: 5 pp.562-582.

Ishfaq Ahmed Muhammad Musarrat Nawaz Ghulam Ali Talat Islam , (2015),"Perceived organizational support and its outcomes", *Management Research Review*, Vol. 38 Iss 6 pp. 627 – 639 <http://dx.doi.org/10.1108/MRR-09-2013-0220>

- Jalal Hanayasha, (2016), "Testing the Effects of Employee Engagement, Work Environment, and Organizational Learning on Organizational Commitment" Procedia - Social and Behavioral Sciences Volume 229, 19 August 2016, Pages 289-297
<https://doi.org/10.1016/j.sbspro.2016.07.139>
- Jaka Perdana. (2016, December). Tahun 2017, Beberapa E-commerce Mulai Berguguran. *Marketeers*. Retrieved from <https://www.marketeers.com/2017-e-commerce-akan-mulai-berguguran/>
- Jaros, S. 2007. Measurement issues in the Meyer and Allen model of organizational commitment. *ICFAI Journal of Organizational Behavior*, 6: 7-25.
- Jackson, S. E., Schuler, R. S., & Werner, S. (2009). *Managing human resources* (10th ed.). Mason, OH: South-Western.
- Johanim Johari, Fee Yean Tan, Zati Iwani Tjik Zulkarnain, (2018) "Autonomy, workload, work-life balance and job performance among teachers", *International Journal of Educational Management*, Vol. 32 Issue: 1, pp.107-120, <https://doi.org/10.1108/IJEM-10-2016-0226>
- Kreitner, R (2009). *Principles of Management* 11th edition. Australia: Wadsworth Cengage Learning.
- Kinicki & William (2009). *Management 4th edition. Getting the Right People for Managerial Success*: McGrawHill.
- Kurtessis et al.,(2015). Perceived Organizational Support: A Meta-Analytic Evaluation of Organizational Support Theory. *Journal of Management*, XX, 1-31.
doi:<http://doi.org.https.sci-hub.tw/10.1177/0149206315575554>

- Kanten, Pelin and Ulker, Funda Er (2012), "A relational approach among perceived organizational support, proactive personality and voice behavior", *Procedia-Social and Behavioral Sciences*, Vol. 62, pp.1016-1022.
- R. K., & D. N. (1992, January). The Balanced Scorecard—Measures that Drive Performance. *Harvard Business Review* . doi:<https://hbr.org/1992/01/the-balanced-scorecard-measures-that-drive-performance-2>
- Lalatendu Kesari Jena, Pratihtha Bhattacharyya, Sajeet Pradhan (2017), "Employee Engagement and Affective Organizational Commitment: Mediating Role of Employee Voice among Indian Service Ssector Employees", SAGE Publications, Vol.21, Iss 4, pp 356-366
- Latham, G.P., Seijts, G.H., Slocum, J., (2016), The goal setting and goal orientation Labyrinth: Effective ways for increasing employee performance. *Organizational Dynamics*, October-December, 45 (4): 271-277
- Lubica,L., Katarina,D., (2016), "Knowledge and Use of the Balanced Scorecard Method in Businesses in the Slovak Republic", *Procedia-Social and Behavioral Sciences*, Vol.230, pp.39-48
- Malhotra, N. K. 2010. *Marketing Research : An Applied Orientation (6th ed.)*. United States of America: Pearson Education.
- Malhotra, N., Budhwar, P., & Prowse, P. (2007). Linking rewards to commitment: An emperical investigation of four UK call centres. *The International Journal of Human Resource Management*, 18(12), 2095-2128.
- Mondy, Wayne. 2008. *Human Resources Management 10th edition*. New Jersey: Pearson.
- Moehariono.(2012). *Indikator Kinerja Utama (IKU)*. Jakarta : PT RajaGrafindo Persada

- Meyer, J. P., Stanley, D. J., Herscovitch, L., & Topolnytsky, L. (2002). Affective, continuance, and normative commitment to the organization: A meta-analysis of antecedents, correlates, and consequences. *Journal of Vocational Behavior*, 61(1), 20-52.
- Meyer, J.P., Stanley, D.J., Jackson, T.A., McInnis, K.J., Maltin, E.R. and Sheppard, L. (2012). Affective, normative, and continuance commitment levels across cultures: A meta-analysis. *Journal of Vocational Behavior*, 80, 225–245
- Meyer, J. and Allen, N. (1991), “A three-component conceptualization of organizational commitment”, *Human Resource Management Review*, Vol. 1 No. 1, pp. 61-89
- Mowday, R. T., Steers, R. M. and Porter, L. X. (1979), “The measurement of organizational commitment”, *Journal of Vocational Behavior*, Vol. 14 No. 2, pp. 224-247
- Noyce, D. (2002). eB2B: Analysis of Business-to-Business E-commerce and how Research Can Adapt to Meet Future Challenges. *International Journal of Market Resesarch*, 44(1), 71-95
- Owais Nazir Jamid UI Islam, (2017), “Enhancing Organizational Commitment and Employee Performance through Employee Engagement: An Empirical Check”, *South Asian Journal of Business Studies*, Vol.6 Iss 1
- Dessler, Gary. 2017. *Human Resources Management 15th edition*. New Jersey: Pearson.
- Pratama, A. (2017, January). Sociolla Raih Pendanaan Seri B dari Istyle. UZONE.ID. Retrieved from <http://uzone.id/e-commerce-sociolla-raih-pendanaan-seri-b-dari-istyle->
- Potensi Besar untuk Pemasukan Negara (2015, November). *KOMINFO*. Retrieved from <https://kominfo.go.id/index.php/content/detail/6385/Potensi+Besar+untuk+Pemasukan+Negara/0/infografis>

- Robinson, D., Perryman, S. and Hayday, S., (2004), *The Drivers of Employee Engagement*, Institute for Employment Studies, Brighton.
- Schaufeli, W. B. and Bakker, A. B. (2004), “Job demands, job resources and their relationship with burnout and engagement: A multi-sample study”, *Journal of Organizational Behavior*, Vol. 25, pp. 293–315.
- Saks, M. (2006), “Antecedents and consequences of employee engagement”, *Journal of Managerial Psychology*, Vol. 21, pp. 600-619
- Thomsen, M., Karsten, S. and Oort, F. J. (2016), “Distance in schools: the influence of psychological and structural distance from management on teachers’ trust in management, organisational commitment, and organisational citizenship behaviour”, *School Effectiveness and School Improvement*, pp. 1-19.
- Ümit Alnıaçık, Esra Alnıaçık, Kültigin Akçin, Serhat Erat, (2012) “Relationships Between Career Motivation, Affective Commitment and Job Satisfaction”, *Social and Behavioral Sciences*, Vol.58, pp.355-362
- Valaei, N. and Jiroudi, S. (2016), “Job satisfaction and job performance in the media industry: A synergistic application of partial least squares path modeling”, *Asia Pacific Journal of Marketing and Logistics*, Vol.28 Iss: 5, pp.984-1014, <https://doi.org/10.1108/apjml-10-2015-0160>.
- Vance, R. (2006), *Employee Engagement and Commitment. A Guide to Understanding, Measuring and Increasing Engagement in your Organization*, SHRM Foundation, Virginia.
- Yener, M., Yaldiran, M. and Ergun, S. (2012), “The effect of ethical climate on work engagement”, *Procedia-Social and Behavioral Sciences*, Vol. 58 No. 12, pp. 724-733.
- Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. 2013. *Business Research Methods (International: 9th ed.)*. Canada : Cengage Learning.