

REFERENCES

- Alfes, K., Truss, C., Soane, E.C., Rees, C., & Gatenby, M. (2010). *Creating an Engaged Workforce*. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Anindita, K. (2018). 7 Tips Meningkatkan Kinerja Karyawan Perusahaan Ritel. *Businesstech*. Retrieved from: <https://www.hashmicro.com/id/blog/tips-meningkatkan-kinerja-karyawan-perusahaan-retail-2/>
- Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Baron, R.M., & Kenny, F.A. (1986). "The moderator-mediator variable distinction in social psychological research: conceptual, strategic, and statistical considerations", *Journal of Personality and Social Psychology*, Vol. 51 No. 6, pp. 1173-1182.
- Bass, B. M (1981). Personal selling and transactional/ transformational leadership. In Dolatabadi, H. R., & Safa, M. (2010). The effect of directive and participative leadership style on employees' commitment to service quality. *International Bulletin of Business Administration*, 9(1), 31-42.
- Bolton, S., Houlihan, M., & Plester, B. (2009). Crossing the line: Boundaries of workplace humour and fun. In Chan, S.C.H., & Mak, W.M. (2016). Have you experienced fun in the workplace? An empirical study of workplace fun, trust-in-management and job satisfaction. *Journal of Chinese Human Resource Management*, 7(1), 27-38.
- Buzza, J. S. (2017). Are you living to work or working to live? What millennials want in the workplace. *Journal of Human Resources*, 5(2), 15-20.
- CEIC. (2020). *Indonesia Labour Force Participation Rate*. CEIC. Retrieved from: <https://www.ceicdata.com/en/indicator/indonesia/labour-force-participation-rate>
- Chan, S.C.H. (2010). Does workplace fun matter? Developing a useable typology of workplace fun in a qualitative study. In Chan, S.C.H., & Mak, W.M. (2016). Have you experienced fun in the workplace? An empirical study of workplace fun, trust-in-management and job satisfaction. *Journal of Chinese Human Resource Management*, 7(1), 27-38.
- Chan, S.C.H. (2019). Participative leadership and job satisfaction. *Leadership & Organization Development Journal*, 40(3), 319–333.

- Chan, S.C.H., & Mak, W.M. (2016). Have you experienced fun in the workplace? An empirical study of workplace fun, trust-in-management and job satisfaction. *Journal of Chinese Human Resource Management*, 7(1), 27-38.
- Colquitt, J., LePine, J.A., & Wesson, M.J. (2019). *Organizational behavior: improving performance and commitment in the workplace* (6th ed.). McGraw-Hill Irwin.
- Crawford, E.R., Rich, B.L., Buckman, B., & Bergeron, J. (2013). *The antecedents and drivers of employee engagement*. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Dolatabadi, H. R., & Safa, M. (2010). The effect of directive and participative leadership style on employees' commitment to service quality. *International Bulletin of Business Administration*, 9(1), 31-42.
- DuBois, C. L., & Dubois, D. A. (2012). Strategic HRM as social design for environmental sustainability in organization. *Human Resource Management*, 51(6), 799-826.
- Erawan, A. (2016). Inilah Kota-Kota Dengan Ruang Ritel Termahal di Indonesia. Rumah.com. Retrieved from: <https://www.rumah.com/berita-properti/2016/5/125721/inilah-kota-kota-dengan-ruang-ritel-termahal-di-indonesia>
- Everett, A. (2011). Benefits and Challenges of Fun in the Workplace. *Library Leadership & Management*, 25(1).
- Hackman, J. R., & Oldham, G. R. (1974). The Job Diagnostic Survey: An instrument for the diagnosis of jobs and the evaluation of job redesign projects. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2019). *Multivariate data analysis*. Cengage.
- Jachimowicz, J., To, C., Menges, J. I., & Akinola, M. (2017). Igniting passion from within: how lay beliefs guide the pursuit of work passion and influence turnover. Columbia University.
- Jenkins, S., & Delbridge, R. (2013). Context matters: examining 'soft' and 'hard' approaches to employee engagement in two workplaces. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.

- Jones, G. R. & George, J. M. (1998). The experience and evolution of trust: Implications for cooperation and teamwork. *Academy of Management Review*, 23, 531–546.
- Karanika-Murray, M., Duncan, N., Pontes, H.M., & Griffiths, M.D. (2015). Organizational identification, work engagement, and job satisfaction. *Journal of Managerial Psychology*, 30(8), 1019–1033.
- Karl, K., & Peluchette, J. (2006a). How does workplace fun impact employee perceptions of customer service quality?. In Chan, S.C.H., & Mak, W.M. (2016). Have you experienced fun in the workplace? An empirical study of workplace fun, trust-in-management and job satisfaction. *Journal of Chinese Human Resource Management*, 7(1), 27-38.
- Lythreatis, S., Mostafa, A. M. S., & Wang, X. (2019). Participative leadership and organizational identification in SMEs in the MENA Region: Testing the roles of CSR perceptions and pride in membership. *Journal of Business Ethics*, 156(3), 635-650.
- Malhotra, N.K., & Dash, S. 2016. *Marketing Research: An Applied Orientation* (7th edn). Pearson India.
- Matsuki, T., & Nakamura, J. (2019). Effect of Employees' Values on Employee Satisfaction in Japanese Retail and Service Industries. *Advances in Human-Computer Interaction*, 1-11.
- Mayo, E (1933) *The Human Problems of an Industrial Civilisation*. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Miao, Q., Newman, A., & Huang, X. (2014). The impact of participative leadership on job performance and organizational citizenship behavior: Distinguishing between the mediating effects of affective and cognitive trust. In Lythreatis, S., Mostafa, A. M. S., & Wang, X. (2019). Participative leadership and organizational identification in SMEs in the MENA Region: Testing the roles of CSR perceptions and pride in membership. *Journal of Business Ethics*, 156(3), 635-650.
- Miao, Q., Newman, A., & Huang, X. (2014). The impact of participative leadership on job performance and organizational citizenship behavior: Distinguishing between the mediating effects of affective and cognitive trust. *The International Journal of Human Resource Management*, 25(20), 2796-2810.
- Mordor Intelligence. (2020). *Indonesia Retail Sector – Growth, Trends and Forecast (2020-2025)*. Mordor Intelligence. Retrieved from:

<https://www.mordorintelligence.com/industry-reports/indonesian-retail-industry>

- Noe, R.A., Hollenbeck, J.R., Gerhart, B., & Wright, P.M. (2018). *Fundamentals of human resource management*. McGraw-Hill.
- Owler, K., Morrison, R., & Plester, B. (2010). Does fun work? The complexity of promoting fun at work. *Journal of Management & Organization*, 16(3), 338-352.
- Pallant, J. (2016). *A Step by Step Analysis Guide to IBM SPSS* (6th edn). McGraw-Hill Education.
- Plester, B., & Hutchison, A. (2016). Fun times: the relationship between fun and workplace engagement. In Chan, S.C.H., & Mak, W.M. (2016). Have you experienced fun in the workplace? An empirical study of workplace fun, trust-in-management and job satisfaction. *Journal of Chinese Human Resource Management*, 7(1), 27-38.
- Prasetio, A. P., Luturlean, B. S., & Agathanisa, C. (2019). Examining Employee's Compensation Satisfaction and Work Stress in A Retail Company and Its Effect to Increase Employee Job Satisfaction. *International Journal of Human Resource Studies*, 9(2), 239-265.
- Robbins, S.P., & Judge, T. (2017). *Organizational Behavior* (17th edn). Pearson Australia.
- Robertson, I.T., & Smith, M. (1985). *Motivation and Job Design*. In Armstrong, M., & Taylor, S. (2017). *Armstrong's Handbook of Human Resource Management Practice*, 14th edn. KoganPage.
- Sandell, K. J. (2015). Climate of workplace fun in a retail setting. *2000-2019-CSU Theses and Dissertations*.
- Santia, T. 2020. Berapa Jumlah UMKM di Indonesia? Ini Hitungannya. Liptan6. Retrieved from: <https://www.liptan6.com/bisnis/read/4346352/berapa-jumlah-umkm-di-indonesia-ini-hitungannya>
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. John Wiley & Sons.
- Sharma, P.N., & Kirkman, B.L. (2015). Leveraging leaders: a literature review and future lines of inquiry for empowering leadership research. *Group & Organization Management*, 40(2), 193-237.

- SPNews. (2018). Masa Depan Sektor Pekerja di Sektor Ritel. SPNews. Retrieved from: <https://spn.or.id/masa-depan-sektor-pekerja-di-sektor-ritel/>
- Statista. (2020). Indonesia: Distribution of employment by economic sector from 2010 to 2020. Statista. Retrieved from: <https://www.statista.com/statistics/320160/employment-by-economic-sector-in-indonesia/>
- Tang, J., Liu, M.S., & Liu, W.B. (2017). How workplace fun influences employees' performance: the role of person-organization value congruence. *Social Behavior and Personality*, 45(11), 1787-1802.
- Tews, M.J., Michel, J.W., & Allen, D.G. (2014). Fun and friends: the impact of workplace fun and constituent attachment on turnover in a hospitality context. *Human Relations*, 67(8), 923-946.
- WorldOMeter. (2020). *Indonesia Population*. WorldOMeter. Retrieved from: <https://www.worldometers.info/world-population/indonesia-population/>.

