

## DAFTAR PUSTAKA

- Acquaah, M., Gyampah, K. A., & Nyathi, N. Q. (2014). *Measuring and Valuing Social Capital: A Systematic Review*. London: Network for business sustainability.
- Alshammari, A. A. (2020). The Impact of Human Resource Management Practices, Organizational Learning, Organizational Culture and Knowledge Management Capabilities on Organizational Performance in Saudi Organizations: A Conceptual Framework. *Revista Argentina de Clínica Psicológica*, XXIX, 714-721.
- Ansmann, L., Hower, K. I., Wirtz, M. A., Kowalski, C., Ernstmann, N., McKee, L., & Pfaff, H. (2020). Measuring social capital of healthcare organizations reported by employees for creating positive workplaces - validation of the SOCAPO-E instrument. *BMC Health Services Research*, 20(272), 2-10
- Anwar, G., & Abdullah, N. N. (2020). The impact of Human resource management practice on Organizational performance. *International journal of Engineering, Business and Management*, 3..
- Armstrong, M., & Taylor, S. (2014). *Armstrong's Handbook of Human Resource Management Practice*. Philadelphia: Kogan Page Limited.
- Arsawan, I. E., Koval, V., Rajiani, I., Rustiarini, N., Supartha, W. G., & Suryantini, N. S. (2020). Leveraging knowledge sharing and innovation culture into SMEs sustainable competitive advantage. *International Journal of Productivity and Performance Management*.
- Badriyah, N. (2017). Social Capital of Human Resources in SMEs on Competitive Advantage. *Journal of Applied Management*, 15(3), 491-500.
- Bank Indonesia. (2021). *Prospek 2021 Menjaga Stabilitas dan Memperkuat Pemulihan*. Departemen Komunikasi. Jakarta: Erwin Haryono.
- Bank Mandiri. (2021, September 17). *Korporasi Info: Mandiri*. Retrieved from Mandiri: <https://bankmandiri.co.id/news>
- Bank Mandiri. (2021, september). *Profil Perusahaan: Bank Mandiri*. Retrieved from Bank Mandiri: <https://bankmandiri.co.id/web/guest/profil-perusahaan>
- Baumann, C., Hoadley, S., Hamin, H., & Nugraha, A. (2017). Competitiveness vis-à-vis service quality as drivers of customer loyalty mediated by perceptions of regulation and stability in steady and volatile markets. *Journal of Retailing and Consumer Services*, 36, 62-74.
- BCA. (2021, Juli 22). *Tentang BCA: PT Bank Central Asia Tbk Hasil Kinerja Semester I 2021*. Retrieved from BCA Senantiasa di Sisi Anda: <https://www.bca.co.id/id/tentang-bca/media-riset/pressroom/siaran-pers/2021/07/23/01/56/performa-solid-menghadapi-ketidakpastian>
- Bogers, M., Chesbrough, H., Heaton, S., & Teece, D. J. (2019, November 1). Strategic Management of Open Innovation: A Dynamic capabilities perspective. *California Management Review*, 62(1), 77-94.
- Bratianu, C. (2015). *Organizational Knowledge Dynamics: Managing Knowledge Creation, Acquisition, Sharing, and Transformation*. Bukares: IGI Global.

- Brenes, E., Montoya, D., & Ciravegna, L. (2014). Differentiation strategies in emerging markets. The case of Latin American agribusinesses. *Journal of Business Research*, 67(5), 847–855.
- Budiati, I., Susianto, Y., Adi, W., Ayunni, S., Reagan, H. A., Larasaty, P., . . . Saputri, V. (2018). *Profil Generasi Milenial Indonesia*. Kementerian Pemberdayaan Perempuan dan Perlindungan Anak.
- Castaneda, D. I., Manrique, L. F., & Cuellar, S. (2018). Is organizational learning being absorbed by knowledge management? A systematic review. *Journal of Knowledge Management*, 299-325.
- Cavusgil, S. T., & Knight, G. (2015). The born-global firm: An entrepreneurial and capabilities perspective on early and rapid internationalization. *Journal of International Business Studies*, 46(1), 3–16.
- Cavusoglu, H., & S, R. (2010). Selecting A Customization Strategy Under Competition: Mass Customization, Targeted Mass Customization and Product Proliferation. *IEEE Transactions on Engineering Management*, 12-28.
- Chege, J. (2018). Effectiveness of Differentiation Strategy on Business Performance of Kenyan Betting Companies. *IOSR Journal of Business and Management*, 20(7), 22-27.
- Chinomona, R., & Sandada, M. (2013). Shared Goal, Communication and Absence of Damaging Conflicts as Antecedents of Employee Relationship Strength at Institutions of Higher Learning in South Africa. *Mediterranean Journal of Social Sciences*.
- Chow, W. S., & Chan, L. S. (2008). Social network, social trust and shared goals in organizational knowledge sharing. *Information & management*, 45(7), 458–465.
- Chuang, M. Y., Chen, C. J., & Lin, M. J. (2016). The impact of social capital on competitive advantage: The mediating effects of collective learning and absorptive capacity. *Management Decision*, 1443-1463.
- Chukwuemeka, O. W., & Onuoha, B. C. (2018, March). Dynamic Capabilities and Competitive Advantage of Fast Foods Restaurants. *International Journal of Management Science and Business Administration*, 4(3), 7-14.
- Collings, D. G., Wood, G. T., & Leslie, T. (2019). *Human resource management : a critical approach*. New York: Routledge.
- Colquitt, J., Lepine, J. A., & Wesson, M. J. (2018). *Organizational behavior: improving performance and commitment in the workplace*. Dubuque: McGraw Hill Education.
- Czernek, K., & Czakon, W. (2016). Trust building processes in tourist cooperation: The case of a Polish region. *Tourism Management*, 52, 380-394.
- Denrell, J., & Powell, T. C. (2016, Maret). *The Oxford Handbook of Dynamic Capabilities*. Retrieved from The Oxford Handbook: <https://www.oxfordhandbooks.com/view/10.1093/oxfordhb/9780199678914.001.0001/oxfordhb-9780199678914-e-007>
- Dessler, G. (2017). *Human resource management*. Boston: Pearson Education.
- Dewi, R. S., & Pradhanawati, A. (2021). The Competitive Advantage of Batik SMEs Based on a Learning Organization. *ICISPE 2020*.

- Eidizadeh, R. E. (2017). Analysing the Role of Business Intelligence, Knowledge Sharing, and Organizational Innovation on Gaining Competitive Advantage. *Journal of Workplace Learning*, 29(4).
- Elrehail, H., Harazneh, I., Abuhjeeleh, M., Alzghoul, A., Alnajdawi, S., & Ibrahim, H. M. (2020). Employee satisfaction, human resource management practices and competitive advantage The case of Northern Cyprus. *European Journal of Management and Business Economics*, 29(2), 125-149.
- Enaworu, E., Adegboye, F. B., & Wara, H. U. (2018). Competitiveness in Banking Industry: A Study of Employee Satisfaction, Customer Satisfaction and Productivity in Service Quality. *Competitiveness in Emerging Markets*, 373-390.
- Fainshmidta, S., Wenger, L., Pezeshkan, A., & Mallon, M. R. (2019). When do Dynamic Capabilities Lead to Competitive Advantage? The Importance of Strategic Fit. *Journal of Management Studies*, 758-787.
- Fathy, R. (2019). Modal Sosial: Konsep, Inklusivitas dan Pemberdayaan Masyarakat. *Jurnal Pemikiran Sosiologi*, VI.
- Ferreira, J., Cardim, S., & Coelho, A. (2020). Dynamic Capabilities and Mediating Effects of Innovation on the Competitive Advantage and Firm's Performance: the Moderating Role of Organizational Learning Capability. *Journal of the Knowledge Economy*.
- Fraj, E., Matute, J., & Melero, I. (2015). Environmental strategies and organizational competitiveness in the hotel industry: The role of learning and innovation as determinants of environmental success. *Tourism Management*, 30-42.
- Galetic, L., & Vukelic, Z. (2017). Influence of a Company's Dynamic Capabilities on its Innovation of Value Creation Models. *Proceedings of the Eleventh Asia-Pacific Conference on Global Business, Economics, Finance and .*
- García Villaverde, P., , , Ruiz-Ortega, M.J, Parra-Requena, G, & Rodrigo, J. A. (2018). The role of knowledge absorptive capacity on the relationship between cognitive social capital and entrepreneurial orientation. *Journal of Knowledge Management*, 1015-1036.
- Gelhard, C., Von Delft, S., & Gudergan, S. P. (2016). Heterogeneity in dynamic capability configurations: Equifinality and strategic performance. *Journal of Business Research*, 5272-5279.
- Good News From Indonesia. (2021, Juli 28). *EKONOMI: Bank Terbesar di Indonesia Berdasarkan Nilai Aset 2021*. Retrieved from Good News From Indonesia: <https://www.goodnewsfromindonesia.id/2021/07/28/inilah-5-bank-terbesar-di-indonesia-berdasarkan-nilai-aset-2021>
- Hair Jr, J. E., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis (Eight edition)*. Cengage Learning EMEA: United Kingdom.
- Hair, J. F., Hult, G. T., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Thousand Oaks, CA: Sage Publications Inc.
- Hasan, I., Hoi, C., Wu, Q., & Zang, H. (2020). Is social capital associated with corporate innovation? Evidence from publicly listed firms in the U.S. *Journal of Corporate Finance*, 1.
- Hawthorne, J. L. (2015). Engaging the Skill Set of the Millennials: Librarians, Content and Technology in the Mobile Age. *QScience Proceedings 2015*.



- Hu, S., He, Z. L., Blettner, D. P., & Bettis, R. A. (2017). Conflict inside and outside: Social comparisons and attention shifts in multi-divisional firms. *Strategic Management Journal*, 1435-1454.
- Human Resource Professional Association. (2016). *HR & Millennials: Insights Into Your New Human Capital*. HRP.
- IDX Channel TV. (2021, Agustus 30). *Berhasil Tekan CoF, Laba Bank Mandiri (BMRI) Tumbuh 21 Persen di Kuartal II-2021*. Retrieved from IDX: <https://www.idxchannel.com/market-news/berhasil-tekan-cof-laba-bank-mandiri-bmri-tumbuh-21-persen-di-kuartal-ii-2021>
- Iskandar, A. (2019, December). Analisis Strategi Keunggulan Bersaing (Competitive Advantage) pada Balai Diklat Keuangan Makassar. *Jurnal Ilmiah Ilmu Administrasi*, 2(2), 164-178.
- Jalloh, A. A., & Ming, F. (2020). Managing Human Capital as a Strategic Source of Sustainable Enterprise Development and Competitive Advantage. *International Journal of Management and Humanities (IJMH)*, 5(1), 20-29.
- Jiang, W., Mavondo, F. T., & Matanda, M. J. (2015). Integrative capability for successful partnering: A critical dynamic capability. *Management Decision*, 53(6), 1184-1202.
- Jiang, Y., & Ritchie, B. (2017). Disaster collaboration in tourism: Motives, impediments and success factors. *Journal of Hospitality and Tourism Management*, 31, 70-82.
- Jing, F.F., Avery, G.C. & Bergsteiner, H. (2011). Organisational Climate and Performance in Retail Pharmacies. *Leadership and Organisation Development Journal*, 32(3):224-242.
- Kabul, L. M. (2016). Organisasi Pembelajaran: Teori dan Realita. *Journal Ilmiah Rinjani*, 3.
- Karimi, J., & Walter, Z. (2015). The role of dynamic capabilities in responding to digital disruption: A factor-based study of the newspaper industry. *Journal of Management Information Systems*, 32(1), 39-81.
- Karimi, J., & Walter, Z. (2015). The role of dynamic capabilities in responding to digital disruption: A factor-based study of the newspaper industry. *Journal of Management Information Systems*, 32(1), 39-81.
- Katadata. (2020, Desember 28). *Data stories: Dompot Digital Paling Populer di Indonesia*. Retrieved from databoks: <https://databoks.katadata.co.id/datapublish/2020/12/28/gopay-jadi-dompot-digital-paling-populer-di-indonesia>
- Kaur, V., & Mehta, V. (2017). Dynamic Capabilities for Competitive Advantage: A Comparative Study of IT Multinationals in India. *Paradigm*, 21(1).
- Kementerian Pemberdayaan Perempuan dan Perlindungan Anak. (2018). *PROFIL SOSIAL DEMOGRAFI GENERASI MILENIAL INDONESIA*. Kementerian Pemberdayaan Perempuan dan Perlindungan Anak.
- Khuroh, U., Windhyastiti, I., & Christina, S. R. (2021, January). Dynamic Capability and Competitive Advantage: Environmental Dynamism is a Moderator or Driver. *Jurnal Samudra Ekonomi dan Bisnis*, 12(1), 18-34.
- Kinicki, A., & Fugate, M. (2018). *Organizational Behavior : a practical, problem solving approach*. New York: McGraw-Hill Education.

- Kinicki, A., & Williams, B. (2020). *Management : a practical introduction*. New York: McGraw-Hill Education.
- Knight, G., & Cavusgil, S. T. (2005). A taxonomy of born global firms. *Management International Review*, 45(3), 15–35.
- Knight, Gary; Moen, Åystein; Madsen, Tage Koed (2020). Antecedents to differentiation strategy in the exporting SME. *International Business Review*, 101740
- Kompas. (2020, November 24). *Pengaruh Lingkungan Sosial terhadap Lingkungan Pendidikan Konten ini telah tayang di Kompasiana.com dengan judul "Pengaruh Lingkungan Sosial terhadap Lingkungan Pendidikan", Klik untuk baca: <https://www.kompasiana.com/annisatuzzahro/5fbd3b8e8ede487e625>*. Retrieved from Kompasiana:<https://www.kompasiana.com/annisatuzzahro/5fbd3b8e8ede487e625ec832/pengaruh-lingkungan-sosial-terhadap-lingkungan-pendidikan>
- Kor, Y. Y., & Mesko, A. (2013). Dynamic managerial capabilities: Configuration and orchestration of top executives' capabilities and the firm's dominant logic. *Strategic Management Journal*, 34(2), 233–244.
- Kothandaraman, P., & Wilson, D. T. (2001). The future of competition: Value-creating networks,. *Industrial Marketing Management*, 379-389.
- Kurtmollaiev, S. (2020). Dynamic Capabilities and Where to Find Them. *Journal of Management Inquiry*, 29, 3-16.
- Kusmantini, T., Mardiana, T., & Pramudita, R. (2021). Analysis of the Effect of Business Intelligence on Competitive Advantage through Knowledge Sharing and Organizational Innovation in Export Companies in the Special Region of Yogyakarta. *Journal of Economics and Business*, 4(1), 245-254.
- Kusuma N, A., & Febrianto, H. G. (2020). Pengaruh Kemajuan Teknologi Informasi Dan Pengetahuan Investasi Terhadap Minat Investasi Generasi Milenial Di Pasar Modal. *Jurnal Business Management Journal*, 16(2), 81-95.
- Kusuma, K. A. N., & Rastini, N. M. (2017). Peran Kunggulan Bersaing Memediasi Pengaruh Orientasi Kewirausahaan terhadap Kinerja Pemasaran. *E-Jurnal Manajemen Universitas Udayana*, 6(8).
- Ladhari, R. (2009). A review of twenty years of SERVQUAL research. *International Journal of Quality and Service Sciences*, 1(2), 172-198.
- Lee, K., & Yoo, J. (2019). How does open innovation lead competitive advantage? A dynamic capability view perspective. *Plos One*, 14(11).
- Li, Y., Chen, H., Liu, Y., & Peng, M. W. (2014). Managerial ties, organizational learning, and opportunity capture: A social capital perspective. *Asia Pacific Journal of Management*, 31(1), 271-291.
- Linda, A., Sunkee, L., & Jisoo, P. (2020). Organizational Learning Processes and Outcomes: Major Findings and Future Research Directions. *Management Science*, 1-31.
- LINE Jobs. (2019, May 4). *Pentingnya Pendidikan dan Kemampuan Dalam Dunia Kerja*. Retrieved from Line Today: <https://today.line.me/id/v2/article/LD3wol>
- Liu, C. H., Horng, J. S., Chou, S. F., Huang, Y. C., & Chang, A. Y. (2018, July). How to create competitive advantage: the moderate role of organizational learning as a

- link between shared value, dynamic capability, differential strategy, and social capital. *Asia Pacific Journal of Tourism Research*.
- Lohana, S., Abidi, N. A., Sahoo, N., Babu, M. S., & Pallathadka, H. (2021). Performance measurement of human resource by design a human resource scorecard. *Materials Today: Proceedings*, 1.
- Lokerbumn. (2021, Juni 23). *Lowongan Kerja Customer Service Bank Mandiri Taspen*. Retrieved from Lokerbumn: <https://lokerbumn.com/lowongan-kerja-customer-service-bank-mandiri-taspen-2/23/2021/>
- Luthans, F. (2020). *Organizational Behavior An Evidence Based Approach*. Charlotte: Information Age Publishing.
- Malhotra, N. K. (2020). *Marketing Research: An Applied Orientation*. New York: Pearson Education.
- Mani, D., & Nandkumar, A. (2016). The differential impacts of markets for technology on the value of technological resources: An application of group-based trajectory models. *Strategic Management Journal*, 37(1), 192-205.
- Martin, J. A. (2011). Dynamic managerial capabilities and the multibusiness team: The role of episodic teams in executive leadership groups. *Organization Science*, 22(1), 118–140.
- Matarazzo, M., Penco, L., Profumo, G., & Roberto, Q. (2021). Digital transformation and customer value creation in Made in Italy SMEs: A dynamic capabilities perspective. *Journal of Business Research*, 642-656.
- McShane, S., & Glinow, M. A. (2018). *Oorganizational Behavior: Emerging Knowledge, Global Reality*. New York: Mc Graw Hill Education.
- McShane, S., & Glinow, M. A. (2018). *Oorganizational Behavior: Emerging Knowledge, Global Reality*. New York: Mc Graw Hill Education.
- Menzies, J., Orr, S., & Paul, J. (2020). SME Internationalisation: The Relationship Between Social Capital and Entry Mode. *Management International Review*.
- Miłaszewicz, D. (2014). Social competence of young Poles in the light of the survey on social capital of students attending the University of Szczecin (Poland). *World Journal of Applied and Life Sciences*, 1.
- Mohamad, R., & Niode, I. Y. (2020). Analisis Strategi Daya Saing (Competitive Advantage) Kopia Karanji Gorontalo. *Oikos Nomos: Jurnal Kajian Ekonomi dan Bisnis*, 13(1).
- Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2016). *Fundamentals of Human Resource Management*. New York: Mc Graw Hill Education.
- Pavlou, P. A., & El Sawy, O. A. (2011). Understanding the elusive black box of dynamic capabilities. *Decision Sciences*, 42(1), 239–273.
- Pearce, J., & Robinson, R. (2016). *Strategic Management: Formulation, Implementation, and Control, 10thEd*. New York: McGraw Hill.
- Pentana, S., & Ardiani, W. (2016). Dampak Latar Belakang Pendidikan, Pelatihan, dan Penempatan Pegawai terhadap Kinerja Pegawai. *Jurnal Riset Komputer*, 435-442.
- Perdana, A. K. (2019). Generasi Milenial dan Strategi Pengelolaan SDM Era Digital. *Jurnal Studi Pemuda*, 8(1), 75-80.
- PT Bank Central Asia Tbk. (2021, Juli 22). *PT Bank Central Asia Tbk Hasil Kinerja Semester I 2021*. Retrieved from BCA: <https://www.bca.co.id/id/tentang->



- bca/media-riset/pressroom/siaran-pers/2021/07/23/01/56/performa-solid-menghadapi-ketidakpastian
- Pulakos, E.D. & O’Leary, R. (2011). Why is Performance Management Broken, *Industrial and Organisational Psychology*, 4:146-164.
- Purnomo, H., Ciptono, W. S., & Utomo, H. (2021). The Emerging of Dynamic Capabilities for Socially Responsible Operations and Innovation Development in the COVID-19 Pandemic Situation. *IOEM Society International*, 7046-7054.
- Puspita, V., Fauzan, & Triyanto, D. (2020). Peran Generasi Milenial Dalam Pengembangan Industri Kreatif Sebagai Upaya Penanggulangan Kemiskinan di Kota Bengkulu. *Jurnal Ekonomi dan Kebijakan Publik*, 3(2), 51-66.
- Putra, R., & Ruslan, S. (2021). Influence Work Discipline, Organizational Learning, And Motivation To Employee Performance At Pt Cimb Niaga Tbk. *Dinasti International Journal of Digital Business Management*, 324-334.
- Putri, V. W., & Yuniawan, A. (2016). Organizational Effectiveness: Social Capital And Competitive Advantage Approach. *Jurnal Dinamika Manajemen*, 7(1), 76-90.
- Reimann, M., Schilke, O., & Thomas, J. S. (2010). Customer relationship management and firm performance: The mediating role of business strategy. *Journal of the Academy of Marketing Science*, 38(3), 326–346.
- Russel, S. N., & Millar, H. H. (2014). Exploring the Relationships among Sustainable Manufacturing Practices, Business Performance and Competitive Advantage : Perspectives from a Developing Economy. *Journal of Management and Sustainability*, 4(3), 37-54.
- S. P. Lopez, J. M. M. Peón, and C. J. V. Ordas (2005), “Organizational learning as a determining factor in business performance,”.
- Schumpeter, J. A. (2013). 1976, Capitalism, socialism and democracy. London: Routledge.
- Selnes, F. (1998). Antecedents and consequences of trust and satisfaction in buyer seller relationships. *European Journal of Marketing*, 32(3/4), 305-322.
- Sekaran, U. and Bougie, R. (2016) *Research Methods for Business: A Skill Building Approach*. John Wiley & Sons, Hoboken.
- Sharma, V. (2020). An empirical study exploring the relationship among human capital innovation, service innovation, competitive advantage and employee productivity in hospitality services. *African Journal of Hospitality, Tourism and Leisure*, 9(2).
- Siddiqui, Sulaman, H., Rasheed, R., Nawaz, S., & Abbas, M. (2019). Knowledge sharing and innovation capabilities: The moderating role of organizational learning. *Pakistan Journal of Commerce and Social Sciences*, 13(2), 455-486.
- Sinarwati, N. K., Yuliarmi, N. N., & Utama, M. S. (2019). SOCIAL CAPITAL AND SUSTAINABILITY OF MSME. *Journal of Agricultural Science*.
- Spanos, Y. E., & Lioukas, S. (2001). An examination into the causal logic of rent generation: Contrasting Porter’s competitive strategy framework and the resource-based perspective. *Strategic Management Journal*, 22(10), 907–934.
- Suryaratri, R. D., & Abadi, M. (2018). Modal Psikologis dan Intensi Job Hopping Pada Pekerja Generasi Milenial. *IKRAITH-HUMANIORA*.
- Suta P, N. M., & Yuliandari, N. K. (2017). Konsep Dasar Manajemen Sumber Daya Manusia (MSDM). *Manajemen Sumber Daya Manusia*, 2. Retrieved from <http://elib.untag-banyuwangi.ac.id/file-jurnal/MANAJEMEN-SDM.pdf>

- Syahli, R., & Sekarningrum, B. (2017, Maret). Pengelolaan Sampah Berbasis Modal Sosial Masyarakat. *Jurnal Pemikiran dan Penelitian Sosiologi*, 146.
- Teece, D. J. (2007). Explicating dynamic capabilities: the nature and microfoundations of (sustainable) enterprise performance. *Strategic Management Journal*, 1319-1350.
- Teece, D. J. (2018). Business models and dynamic capabilities. *Long Range Planning*, 51(1), 40-49.
- The Asian Banker. (2021, April 9). *Indonesia e-wallet transaction to reach \$18.5 billion in 2021 amid fierce competition*. Retrieved from The Asian Banker Strategic Business Intelligence For The Financial Services Community: <https://www.theasianbanker.com/updates-and-articles/big-tech-platforms-heat-up-competition-in-indonesias-digital-payments-landscape>
- Urtmollaiev, S. (2020). Dynamic Capabilities and Where to Find Them. *Journal of Management Inquiry*, 29, 3-16.
- Vu, M. H. (2020). A Review of Dynamic Capabilities, Innovation Capabilities, Entrepreneurial Capabilities and Their Consequences. *Journal of Asian Finance, Economics and Business*, 7.
- Wang, C., Brabenec, T., Gao, P., & Tang, Z. (2021). The Business Strategy, Competitive Advantage and Financial Strategy: A Perspective from Corporate Maturity Mismatched Investment. *Journal of Competitiveness*, 13(1), 164–181. <https://doi.org/10.7441/joc.2021.01.10>
- Wheeler, B. (2002). NeBIC: a dynamic capabilities theory for assessing net-enablement. *Information Systems Research*, 13, 125-146.
- Yanli, Z., Shun, L., & Weibao, L. (2020, March). The Impact of Human Resource Management System on Enterprise Sustained Competitive Advantage in Competitive Strategy: The Mediating Role of Human Capital. *International Journal of Business and Social Science*, 11(3).
- Yi, H. T., Han, C.-N., & Cha, Y.-B. (2018). The Effect of Entrepreneurship of SMEs on Corporate Capabilities, Dynamic Capability and Technical Performances in South Korea. *Journal of Asian Finance, Economics and Business*, 135-147.
- Zhao, Z., Meng, F., He, Y., & Gu, Z. (2019). The Influence of Corporate Social Responsibility on Competitive Advantage with Multiple Mediations from Social Capital and Dynamic Capabilities. *Sustainability*.