

DAFTAR PUSTAKA

- Amdani, D. (2018). Pengaruh Kompetensi Dan Budaya Organisasi Terhadap Kinerja Karyawan Politeknik Ganesha Medan. Universitas Sumatera Utara.
- Appelbaum, S. H., & Marchionni, A. 2008. The Multi-tasking paradox: perceptions, problems and strategies. *Management Decision*, 46(9), 1313-1325
- Arda, M. (2017). Pengaruh Kepuasan Kerja Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada Bank Rakyat Indonesia Cabang Putri Hijau Medan. *Jurnal Ilmiah Manajemen & Bisnis*, 18(1), 45–60.
- AU. (2018). Editorial for the special section: transgenerational entrepreneurship in the global world. *Cross Cultural & Strategic Management*, 25(4), 546–549.
- Baptist, E. E. (2014). The half has never been told: Slavery and the making of American capitalism. New York, NY: Basic Books
- Bhikkhu Bodhi. (2016). The Buddha's Teachings on Social and Communal Harmony: An Anthology of Discourses from the Pali Canon. Wisdom Publications.
- Bolboli, S., & Reiche, M. (2014). Culture-based design and implementation of business excellence. *The TQM Journal*, 26, 329-347
- Brčić, Ž. J., & Mihelič, K. K. (2015). Knowledge Sharing Between Different Generations of Employees: an Example from Slovenia. *Economic Research-Ekonomska Istraživanja*, 28(1), 853-867.
- Brough P, O'Driscoll MP, Biggs A (2009) Parental leave and work-family balance among employed parents following childbirth: an exploratory investigation in Australia and New Zealand. *Kotuitui: N Z J Soc Sci Online* 4:71–87. <https://doi-org.ezproxy.lib.rmit.edu.au/10.1080/1177083X.2009.9522445>
- Caldwell, C. (2019). Graphic Design for Everyone. London: Dorling

Cahyadi, H., Tan, J., D. (2021). Founders' Values Contributing To The Intergenerational Succession Of Large Family Businesses. *Jurnal Muara Ilmu Ekonomi Dan Bisnis*, 5(1).

Cahyaputra, L. (2021). Perusahaan Keluarga Miliki Peran Penting Bantu Pemerintah Atasi Masalah Sosial dan Ekonomi. <https://www.beritasatu.com/ekonomi/822221/perusahaan-keluarga-miliki-peran-penting-bantu-pemerintah-atasi-masalah-sosial-dan-ekonomi>

Casper WJ, Vasziri H, Wayne J, DeHauw S, Greenhaus J (2018) The jingle-jangle of work-nonwork balance: a comprehensive and meta-analytic review of its meaning and measurement. *J Appl Psychol* 103(2):182–214

Diaz, J. (2017). Buddhist Values And Actions Towards Peace And Environment Protection A Sociological Perspective. *Journal University Of barcelona*. Volume 1(2).

Dweck, Carol. (2015). Education Week : Revisits the 'Growth Mindset'. Vol. 35, Issue 05, Pages 20,24

Garavan, T. N., Carbery, R., & Rock, A. (2011). Mapping *Talent development*: Definition, Scope and Architecture. *Emerald Insight Journal*, 05-24

Gaumer, C. J., & Shaffer, K. J. (2018). Family business succession: impact on supplier relations and customer management. *Human Resource Management International Digest*, 1(2).

Gilbert et al. (2001). Elements of Talent Development Across Domains. *Journal of Excellence*, 63-77

Givens, R. (2012). The study of the relationship between organizational culture and organizational performance in non-profit religious organizations. *International Journal of Organization Theory and Behavior*, 15, 239-263.

Goshkheteliani, Irine & Surguladze, Natalia. (2015). TEACHING ENGLISH SPEECH ETIQUETTE TO GEORGIAN STUDENTS. *Journal of Teaching and Education*. 04. 71-76.

Guba, Egon G., and Lincoln, YvonnaS. 2005. "Paradigmatic Controversies, Contradictions, and Emerging Confluences." In *The Sage Handbook of Qualitative Research*, edited by Norman K. Denzin, and Yvonna S. Lincoln, 191-215. London: Sage Publication.

Harper, M., & Cole, P. (2012). Member checking: Can benefits be gained similar to group therapy? *The Qualitative Report*, 17, 510-517. Retrieved from <http://www.nova.edu>

Hasan, Said Hamid, dkk,. 2010. Pengembangan Pendidikan Budaya dan Karakter Bangsa. Jakarta: Kementerian Pendidikan Nasional Badan Penelitian dan Pengembangan Pusat Kurikulum

Hernandez-Perlines, F., Ribeiro-Soriano, D., & Rodríguez-García, M. (2020). Transgenerational innovation capability in family firms. *International Journal of Entrepreneurial Behavior & Research*, 27(1), 1–25.

Kotrba, L., Gillespie, M., Schmidt, A., Smerek, R., Ritchie, S., et al. (2012). Do consistent corporate cultures have better business performance? Exploring the interaction effects. *Human Relations*, 65, 241-262.

Maguire, J. S., Strickland, P., & Frost, W. (2013). Familiness as a form of value for wineries: a preliminary account. *Journal of Wine Research*, 24(2), 112–127.

Man, A., & Luvison, D. (2014). Sense-making's role in creating alliance supportive organizational cultures. *Management Decision*, 52, 259-277. doi:10.1108/MD-02-2013-0054

Man, T., Mustafa, M. and Fang, Y. (2016). Succession in Chinese family

- enterprises: the influence of cognitive, regulatory and normative factors. *International Journal of Management Practice*, 9(4).
- Melo, T. (2012). Determinants of corporate social performance: The influence of organizational culture, management tenure, and financial performance. *Social Responsibility Journal*, 8, 33-47.
- Murphy, P. J., Cooke, R. A., & Lopez, Y. (2013). Firm culture and performance: Intensity's effects and limits. *Management Decision*, 51, 661-679.
- Ngai, E. W. T. (2005). *Customer Relationship* management research (1992–2002): An academic literature review and classification. *Marketing Intelligence & Planning*, 23(6), 582–605.
- Nitzan, I., & Libai, B. (2011). Social effects on customer retention. *Journal of Marketing*, 75, 24–38.
- Nongo, E., & Ikyanyon, D. (2012). The influence of corporate culture on employee commitment to the organization. *International Journal of Business and Management*, 7(22), 21-28.
- O'Connor, A. (2017). The nature of prejudice. *The Nature of Prejudice*. <https://doi.org/10.4324/9781912282401>
- Patton, M.Q. (1999). Enhancing the quality and credibility of qualitative analysis. *Health Sciences Research*, 34, 1189–1208.
- Parada, M. J., & Dawson, A. (2017). Building family business identity through transgenerational narratives. *Journal of Organizational Change Management*, 30(3), 344–356.
- Parvatiyar, A., & Sheth, J. N. (2001). *Customer Relationship* management: Emerging practice, process, and discipline. *Journal of Economic & Social*

Research,3(2), 1–34.

Puah, Y. Y., & Ting, S. H. (2014). English and other languages in the workplace: Language behaviour of Chinese working in the public and private sector. *Paper Presented at 12th International AsiaTEFL Conference, Kuching*.

Puah, S.-H. T. and Y.-Y. (2015). Sociocultural traits and language attitudes of Chinese Foochow and Hokkien in Malaysia. *Centre for Language Studies, Universiti Malaysia Sarawak*, 25(1), 117–140.

Ramadani, V., Hisrich, R.D., Anggadwita, G. and Alamanda, D. . (2017). Gender and succession planning: opportunities for females to lead Indonesian family businesses. *International Journal of Gender and Entrepreneurship*, 9(3), 229–251.

Ramadhan, M. (2020). Succession Process Model Pada Bisnis Keluarga (Studi Pada CV.Bachman). *e-Proceeding of Management*. Volume 7(2).

Ridwan, M. (2020). Sektor Migas Indonesia Masih Bertaji, Ini Kata Menko Airlangga. <https://ekonomi.bisnis.com/read/20201203/44/1325905/sektor-migas-indonesia-masih-bertaji-ini-kata-menko-airlangga>

Rini, E.S. (2009). “Menciptakan pengalaman konsumen dengan experiential marketing”, Jurnal Manajemen Bisnis, Vol. 2, No. 1, pp. 15 – 20, Januari 2009

Saldana, Johnny. (2012). The Coding Manual for Qualitative Researchers. London: SAGE Publication.

Sarbah, A. & W. X. (2015). Good Corporate Governance Structure: A must for family businesses. *Open Journal of Business and Management*, 3, 40–57.

Salvucci, D. D., & Taatgen, N. A. 2011. The *Multitasking* Mind. New York:Oxford University Press

- Sharma, G., & Good, D. (2013). The work of middle managers: Sense making and sense giving for creating positive social change. *The Journal of Applied Behavioral Science*, 49, 95-122. doi:10.1177/0021886312471375
- Sim. (2012). Why are the native languages of the Chinese Malaysians. *Journal of Taiwanese Vernacular*, 4(1), 62–95.
- Tan, J. D., Supratikno, H., Pramono, R., Purba, J. T., & Bernarto, I. (2019). Nurturing Transgenerational Entrepreneurship in Ethnic Chinese Family SMEs: Exploring Indonesia. *Journal of Asia Business Studies*, 1(1).
- Timms C, Brough P, Siu OL, O'Driscoll M, Kalliath T (2015a) Cross-cultural impact of work-life balance on health and work outcomes. In: Lu L, Cooper CL (eds) *Handbook of research on work-life balance in Asia*. Edward Elgar Publishing, Cheltenham, pp 295–314
- Verkuyten, M., & Yogeeswaran, K. (2016). The social psychology of intergroup toleration: a roadmap for theory and research. *Personality and Social Psychology Review*, 1–25.
<https://doi.org/10.1177/1088868316640974>
- Wasim, J., Cunningham, J., Maxwell-Cole, A., & Taylor, J. R. (2018). Nonfamily knowledge during family business succession: a cultural understanding. *International Journal of Entrepreneurial Behavior & Research*.
- Wu, M., Coleman, M., Abdul Rahaman, A. R., & Edziah, B. K. (2020). Successor selection in family business using theory of planned behaviour and cognitive dimension of social capital theory: evidence from Ghana. *Journal of Small Business and Enterprise Development*, *Ahead-of-Print(ahead-of-Print)*, 5(2).
- Yin, R.K. (2018). Case Study Research: Second Edition. New Delhi: Sage Publications.