

Daftar Pustaka

- Aria, Yossi W., 2010. "Analisis Pengaruh Adaptive selling terhadap Tingkat kinerja Tenaga Penjual (Studi pada PT Oriflame Semarang). Semarang: Universitas Diponegoro. *Skripsi* (tidak dipublikasikan).
- Aditya, Irnanda, 2013. "Analisis Pengaruh Kompetensi Tenaga Penjualan dan Kemauan Belajar terhadap Kerja Cerdas untuk Meningkatkan Kinerja Tenaga Penjualan". Semarang: Universitas Diponegoro. *Tesis* (tidak dipublikasikan).
- Ahearne, Michael, Son K. Lam, John E. Mathieu, and Willy Bolander, 2010. "Why Are Some Salespeople Better at Adapting to Organizational Change?," *Journal of Marketing, Volume 74 (May), Page65–79*.
- Ahmad, S. Z, SAH, Basir M., & Kitchen, P.J., 2010. "The Relationship between Sales Skills and Salesperson Performance, and the Impact of Organizational Commitment as a Moderator: An Empirical Study in a Malaysian Telecommunications Company". *Int. Journal of Economics and Management Volume 4 (2), page181 – 211*.
- Baldauf, A, David W, Cravens and Nigel F. Piercy, 2001. "Examining Business Strategy, Sales Management, and Salesperson Antecedents of Sales Organization Effectiveness". *Journal of Personal Selling and Sales Management, Volume 21(2), page109-122*.
- Bernardin, H. John & Joyce E. A. Russell, 1993. "Human Resource Management". Singapore : McGraw Hill Inc.
- Bonney, F. Leff, and Brian C. Williams, 2009. "From Products to Solutions: The Role of Salesperson Opportunity Recognition". *European Journal of Marketing, Volume 43(7/8), Page1032–1052*.
- Challagalla, N, Goutam and Tasadduq A. Shervani, 1996. "Dimensions and Types of Supervisory Control: Effect on Salesperson Performance and Satisfaction". *Journal of Marketing, Volume 60, page89-105*.
- Dubrin, A. J., 1984. "Foundations of organizational behavior – An applied perspective". Englewood Cliffs, NJ: Prentice-Hall.
- Emory, CW. and D.R Cooper, 1999, "Metode Penelitian Bisnis", Jilid 1, Edisi V. Jakarta: Penerbit Erlangga.

- Eveleth, Daniel M., and Morris, Linda, 2002. "Adaptive selling in a call center environment: A qualitative investigation". *Journal of Interactive Marketing. Winter Volume16(1), Winter, page25-39.*
- Ferdinand, Augusty, 2006. "*Structural Equational Modeling* dalam penelitian manajemen: Aplikasi Model-model rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor". Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam, 2006. "*Structural Equation Modeling – Metode Alternatif dengan Partial Least Square (PLS)*". Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam, 2008. "Model Persamaan Struktural – Konsep dan Aplikasi dengan Program AMOS 16.0". Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam & Fuad, 2008. "*Structural Equation Modeling: Teori, Konsep dan Aplikasi dengan program LISREL 8.80*". Semarang: Badan Penerbit Universitas Diponegoro.
- Guenzi, Paolo, De Luca, Luigi M., & Spiro, Rosann, 2016. "The combined effect of customer perceptions about a salesperson's adaptive selling and selling orientation on customer trust in the salesperson: a contingency perspective". *Journal of Business & Industrial Marketing, Volume 31(4), page553-564.*
- Kavoosi, Sara., Samaneh Sadeghian, Kolsum Mahmudi, 2014. "An Empirical Investigation of the Impact of Customer Orientation, Adaptive Selling Behaviors, and Job Satisfaction on Salespeople's Performance: The Moderating Role of Selling Experience". *International Journal of Research in Management, Volume 3(4) (May 2014).*
- Kohli, Ajay K, Tasadduq Shervani, and Goutam N, Challagalla, 1998. "Learning and Performance Orientation of Salespeople: The Role of Supervisors". *Journal of Marketing Research, Volume 35 (May), page267-274.*
- Kotler, Philip dan Gary Armstrong, 1997. "Dasar-Dasar Pemasaran" Jakarta: Prenhallindo.
- Liu, Xiaohong, Ruan, Da, dan Xu, Yang, 2005. "A Study of Enterprise Human Resource Competence Appraisalment". *Journal of Enterprise Information Management, Volume18(3), page289.*
- Mangkunegara, A.A., 2013. "Manajemen Sumber Daya Manusia Perusahaan". Cetakan XI. Bandung : Remaja Rosdakarya.

- Mayer, John D., Peter Salovey dan David R. Caruso, 2004. "Emotional Intelligence: Theory, Findings, and Implications." *Journal of Psychology Inquiry*. Volume 15(3), Page197-215.
- McFarland, Richard G. and Blair Kidwell, 2006. "An Examination of Instrumental and Expressive Traits on Performance: The Mediating Role of Learning, Prove, and Avoid Orientations," *Journal of Personal Selling & Sales Management*, Volume 26 (2), Page143–159.
- Piercy, N.F, D.W Cravens, dan N.A Morgan, 1998. "Salesforce Performance and Behaviour-Based Management Processes in Business-to-Business Sales Organization". *European Journal of Marketing*, Volume 32(1/2).
- Porath, Christine L. and Thomas S. Bateman, 2006. "Self-Regulation: From Goal Orientation to Job Performance," *Journal of Applied Psychology*, Volume 91 (1),Page 185–192.
- Rentz, Joseph. O, David Shepherd, Armen Tashcian, Pratibha. Dabholkar, dan Robert T.Ladd, 2002. " A Measure of Selling Skill: Scale Development and Validation". *Journal of Personal Selling & Sales Management*, Volume XXII. (1), Page13–21.
- Robinson Jr., Leroy, Greg W. Marshall, William Moncrief and Felicia G. Lask, 2002. "Toward A Shortened Measure Of Adaptive Selling", *Journal Of Personal Selling And Sales Management Vol XXII (2) (Spring 2002)*.
- Román, Sergio dan Iacobucci, Dawn, 2010. "Antecedents and consequences of adaptive selling confidence and behavior: a dyadic analysis of salespeople and their customers". *Journal of the Academy Marketing Science*, Volume 38, Page363–382.
- Rostiana, 2015. "Adaptive Selling Behavior Based on Psychological Capital, Transformational Leadership and Job Satisfaction. *Open Journal of Social Sciences*, Volume 3, Page83-90.
- Silver, Lawrence S., Sean Dwyer and Bruce Alford, 2006. "Learning and Performance Goal Orientation of Salespeople Revisited: The Role of Performance-Approach and Performance-Avoidance Orientations," *Journal of Personal Selling & Sales Management*, 26 (1), Page27–38.
- Spencer, Lyle & Signe M. Spencer., 1993. "Competence at Work, Models For Superior Performance". Canada : John Wiley & Sons, Inc.

- Spiro, L, Rosann and Barton A. Weitz, 1990. "Adaptive Selling Conceptualization, Measurement, and Nomological Validity". *Journal of Marketing Research, Volume XXVII*
- Sujan, Haris, Barton A. Weitz and Mita Sujan, 1988. "Increasing Sales Productivity by Getting Salespeople To Work Smarter". *Journal of Marketing Research, August, page9-19*.
- and Nirmalaya Kumar, 1994. "Learning Orientation, Working Smart and Effective Selling. *Journal of Marketing, Volume 58 (July), page34-52*.
- Szymanski, David /m. & Churchill, Gilbert A., JR., 1990. "Client Evaluation Cues : A Comparison of Successful Salespeople". *Journal Of Marketing Research, XXVII*.
- Taviyastuti, 2010. "Peningkatan Kinerja Tenaga Penjual Melalui Kompetensi Tenaga Penjual (Studi Kasus BMT di Semarang Jawa Tengah)". Semarang: Politeknik Negri Semarang. *Skripsi* (tidak dipublikasikan).
- Terho, Harri, Mertanen, Liisa Kairisto, Bellenger, Danny and Johnson, Wesley., 2013. "Salesperson Goal Orientations and the Selling Performance Relationship: The Critical Role of Mediation and Moderation". *Journal Business Marketing Management, Volume 2 (June), page70-90*.
- Uno, Hamzah B, 2009. "Teori Motivasi dan Pengukurannya". Jakarta: Bumi Aksara.
- Weilbeker, Dan C., 1990. "The Identification of Selling Abilities Needed for Missionary Type Sales". *The Journal of Personal Selling & Sales Management: Summer Volume 10 (3), page45-58*.
- Weitz, Barton A., Harish Sujan and Mita Sujan, 1986."Knowledge, Motivation And Adaptive Behavior: A Framework For Improving Selling Effectiveness". *Journal of Marketing Volume 50*.
- Widodo, 2009. "Upaya Peningkatan Kinerja Sumber Daya Manusia melalui Komitmen dan Orientasi Belajar". Purwokerto: Universitas Muhammadiyah Purwokerto. *Tesis* (tidak dipublikasikan).