

DAFTAR PUSTAKA

- Ag Budin, D. K., & Wafa, S. A., (2015). The Relationship between culture and leadership style preference among Malay Brunei, Bajau and Kadazan-Dusun community in Sabah Malaysia, *Journal of Management Development*, 34(10).
- Algahtani, A. (2014). Are Leadership and Management Different? A Review, *Journal of Management Policies and Practices*, vol. 2 no. 3.
- Allport, G.W. (1954). *The nature of prejudice*. Reading: Massachusetts. AddisonWesley Publishing Company.
- Ashtiani, F. T., & Valoojerdy, Z. K. (2022). Identification of Key Performance Indicators through E-Learning Critical Success Factors for an Online Course of English for Football. *Creative Education*, 13(05), 1760–1778. <https://doi.org/10.4236/ce.2022.135111>
- Atkins, P. W. B., & Parker, S. K. (2012). Understanding Individual Compassion in Organizations: The Role of Appraisals and Psychological Flexibility. *Academy of Management Review*, 37(4), 524–546. <https://doi.org/10.5465/amr.2010.0490>
- Badawy, M., El-Aziz, A. A. A., Idress, A. M., Hefny, H., & Hossam, S. (2016). A survey on exploring key performance indicators. *Future Computing and Informatics Journal*, 1(1–2), 47–52. <https://doi.org/10.1016/j.fcij.2016.04.001>
- Beamer, L. (1995). A schemata model for intercultural communication and case study: The emperor and the envoy, *Journal of Communication*, 32.
- Berell, M., Wright, P., & Thi van Hoa, T., (1999). The influence of culture on managerial behavior, *Journal of Management Development*, vol. 18 issue: 7.
- Betty Jane Punnett., & Jason Clemens., (1999). Cross-National Diversity: Implications for International Expansion Decisions, *Journal of World Business* / 34(2)
- Black, J. S., Mendenhall, M., & Oddou, G. (1991). Toward a Comprehensive Model of International Adjustment: An Integration of Multiple Theoretical Perspectives. *The Academy of Management Review*, 16(2), 291. <https://doi.org/10.2307/258863>

- Brian J. Hurn (1997). Building Multinational Teams: The Challenge, *International Journal of Value-Based Management* 10.
- Brodock, K., & Massam, G. (2016). How and why to hire a diverse workforce: what you need to know, *Strategic HR Review*, Vol. 15 Issue: 5.
- Browaeys M.J., & Price R., (2011). Understanding cross-cultural management (2nd ed.), Edinburgh: Pearson Education Limited. E-book.
- Brunow, S., & Nijkamp, P. (2018). The impact of a culturally diverse workforce on firms' revenues and productivity: An empirical investigation on Germany, *International Regional Science Review*, Vol. 41(1).
- Byrne, G.J., & Bradley, F. (2007). Culture's Influence on leadership efficiency: How personal and national cultures affect leadership style, *Journal of Business Research*, vol.60, Issue 2.
- Cascio, W. F., & Aguinis, H. (2019). *Applied Psychology in Talent Management*. SAGE Publications, Inc. <https://doi.org/10.4135/9781506375953>
- Casares, P. (1993). Conducting business in an intercultural context, *Business Credit*, vol. 9 (3).
- Chen, S., Geluykens, R., & Chong, J.C. (2006). The importance of Language in Global Teams: A Linguistic Perspective, *Management International Review*, Vol. 46 Issue 6.
- Chia, E., & Jih, C.-S. (1994). The effects of stereotyping on impression formation: crosscultural perspectives on viewing religious persons, *The Journal of Psychology*, 128 (5).
- Childs Jr, J.T. (2005). Managing workforce diversity at IBM: A global HR topic that has arrived, *Human Resource Management*, 44:1.
- Choi, J. N. (2007). Change-oriented organizational citizenship behavior: effects of work environment characteristics and intervening psychological processes. *Journal of Organizational Behavior*, 28(4), 467–484. <https://doi.org/10.1002/job.433>
- Clausen, L. (2010). Moving beyond stereotypes in managing cultural difference: Communication in Danish-Japanese corporate relationships, *Scandinavian Journal of Management* 26.
- Creswell, & John W. (2012). *Research Design Pendekatan Kualitatif, Kuantitatif, dan Mixed*. Yogyakarta: Pustaka Pelajar.
- Cooper, D., Doucet, L., & Pratt, M. (2007). Understanding 'appropriateness' in multinational organizations. *Journal of Organizational Behavior*, 28(3),

303–325. <https://doi.org/10.1002/job.440>

Denzin, K. N., & Lincoln, S. Y. (2005). *Qualitative Research* (3rd ed., Vol. 3). California: Sage Publications.

DeVito, J. A. (2013). *The Interpersonal Communication Book*. Pearson.

Eko Sugiarto. (2015). *Menyusun Proposal Penelitian Kualitatif: Skripsi dan Tesis*. Yogyakarta: Suaka Media.

Frankiano, B. R. (2011). *Kesiapan tenaga kerja indonesia dalam menghadapi persaingan dengan tenaga kerja asing*. 5(1), 66–73.

Greblikaite J., & Daugeliene R. (2010). The growing need of cross-cultural management and ethics in business, *European Integration Studies* 2010, Issue 4.

Gould, S., & Penley, L. E. (1984). Career strategies and salary progression: A study of their relationships in a municipal bureaucracy. *Organizational Behavior and Human Performance*, 34(2), 244–265. [https://doi.org/10.1016/0030-5073\(84\)90006-0](https://doi.org/10.1016/0030-5073(84)90006-0)

Haholongan, R. dkk. (2022). Pengaruh Key Performance Indicators Terhadap Kinerja Karyawan Perusahaan Peralatan Rumah Tangga. *Jurnal Inovasi Penelitian*, 2(8), Vol. 2. No. 8, hal. 2763–2768.

Harzing, A.-W. (2001). Of bears, bumble-bees, and spiders: the role of expatriates in controlling foreign subsidiaries. *Journal of World Business*, 36(4), 366–379. [https://doi.org/10.1016/S1090-9516\(01\)00061-X](https://doi.org/10.1016/S1090-9516(01)00061-X)

Hidayat, R. (2021). Pengaruh Motivasi, Kompetensi dan Disiplin Kerja terhadap Kinerja. *Widya Cipta: Jurnal Sekretari Dan Manajemen*, 5(1), 16–23. <https://doi.org/10.31294/widyacipta.v5i1.8838>

Hidayati, S. N., & Ermiyanto, A. (2017). Analisis Faktor Motivasi Intrinsik dan Motivasi Ekstrinsik Pengaruhnya terhadap Kinerja Karyawan dengan Kepuasan Kerja sebagai Mediasi. *Jurnal Maksipreneur: Manajemen, Koperasi, Dan Entrepreneurship*, 7(1), 18. <https://doi.org/10.30588/jmp.v7i1.320>

Hilman, A., Sumaryana, A., & Pancasilawan, R. (2023). Research Trends in Collaborative Governance: A Bibliometric Analysis. *Jurnal Pemikiran Administrasi Negara*, 15(2), 1–23.

Hofstede, G. (1987). The Applicability of McGregor's Theories in South East Asia. *Journal of Management Development*, 6(3), 9–18. [doi:10.1108/eb051642](https://doi.org/10.1108/eb051642).

- Hofstede, G. (1997). *Cultures and Organizations: Software of the Mind*. New York: McGraw Hill.
- Hofstede, G., Hofstede, G. J. & Minkov, M. (2010). *Cultures and Organizations: Software of the Mind (Rev. 3rd ed.)*. New York: McGraw-Hill.
- Ivan M. Manev., & William B. Stevenson. (2001). Nationality, Cultural Distance, and Expatriate Status: Effects on the Managerial Network in a Multinational Enterprise, *Journal of International Business Studies*, 2nd Qtr., 2001, Vol. 32, No. 2.
- Jackson, S. E., Schwab, R. L., & Schuler, R. S. (2006). Towards an Understanding of the Burnout. *Journal of Applied Psychology*, 71(4), 630–640.
- Jacob N., (2005). Cross-cultural investigations: emerging concepts, *Journal of Organizational Change Management*, vol. 18 Issue: 5.
- Jatiningrum, C. D., Musadieg, M. Al, & Prasetya, A. (2016). Influence Of Organizational Culture, Motivation And Ability On Performance (Study On Employees And Agents Of Pt Asuransi Jiwasraya Branch Office Malang). *Jurnal Administrasi Bisnis*, 39(1), 117–124.
- Javidan, M., Dorfman, P.W., Sully de Luque, & M., House, R. J. (2006). In the eye of the beholder: Cross-cultural lessons in leadership from project GLOBE., *Academy of Management Perspectives*.
- Junaedi, Supriyatno, & Sadikin, R. (2021). Pengaruh Beban Kerja, Lingkungan Kerja, dan Kompensasi Terhadap Komitmen Organisasi. *Jurnal Ilmu Ekonomi Dan Sosial*, 10(2), 131–141. <https://doi.org/10.12244/jies.2021.5.1.001>
- Joplin, J.R.W., & Daus, C.S., (1997). Challenges of leading a diverse workforce, *The Academy of Management Executive*, vol. 11, no. 3.
- Kahija. (2021). *Penelitian Fenomenologis Jalan Memahami Pengalaman Hidup*. Yogyakarta (ID): PT Kanisius.
- Kapiyangoda, K., & Gooneratne, T. (2018). Institutions, agency, culture and control: a case study of a multinational operating company. *Journal of Accounting and Organizational Change*, 14(4), 402–428. <https://doi.org/10.1108/JAOC-07-2017-0056>
- Katz, R. L., (1955). Skills of an effective administrator, *Harvard Business Review*, 33(1).
- Lakshman, S., & Lakshman, C. (2017). The dynamic change in expatriate roles: strategy type and stage of internationalization. *Management Decision*,

55(8), 1770–1784. <https://doi.org/10.1108/MD-11-2016-0816>

- Lauter, L., Kopelman, R. E., & Prottas, D. J. (2015). McGregor's Theory X/Y and Job Performance: A Multilevel, Multi-source Analysis, *Journal of Managerial Issues*, vol. 27 no. 4.
- Leung, K. (2014). Distributive justice and interpersonal interaction across cultures in the context of expatriate pay disparity in multinationals. In *Research in Global Strategic Management* (Vol. 16). Emerald Group Publishing Limited. <https://doi.org/10.1108/S1064-485720140000016000>
- Lund, D. L., Scheer, L. K., & Kozlenkova, I. V. (2013). Culture's Impact on the Importance of Fairness in Interorganizational Relationships, *Journal of International Marketing*, vol. 21 no. 4.
- Lodico, G, Marguerite, Dean T., Spaulding, Katherine H., & Voegtle. (2006). *Methods in Educational Research from Theory to Practice* San Fransisco.
- Mamesah, A. M. ., Kawet, L., & Lengkong, V. P. . (2016). Pengaruh Lingkungan Kerja, Disiplin Kerja, Dan Loyalitas Kerja Terhadap Kinerja Karyawan Pada Lpp Rri Manado Influence of Environmental Work, Work Discipline, and Loyalty To Work on the Performance Employees At Lpp Rri Manado. *Jurnal EMBA, Vol.4 No.3(3)*, 600–611.
- Mendenhall, M. E., Osland, J. S., Bird, A., Oddou, G. R., Stevens, M. J., Maznevski, M. L., & Stahl, G. K. (2017). *Global Leadership*. Routledge. <https://doi.org/10.4324/9781315232904>
- Miles, M. B., & Huberman, M. (1992). *Analisis Data Kualitatif*. Jakarta: Penerbit Universitas Indonesia.
- Mohamed A. Zainuba. (1998). Diversity: A tool for globalization, *Journal of Communication Management* Volume 4 Number 2.
- Moleong, Lexy J. (2006). *Metodologi Penelitian Kualitatif*. Bandung: PT Remaja Rosdakarya.
- Newman, K.L., & Nollen, S.D. (1996). Culture and congruence: the fit between management practices and national culture, *Journal of International Business Studies*, vol. 27.
- Nurung, J., Tamsah, H., Nasriani, & Yusriadi. (2023). Talent and Knowledge Management on Employee Performance in Public Organization. *International Journal of Professional Business Review*, 8(4), e01557. <https://doi.org/10.26668/businessreview/2023.v8i4.1557>

- Ouchi, W.G., & Price, R.L. (1978). Hierarchies, clans and theory Z: A new perspective on organization development, *Organizational Dynamics*, vol. 7 (2).
- Parkhe, A. (1993). Messy research, methodological predispositions, and theory development in international joint ventures, *Academy of Management Review*, vol. 18 no. 2.
- Pauluzzo, R., & Cagnina, M. R. (2017). Bridging the divide: intercultural competences to reconcile the knowledge transfer dilemma in multinational contexts. *Knowledge Management Research & Practice*, 15(4), 542–550. <https://doi.org/10.1057/s41275-017-0073-7>
- Pella, D. A., & Inayati, A. (2011). *Talent Management (Mengembangkan SDM untuk mencapai pertumbuhan dan kinerja prima)*. PT Gramedia Pustaka Utama. <https://openlibrary.telkomuniversity.ac.id/pustaka/10786/talent-management-mengembangkan-sdm-untuk-mencapai-pertumbuhan-dan-kinerja-prima.html>
- Pergelova, A., & Angulo-Reiz, F. (2017). Comparing advertising effectiveness in South American and North-American contexts: testing Hofstede's and Inglehart's cultural dimensions in the higher education sector, *International Journal of Advertising*, 36:6.
- Qu, J., Wang, J., & Zhang, Y. (2023). Analysis of localized marketing strategies of multinational companies ---based on the 4P model. *BCP Business & Management*, 37, 306–311. <https://doi.org/10.54691/bcpbm.v37i.3580>
- Rebecca Mitchell., Brendan Boyle., Stephen Nicholas., Elizabeth Maitland., & Shuming Zhao., (2016). Boundary conditions of a curvilinear relationship between decision comprehensiveness and performance: The role of functional and national diversity, *Journal of Business Research* 69.
- Richmond, J., & Knight, C. (2021). Partnerships and Collaboration: Working Together to Build and Achieve Disaster Recovery. *The Journal of Global Awareness*, 2(Fall/Winter), 1–12. <https://doi.org/10.24073/jga/2/02/08>
- Riusala, K., & Suutari, V. (2004). International knowledge transfers through expatriates. *Thunderbird International Business Review*, 46(6), 743–770. <https://doi.org/10.1002/tie.20034>
- Robbins, S. P., & Judge, T. A. (2017). *Organizational behavior*. Pearson Education Limited.
- Rodriguez, C. (2005). Emergence of a third culture: Shared leadership in international strategic alliances, *International marketing review*, vol. 22 issue: 1.

- Rozkwitalska, M., Chmielecki, M., Przytula, S., Sulkowski, L., & Basinska, B. A. (2017). Intercultural interactions in multinational subsidiaries: Employee accounts of “the dark side” and “the bright side” of intercultural contacts. *Baltic Journal of Management*, 12(2), 214–239. <https://doi.org/10.1108/BJM-11-2015-0215>
- Saraswati, A. K. (2018). Penilaian kinerja dengan menggunakan metode balanced scorecard pada perusahaan multinasional (MNC) di Indonesia. *Jurnal Manajemen: Untuk Ilmu Ekonomi Dan ...*
- Sthira Sista, N. M. M. A., & Utama, I. W. M. (2019). Peran Budaya Organisasi Memediasi Pengaruh Kepemimpinan Transformasional terhadap Pemberdayaan Psikologis. *E-Jurnal Manajemen Universitas Udayana*, 8(7), 4533. <https://doi.org/10.24843/EJMUNUD.2019.v08.i07.p19>
- Stonehouse, G., & Snowdon, B. (2007). Competitive Advantage Revisited: Michael Porter on Strategy and Competitiveness. *Journal of Management Inquiry*, 16(3), 256–273. <https://doi.org/10.1177/1056492607306333>
- Stoner, J. A. . (1993). *Perencanaan dan Pengambilan Keputusan: Dalam Manajemen*. Jakarta Rineka Cipta. <http://kin.perpusnas.go.id/DisplayData.aspx?pId=246&pRegionCode=NTAGSBY&pClientId=712>
- Suh, J., & Battaglio, P. (2022). Assessing the Mediating Effect of Internal Communication on Strategic Human Resource Management and Perceived Performance: An Intersectoral Comparison. *Review of Public Personnel Administration*, 42(3), 464–491. <https://doi.org/10.1177/0734371X21994185>
- Schreiber, E. J. (1996). Muddles and Huddles: Facilitating a Multicultural Workforce through Team Management Theory, *The Journal of Business Communication*, vol. 33 no. 4.
- Smith, J.A. (2015). *Qualitative Psychology: A Practical Guide to Research Methods*. London: Sage.
- Seigyoung Auh, Bulent Menguc. (2004). Top management team diversity and innovativeness: The moderating role of interfunctional coordination, *Industrial Marketing Management* no 34.
- Sugiarto, Eko. (2015). *Menyusun Proposal Penelitian Kualitatif Skripsi dan Tesis*. Yogyakarta: Suaka Media.
- Sugiyono. (2014). *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Bandung: Alfabeta.

- Sukanya, R. (2015). The Challenges of Cross-Cultural Issues in Human Resource Management: A Descriptive Analysis, *Journal of Commerce & Management Thought*, Vol. 6-1.
- Tajfel, H. (1969). Cognitive aspects of prejudice, *Journal of Social Issues*, 25.
- Tarigan, S., . R., Kuspranataga, O., Iqbal, T. M., & Sari, P. A. (2021). Pengaruh Sikap Kerja, Lingkungan Kerja Dan Motivasi Kerja Terhadap Kinerja Pegawai Di Dinas Pekerjaan Umum Dan Penataan Ruang Kabupaten Labuhanbatu Selatan. *JMB (Jurnal Manajemen Dan Bisnis)*, 3(2), 225–236. <https://doi.org/10.30743/jmb.v3i2.4275>
- Taroreh, R. (2017). *Hubungan Pelatihan Dan Pendidikan Terhadap Kinerja Karyawan Pada Pt Air Manado Relationship of Training and Education To Employee Performance At Pt.* 5(2), 2819–2828.
- Torben Juul Andersen. (2011). The risk implications of multinational enterprise, *International Journal of Organizational Analysis* Vol. 19 No. 1.
- Tse, D., Lee, K., Vertinsky, I., & Wehrung, D.A. (1988). Does culture matter? A crosscultural study of executives' choice, decisiveness and risk adjustment in international marketing, *Journal of Marketing*, 52.
- Von Eckartsberg, R. (1998). Existential-Ethnomethodology research. In R. Valle (Ed.), *Inquiry in psychology*. New York: Plenum.
- Yanting, L., Muis, M., & Hakim, W. (2023). Localization of Human Resources Management in Multinational Companies. *Marginal Journal of Management, Accounting, General Finance and International Economic Issues* , 2(3), 742–747. <https://doi.org/10.55047/marginal.v2i3.712>
- Yunus, E. (2018). Pengaruh Kompetensi Sumber Daya Manusia Terhadap Kinerja Pegawai KPPBC Tipe Madya Pabean Tanjung Perak Surabaya. *EKUITAS (Jurnal Ekonomi Dan Keuangan)*, 16(3), 368–387. <https://doi.org/10.24034/j25485024.y2012.v16.i3.355>
- Zhou, Y., Lu, L., & Jiang, B. (2005). Study on staff management practice of multinational company affiliates in China. *Management Decision*, 43(4), 516–522. <https://doi.org/10.1108/00251740510593521>
- Zhuang, E. P. (2003). Cultural synergy in multinational corporation management and intercultural business communication study. *Journal of Shanghai University (Social Science)*, 10(2), 88–93.