

DAFTAR REFERENSI

- Achi, Soha El, and Esther Sleilati. "The effect of coaching on employee performance in the human resource management field: the case of the Lebanese banking sector." *International Journal of Trade and Global Markets*, 2016: 137-169.
- Ahearne, Michael, John E. Mathieu, and Adam Rapp. "To Empower or Not to Empower Your Sales Force? An Empirical Examination of Influence." *Journal of Applied Psychology*, 2005: 945-955.
- Alexandra, Meggie, and Devina Theola. *Analisa Pengaruh Empowering Leadership terhadap Team Performance Management dengan Team Cohesion sebagai Variabel Intervening di Hachi-Hachi Surabaya*. Surabaya: Universitas Kristen Petra, 2016.
- Arnold, Josh, Sharon Arad, Jonathan A. Rhoades, and Fritz Drasgow. "The empowering leadership questionnaire: the construction and validation of a new scale for measuring leader behaviors." *Journal of Organizational Behavior*, 2000: 249-269.
- Arthur, Winfred Jr, Winston Jr Benett, Pamela S Edens, and Suzanne T Bell. "Effectiveness of training in organizations: an analysis of design and evaluation features." *Journal Applied Psychology*, 2003: 234-45.
- Atkinson, Philip, and Robert Mackenzie. "Without leadership there is no change." *Management Services*, 2015: 42-47.

Azwar, Saifuddin. *Reliabilitas dan Validitas*. Vol. 4. Yogyakarta: Pustaka Pelajar, 2012.

Bass, Bernard M., and Ronald E. Riggio. *Transformational Leadership*. Oxford: Taylor & Francis, 2005.

Bennett, John L., and Mary Wayne Bush. *Coaching for Change*. New York: Routledge, 2013.

Blanchard, P. Nick, and James W. Thacker. *Effective Training: Systems, Strategies, and Practices*. Portland: Pearson, 1999.

Bono, Joyce E., Radostina K. Purvanova, Annette J. Towler, and David B. Peterson. "A SURVEY OF EXECUTIVE COACHING PRACTICES." *PERSONNEL PSYCHOLOGY*, 2009: 361-404.

Bucata, George, and Alexandru Marius Rizescu. "The Role of Communication in Enhancing Work Effectiveness of an Organization." *Land Forces Academy Review*, 2017: 49-57.

Cacho, Pedro Nunez, Daniel Lorenzo, and Felix Angel Grande. "The effects of coaching in employees and organizational performance: The Spanish Case." *Intangible Capital*, 2015: 1660189.

Carey, Wendy, Donald J. Philippon, and Greta G. Cummings. "Coaching models for leadership development: an integrative review." *Journal of Leadership Studies*, 2011: 51-69.

Chen, Gilad, Payal Sharma, Suzanne Edinger, and Debra L. Shapiro. "Motivation and Demotivating Forces in Teams: Cross-Level Influence of Empowering

Leadership and Relationship Conflict." *Journal of Applied Psychology*, 2011: 541-557.

Collins, Jim C. *Good to Great*. New York: Harper Collins, 2001.

Conger, Jay A., and Rabindra N. Kanungo. "The Empowerment Process: Integrating Theory and Practice." *Academy of Management*, 1988: 471-482.

Covey, Stephen R. *Principle-centered leadership*. New York: Summit Books, 1991.

Cresswell, John W. *Research Design Qualitative & Quantitative Approach*. London: Sage Publications, 1994.

Dick, Walter, Lou Carey, and James O. Carey. *The Systematic Design of Instruction*. London: Pearson, 2015.

Dierendonck, Dirk van, and Kathleen Patterson. *Servant Leadership (Development in Theory & Research)*. London: Palgrave Macmillan, 2015.

Dostal, Jiri. "Theory of Problem Solving." *Procedia Social and Behavioral Sciences*, 2014: 1-8.

Drucker, Peter. *Managing in the Next Society*. Burlington, USA: Butterworth-Heinemann, 2017.

Feldman, Allan, Herbert Altrichter, Peter Posch, and Bridget Somekh. *Teachers Investigate Their Work: An Introduction to Action Research across the Professions*. New York: Routledge, 1993.

Fener, Tugba, and Tugce Cevik. "Leadership in Crisis Management: Separation of Leadership and Executive Concepts ." *Procedia Economics and Finance*, 2015: 695-701.

Filipkowski, Jenna, Mark Ruth, and Abby Heverin. *Building a Coaching Culture with Millennial Leaders*. Ohio: Human Capital Institute, 2017.

Fraenkel, Jack R. , Norman E. Wallen, and Helen H. Hyun. *How to Design and Evaluate Research in Education*. New York: McGraw Hill, 2012.

Giglio, Leo, Thomas Diamante, and Julie M. Urban. "Coaching a leader: leveraging change at the top." *Journal of Management*, 1998: 93-105.

Goleman, Daniel, and Richard E. Boyatzis. "Social intelligence and the biology of leadership." *Harvard Business Review*, 2008: 74-81.

Hallahan, Kirk, Derina Holtzhausen, Betteke van Ruler, Dejan Vercic, and Krishnamurthy Sriramesh. "Defining Strategic Communication." *International Journal of Strategic Communication*, 2007: 3-35.

Hao, Moo Jun, and Rashad Yazdanifard. "How Effective Leadership Can Facilitate Change in Organizations through Improvement and Innovation." *Global Journal of Management and Business Research*, 2015.

Haynor, Patricia M. "The coaching, *precepting*, and mentoring roles of the leader within an organizational setting." In *Holistic Nursing Practice*, 31-40. New York: Aspen Publishers, 1994.

ICF. n.d. <https://coachfederation.org/about> (accessed November 2, 2020).

- Inkinen, Henri. "Review of empirical research on intellectual capital and firm performance." *Journal of Intellectual Capital*, 2015: 518-565.
- Jablokow, Kathryn W. "Developing Problem Solving Leadership: A Cognitive Approach." *International Journal of Engineering Education*, 2008: 936-954.
- Jehanzeb, Khawaja, and Dr. Nadeem Ahmed Bashir. "Training and Development Program and its Benefits to Employee and Organization: A Conceptual Study." *European Journal of Business and Management*, 2013: 243-252.
- Johnson, Richard S. *TQM: Leadership for the Quality Transformation*. Michigan: ASQC Quality Press, 2010.
- Journal of Oncology Practice. "Developing Effective Communication Skills." *Journal of Oncology Practice*, 2007: 314-317.
- Kapur, Dr. Radhika. *Problems and Issues at the Workplace*. New Delhi: University of New Delhi, 2018.
- KBBI. n.d. <https://kbbi.web.id/komunikasi> (accessed October 30, 2020).
- Kelvin-Iloafu, Lovlyn Ekeowa. "The Role of Effective Communication in Strategic Management of Organizations." *International Journal of Humanities and Social Science*, 2016: 93-99.
- Kim, Ji Young, Dae Soo Choi, Chang Soo Sung, and Joo Y. Park. "The role of problem solving ability on innovative behavior and opportunity recognition in university students." *Journal of Open Innovation: Technology, Market, and Complexity*, 2018: 1-13.

- Kim, Minseo, and Terry A. Beehr. "Empowering leadership: leading people to be present through affective organizational commitment." *The International Journal of Human Resource Management*, 2018: 1-25.
- Kleiman, Mel. "What happens if you don't train them and they stay?" *Occupational Health and Safety*, 2000.
- Knowles, Malcolm S. "Andragogy: An Emerging Technology for Adult Learning." In *The Modern Practice of Adult Education: From Pedagogy to Andragogy*, by Malcolm S. Knowles, 53-70. Cambridge Book Company, 1970.
- Knowles, Malcolm S., Elwood F. Holton III, and Richard A. Swanson. *The Adult Learner: the definitive classic in adult education and human resource development*. London: Elsevier, 2005.
- Lally, Phillippa, Cornelia H M van Jaarsveld, and Henry W W Potts. "How are habits formed: Modeling habit formation in the real world." *European Journal of Social Psychology*, 2010.
- Lawrence, Kirk. "Developing Leaders in a VUCA Environment." *UNC Executive Development*, 2013: 1-15.
- Liu, Yingying. "The Review of Empowerment Leadership." *Open Journal of Business and Management*, 2015: 476-482.
- Mack, Oliver, Anshuman Khare, Andreas Kramer, and Thomas Burgartz. *Managing in a VUCA World*. Switzerland: Springer International Publishing, 2016.

- Mayer, Richard E., and Merlin C. Wittrock. "Problem Solving Transfer." In *Handbook of Educational Psychology*, by David C. Berliner, & Robert C. Calfee, 47-62. New York: Macmillan, 1996.
- McNally, Kimberly, and Rosemary Lukens. "Leadership Development An External-Internal Coaching Partnership." *The Journal of Nursing Administration*, 2006: 155-161.
- Milner, Tracy , and Ann Bossers. "Evaluation of an occupational therapy mentorship program." *Canadian Journal of Occupational Therapy*, 2005: 205-211.
- Nda, Maimuna Muhammad, and Rashad Yazdani Fard. "The Impact of Employee Training and Development on Employment Productivity." *Global Journal of Commerce & Management Perspective*, 2014: 91-93.
- Nielsen, Anne Ellerup, and Hanne Norreklit. "A Discourse Analysis of the Disciplinary Power of Management Coaching." *Society and Business Review*, 2009: 202-214.
- Nurhayat, Dayat. "Evaluasi dan pengembangan model coaching dalam peningkatan kompetensi kepemimpinan pada pendidikan dan pelatihan kepemimpinan tingkat II di pusat kajian dan pendidikan dan pelatihan aparatur I lembaga administrasi negara." *Jurnal Wacana Kinerja*, 2016: 89-120.
- Pendleton, David, and Adrian Furnham. *Leadership: All You Need to Know*. London: Macmillan Publishers, 2016.

- Price, John. "The coaching/therapy boundary in organizational coaching." *An International Journal of Theory, Research and Practice*, 2009: 135-148.
- Raub, Steffen, and Christopher Robert. "Differential Effects of Empowering Leadership on In-Role and Extra-Role Employee Behaviors: Exploring the Role of Psychological Empowerment and Power Values." *Human Relations*, 2010: 1743-1770.
- Rausch, Andreas, Thomas Schley, and Julia Warwas. "Problem solving in everyday office work-a diary study on differences between experts and novices." *International Journal of Lifelong Education*, 2015: 1-20.
- Robert Walters. *Attracting and Retaining Millennial Professionals*. Robert Walters Whitepaper, n.d.
- Ruler, Betteke van. "Communication Theory: An Underrated Pillar on Which Strategic Communication Rests." *International Journal of Strategic Communication*, 2018: 368-371.
- Sherman, Stratford, and Alyssa Freas. *Negotiations*. November 2004. <https://hbr.org/2004/11/the-wild-west-of-executive-coaching>.
- SHRM. "Competency Model." *Society for Human Resource Management*, 2012: 1-39.
- Sonesh, Shirley C, Chris W. Coultas, Christina N. Lacarenza, Shannon L. Marlow, Lauren E. Benishek, and Eduardo Salas. "The power of coaching: a meta-analytic investigation." *An International Journal of Theory, Research and Practice*, 2015.

Sonesh, Shirley C., Chris W. Coultas, Christina N. Lacerenza, Shannon L. Marlow, Lauren E. Benishek, and Eduardo Salas. "The power of coaching: a meta-analytic investigation." *An International Journal of Theory, Research and Practice*, 2015.

Theeboom, Tim, Bianca Beersma, and Annelies E.M. van Vianen. "Does coaching work? A meta-analysis on the effects of coaching on individual level outcomes in organizational context." *The Journal of Positive Psychology*, 2013.

Thomas, Kenneth W, and Betty A Velthouse. "Cognitive Elements of Empowerment: An "Interpretive" Model of Intrinsic Task Motivation." *Academy of Management Review*, 2014: 666-681.

Wagner, Stacey. "Retention: Finders, Keepers." *Training & Development*, 2000.

