

## DAFTAR PUSTAKA

- Abbasi, S. G., Shabbir, M. S., Abbas, M., & Tahir, M. S. (2020). HPWS and knowledge sharing behavior: The role of psychological empowerment and organizational identification in public sector banks. *Journal of Public Affairs, September*. <https://doi.org/10.1002/pa.2512>
- Aboramadan, M. (2020). Top management teams characteristics and firms performance: literature review and avenues for future research. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-02-2020-2046>
- Abugre, J. B., & Nasere, D. (2020). Do high-performance work systems mediate the relationship between HR practices and employee performance in multinational corporations (MNCs) in developing economies? *African Journal of Economic and Management Studies, 11(4)*, 541–557. <https://doi.org/10.1108/AJEMS-01-2019-0028>
- Ahammad, M. F., Glaister, K. W., & Junni, P. (2019). Organizational ambidexterity and human resource practices. *International Journal of Human Resource Management, 30(4)*, 503–507. <https://doi.org/10.1080/09585192.2019.1538651>
- Al-Dhaafri, H. S., & Alosani, M. S. (2020a). Impact of total quality management, organisational excellence and entrepreneurial orientation on organisational performance: empirical evidence from the public sector in UAE. *Benchmarking, 27(9)*, 2497–2519. <https://doi.org/10.1108/BIJ-02-2020-0082>
- Al-Dhaafri, H. S., & Alosani, M. S. (2020b). Mechanism of organisational excellence as a mediator on the relationship between human resource management and organisational performance: empirical evidence from public sector. *International Journal of Quality and Reliability Management, 2016*. <https://doi.org/10.1108/IJQRM-12-2019-0364>
- Ali, M., Lei, S., & Wei, X. Y. (2018). The mediating role of the employee relations climate in the relationship between strategic HRM and organizational performance in Chinese banks. *Journal of Innovation and Knowledge, 3(3)*, 115–122. <https://doi.org/10.1016/j.jik.2016.12.003>
- Alosani, M. S., Yusoff, R., & Al-Dhaafri, H. (2019). The effect of innovation and

strategic planning on enhancing organizational performance of Dubai Police. *Innovation & Management Review*, 17(1), 2–24.

<https://doi.org/10.1108/inmr-06-2018-0039>

Barney, J. (1991a). Firm Resources and Sustained Competitive Advantage.

*Journal of Management*, 17(1), 99–120.

<https://doi.org/10.1177/014920639101700108>

Barney, J. (1991b). Rbv\_Barney.Pdf. In *Journal of Management* (Vol. 17, Issue 1, pp. 99–120).

Barney, J. B., & Hesterly, W. S. (2012). *Strategic management and competitive advantage : concepts*. 377.

Bartram, T., Stanton, P., Leggat, S., & Trobe, L. (2007). *Lost in translation: exploring the link between HRM and performance in healthcare*. 17(1), 21–41.

Beltrán-Martín, I., Bou-Llusar, J. C., Roca-Puig, V., & Escrig-Tena, A. B. (2017). The relationship between high performance work systems and employee proactive behaviour: role breadth self-efficacy and flexible role orientation as mediating mechanisms. *Human Resource Management Journal*, 27(3), 403–422. <https://doi.org/10.1111/1748-8583.12145>

Berumen, S. A., Pérez-Megino, L. P., & Ibarra, K. A. (2016). Extrinsic motivation index: A new tool for managing labor productivity. *International Journal of Business Science and Applied Management*, 11(1), 1–17.

Birkinshaw, J., & Gupta, K. (2013). Clarifying the distinctive contribution of ambidexterity to the field of organization studies. *Academy of Management Perspectives*, 27(4), 287–298. <https://doi.org/10.5465/amp.2012.0167>

Boxall, P., & Macky, K. (2007). High-performance work systems and organisational performance : Bridging theory and practice *Asia Pacific Journal of Human Resources*. 45(May), 45. <https://doi.org/10.1177/1038411107082273.262>

Boxall, P., & MacKy, K. (2009). Research and theory on high-performance work systems: Progressing the high-involvement stream. *Human Resource Management Journal*, 19(1), 3–23. <https://doi.org/10.1111/j.1748-8583.2008.00082.x>

- Brewer, G. A., & Selden, S. C. (2000). Why Elephants Gallop: Assessing and Predicting Organizational Performance in Federal Agencies. *Journal of Public Administration Research and Theory*, 10(4), 685–711. <https://doi.org/10.1093/oxfordjournals.jpart.a024287>
- Bryson, J. M. (2008). Strategic Orientation and Ambidextrous Public Organizations. *Cardiff University and the Economic and Social Research Council*, 49(Organizational Strategy), 69–73.
- Bryson, J. M., Ackermann, F., & Eden, C. (2007). Putting the resource-based view of strategy and distinctive competencies to work in public organizations. *Public Administration Review*, 67(4), 702–717. <https://doi.org/10.1111/j.1540-6210.2007.00754.x>
- Bücker, J. J. L. E., Furrer, O., Poutsma, E., & Buyens, D. (2014). The impact of cultural intelligence on communication effectiveness, job satisfaction and anxiety for Chinese host country managers working for foreign multinationals. *International Journal of Human Resource Management*, 25(14), 2068–2087. <https://doi.org/10.1080/09585192.2013.870293>
- Buyl, T., Boone, C., Hendriks, W., & Matthysens, P. (2011). Top Management Team Functional Diversity and Firm Performance: The Moderating Role of CEO Characteristics. *Journal of Management Studies*, 48(1), 151–177. <https://doi.org/10.1111/j.1467-6486.2010.00932.x>
- Byrne, B. M. (n.d.). *Structural Equation Modeling with Amos* (Third). Routledge.
- Cannaerts, N., Segers, J., & Henderickx, E. (2016). Ambidextrous design and public organizations: a comparative case study. *International Journal of Public Sector Management*, 29(7), 708–724. <https://doi.org/10.1108/IJPSM-12-2015-0210>
- Cannaerts, N., Segers, J., & Warsen, R. (2020). Ambidexterity and Public Organizations: A Configurational Perspective. *Public Performance and Management Review*, 43(3), 688–712. <https://doi.org/10.1080/15309576.2019.1676272>
- Carmeli, A., & Tishler, A. (2004). The relationships between intangible organizational elements and organizational performance. *Strategic Management Journal*, 25(13), 1257–1278. <https://doi.org/10.1002/smj.428>

- Carpenter, M. A., Geletkancz, M. A., & Sanders, W. G. (2004). Upper echelons research revisited: Antecedents, elements, and consequences of top management team composition. *Journal of Management*, 30(6), 749–778. <https://doi.org/10.1016/j.jm.2004.06.001>
- Chams-Anturi, O., Moreno-Luzon, M. D., & Escorcia-Caballero, J. P. (2019). Linking organizational trust and performance through ambidexterity. *Personnel Review*, 49(4), 956–973. <https://doi.org/10.1108/PR-07-2018-0239>
- Chang, Y. Y. (2015). A multilevel examination of high-performance work systems and unit-level organisational ambidexterity. *Human Resource Management Journal*, 25(1), 79–101. <https://doi.org/10.1111/1748-8583.12061>
- Chen, J., Miller, D., & Chen, M. J. (2021). Top management team time horizon blending and organizational ambidexterity. *Strategic Organization*, 19(2), 183–206. <https://doi.org/10.1177/1476127019883669>
- Chen, J., Walker, R. M., & Sawhney, M. (2020). Public service innovation: a typology. *Public Management Review*, 22(11), 1674–1695. <https://doi.org/10.1080/14719037.2019.1645874>
- Choi, T., & Chandler, S. M. (2015). Exploration, Exploitation, and Public Sector Innovation: An Organizational Learning Perspective for the Public Sector. *Human Service Organizations Management, Leadership and Governance*, 39(2), 139–151. <https://doi.org/10.1080/23303131.2015.1011762>
- Chow, G., Heaver, T. D., & Henriksen, L. E. (1994). Logistics Performance: Definition and Measurement. *International Journal of Physical Distribution & Logistics Management*, 24(1), 17–28. <https://doi.org/10.1108/09600039410055981>
- Darwish, T. K. (2013). *Strategic HRM and Performance: Theory and Practice*. <https://books.google.com/books?id=rcgwBwAAQBAJ&pgis=1>
- Dastmalchian, A., Bacon, N., McNeil, N., Steinke, C., Blyton, P., Satish Kumar, M., Bayraktar, S., Auer-Rizzi, W., Bodla, A. A., Cotton, R., Craig, T., Ertenu, B., Habibi, M., Huang, H. J., İmer, H. P., Isa, C. R., Ismail, A., Jiang, Y., Kabasakal, H., ... Varnali, R. (2020). High-performance work systems and organizational performance across societal cultures. *Journal of*

*International Business Studies*, 51(3), 353–388.

<https://doi.org/10.1057/s41267-019-00295-9>

Demoussis, M., & Giannakopoulos, N. (2007). Exploring job satisfaction in private and public employment: Empirical evidence from Greece. *Labour*, 21(2), 333–359. <https://doi.org/10.1111/j.1467-9914.2007.00370.x>

Deserti, A., & Rizzo, F. (2014). Design and Organizational Change. *Design Management Journal*, 9(1), 85–97.

<http://onlinelibrary.wiley.com/doi/10.1111/dmj.12013/epdf>

Dhillon, J. P. S. (2020). Accountability fragmented? Exploring disjointed performance measurement in government. *Public Money and Management*, 0(0), 1–8. <https://doi.org/10.1080/09540962.2020.1764253>

Do, H., Budhwar, P. S., Patel, C., Jewell, D. O., Jewell, S. F., Kaufman, B. E., Singh, J. P., Chand, P. K., Mittal, A., Aggarwal, A., Katou, A. A., Budhwar, P. S., Patel, C., Zhu, C. C., Liu, A., Chen, G., Zhai, X., Tian, X., Katter, K., ... Molina-Azorín, J. F. (2020). Innovating and optimizing in public organizations: does more become less? *International Journal of Human Resource Management*, 9(1), 1–5.

<https://doi.org/10.1016/j.jbusres.2018.06.001>

Elbanna, S., & Abdel-Maksoud, A. (2020). Organizational Resources and Performance: The Case of an Oil-Rich Country. *Public Performance and Management Review*, 43(3), 713–739.

<https://doi.org/10.1080/15309576.2019.1660187>

Escrig-tena, A., & Bou-llusar, J. C. (2008). *Human Resource Flexibility as a Mediating Variable Between High Performance Work Systems and Performance*. <https://doi.org/10.1177/0149206308318616>

Evans, W. R., & Davis, W. D. (2005). High-performance work systems and organizational performance: The mediating role of internal social structure. *Journal of Management*, 31(5), 758–775.

<https://doi.org/10.1177/0149206305279370>

Fernández-Pérez de la Lastra, S., García-Carbonell, N., Martín-Alcázar, F., & Sánchez-Gardey, G. (2017). Building ambidextrous organizations through intellectual capital: A proposal for a multilevel model. *Intangible Capital*,

13(3), 668–693. <https://doi.org/10.3926/ic.972>

Finkelstein, S., Hambrick, D. C., & Canella, A. A. (2002). Theory and Research on Executives, Top Management Teams, and Boards. In *Mycological Research* (Vol. 106, Issue 11).

García-Granero, A., Fernández-Mesa, A., Jansen, J. J. P., & Vega-Jurado, J. (2018). Top management team diversity and ambidexterity: The contingent role of shared responsibility and CEO cognitive trust. *Long Range Planning*, 51(6), 881–893. <https://doi.org/10.1016/j.lrp.2017.11.001>

García-Juan, B., Escrig-Tena, A. B., & Roca-Puig, V. (2019). The empowerment–organizational performance link in local governments. *Personnel Review*, 48(1), 118–140. <https://doi.org/10.1108/PR-09-2017-0273>

Georgakakis, D., Greve, P., & Ruigrok, W. (2016). Bridge and rule: Top management faultlines, firm performance and the moderating role of the CEO-TMT interface. *76th Annual Meeting of the Academy of Management, AOM 2016*, 1366–1371. <https://doi.org/10.5465/AMBPP.2016.143>

Georgakakis, D., Heyden, M. L. M., Oehmichen, J. D. R., & Ekanayake, U. I. K. (2019). Four decades of CEO–TMT interface research: A review inspired by role theory. *Leadership Quarterly*, December 2018, 101354. <https://doi.org/10.1016/j.leaqua.2019.101354>

Gibson, C. B., & Birkinshaw, J. (2004). The Antecedents, Consequences, and Mediating Role of Organizational Ambidexterity. *Academy of Management Journal*, 32(4), 261–267. <https://doi.org/10.1007/s10654-017-0256-9>

Gieske, H., George, B., van Meerkerk, I., & van Buuren, A. (2020). Innovating and optimizing in public organizations: does more become less? *Public Management Review*, 22(4), 475–497. <https://doi.org/10.1080/14719037.2019.1588356>

Günsel, A., Altındağ, E., Kılıç Keçeli, S., Kitapçı, H., & Hızıroğlu, M. (2018). Antecedents and consequences of organizational ambidexterity: the moderating role of networking. *Kybernetes*, 47(1), 186–207. <https://doi.org/10.1108/K-02-2017-0057>

Gürlek, M. (2020). Effects of high-performance work systems (HPWSs) on intellectual capital, organizational ambidexterity and knowledge absorptive

capacity: evidence from the hotel industry. *Journal of Hospitality Marketing and Management*, 00(00), 1–33.

<https://doi.org/10.1080/19368623.2020.1774029>

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2013). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Thousand Oaks. Sage, 165.

Hambrick, D. C. (2007). Upper echelons theory: An update. *Academy of Management Review*, 32(2), 334–343.

<https://doi.org/10.5465/AMR.2007.24345254>

Hambrick, D. C. (2014). ), and Team Processes (E.G., Communication Flows and Sociopolitical Dynamics) (. *Wiley Encyclopedia of Management*, 1–2.

Hambrick, D. C., & Mason, P. A. (1984). Upper Echelons: The Organization as a Reflection of Its Top Managers. *Academy of Management Review*, 9(2), 193–206. <https://doi.org/10.5465/amr.1984.4277628>

Hambrick, D. C. P. A. M. (1986). Upper Echelons : The organization as a reflection of its top managers. *Academy of Management Review*, 9(2), 193–206.

Han, J. H., Liao, H., Taylor, M. S., & Kim, S. (2018). Effects of high-performance work systems on transformational leadership and team performance: Investigating the moderating roles of organizational orientations. *Human Resource Management*, 57(5), 1065–1082.

<https://doi.org/10.1002/hrm.21886>

Harymawan, I., Nasih, M., & Nowland, J. (2020). Top management team meetings and firm performance. *Accounting Research Journal*, 33(6), 691–708. <https://doi.org/10.1108/ARJ-03-2020-0062>

Iacovino, N. M., Barsanti, S., & Cinquini, L. (2017). Public Organizations Between Old Public Administration, New Public Management and Public Governance: the Case of the Tuscany Region. *Public Organization Review*, 17(1), 61–82. <https://doi.org/10.1007/s11115-015-0327-x>

John W. Creswell. (2009). Research Design. In *SAGE Open* (Vol. 8). <https://doi.org/10.2307/1523157>

Kafetzopoulos, D. (2020). Organizational ambidexterity: antecedents,

- performance and environmental uncertainty. *Business Process Management Journal*. <https://doi.org/10.1108/BPMJ-06-2020-0300>
- Katou, A. A., Budhwar, P. S., & Patel, C. (2020). A trilogy of organizational ambidexterity: Leader's social intelligence, employee work engagement and environmental changes. *Journal of Business Research*, January, 0–1. <https://doi.org/10.1016/j.jbusres.2020.01.043>
- Katter, K. (2018). *Supporting ambidextrous teams: The role of top management in team ambidexterity*. 1–100.
- Khaltar, O., & Moon, M. J. (2020). Effects of Ethics and Performance Management on Organizational Performance in the Public Sector. *Public Integrity*, 22(4), 372–394. <https://doi.org/10.1080/10999922.2019.1615163>
- Kim, A. (2019). Human resource strategies for organizational ambidexterity. *Employee Relations*, 41(4), 678–693. <https://doi.org/10.1108/ER-09-2017-0228>
- Kim, E. J., & Park, S. (2020). Top Management Support for Talent and Culture on Career Changers' Organizational Commitment and Job Satisfaction. *Journal of Career Development*, 47(6), 686–700. <https://doi.org/10.1177/0894845318820967>
- Kim, K., Ok, C., Kang, S. C., Bae, J., & Kwon, K. (2020). High-performance work systems with internal and external contingencies: The moderating roles of organizational slack and industry instability. *Human Resource Management*, 1–19. <https://doi.org/10.1002/hrm.22030>
- Kim, S. (2005). Individual-level factors and organizational performance in government organizations. *Journal of Public Administration Research and Theory*, 15(2), 245–261. <https://doi.org/10.1093/jopart/mui013>
- Klas, J., & Lilja. (2017). International Journal of Quality and Service Sciences For Authors Key Enabling Factors for Organizational Ambidexterity in the Public Sector. *International Journal of Quality and Service Sciences Iss*, 9(1). <http://dx.doi.org/10.1108/IJQSS-04-2016-0038>
- Kloutsiniotis, P. V., & Mihail, D. M. (2020). High performance work systems in the tourism and hospitality industry: a critical review. *International Journal of Contemporary Hospitality Management*, 32(7), 2365–2395.



<https://doi.org/10.1108/IJCHM-10-2019-0864>

Ko, J., & Smith-walter, A. (n.d.). *International Review of Public Administration*  
*The Relationship between HRM Practices and Organizational Performance*  
*in the Public Sector : Focusing on Mediating Roles of Work Attitudes*. July  
2014, 37–41. <https://doi.org/10.1080/12294659.2013.10805270>

Kobarg, S., Wollersheim, J., Welpe, I. M., & Spörrle, M. (2017). Individual  
Ambidexterity and Performance in the Public Sector: A Multilevel Analysis.  
*International Public Management Journal*, 20(2), 226–260.

<https://doi.org/10.1080/10967494.2015.1129379>

Kor, Y. Y. (2003). Experience-Based Top Management Team Competence and  
Sustained Growth. *Organization Science*, 14(6).

<https://doi.org/10.1287/orsc.14.6.707.24867>

Lee, T., Liu, W. T., & Yu, J. X. (2021). Does TMT composition matter to  
environmental policy and firm performance? The role of organizational  
slack. *Corporate Social Responsibility and Environmental Management*,  
28(1), 196–213. <https://doi.org/10.1002/csr.2042>

Locke, E. A. (2007). The Blackwell Hanbook of Principles of Organizational  
Behaviour. In *The Blackwell Hanbook of Principles of Organizational*  
*Behaviour*. <https://doi.org/10.1111/b.9780631215066.2003.x>

Majid, A., Yasir, M., Yasir, M., & Yousaf, Z. (2020). Network capability and  
strategic performance in SMEs: the role of strategic flexibility and  
organizational ambidexterity. *Eurasian Business Review*, 0123456789.

<https://doi.org/10.1007/s40821-020-00165-7>

March, J. G. (1991). Exploration and Exploitation in Organizational Learning.  
*Organization Science*, 2(1), 71–87. <https://doi.org/10.1287/orsc.2.1.71>

Mardi, M., Arief, M., Furinto, A., & Kumaradjaja, R. (2018). Sustaining  
Organizational Performance Through Organizational Ambidexterity by  
Adapting Social Technology. *Journal of the Knowledge Economy*, 9(3),  
1049–1066. <https://doi.org/10.1007/s13132-016-0385-5>

Martins, H., & Proença, M. T. (2014). Minnesota satisfaction questionnaire:  
psychometric properties and validation in a population of portuguese hospital  
workers. *Investigação e Intervenção Em Recursos Humanos*, 3.

<https://doi.org/10.26537/iirh.v0i3.1825>

Mehmetoglu, M., & Venturini, S. (n.d.). *STRUCTURAL EQUATION*

*MODELLING WITH PARTIAL LEAST SQUARES USING STATA AND R.*

Mihalache, O.R, Jansen, J. J. . (2011). Top Management Team Shared Leadership  
And Organizational Ambidexterity : A Moderated Mediation Framework.

*Strategic Entrepreneurship Journal*, 306, 285–306.

<https://doi.org/10.1002/sej>

Mom, T. J. M., Chang, Y. Y., Cholakova, M., & Jansen, J. J. P. (2019). A

Multilevel Integrated Framework of Firm HR Practices, Individual  
Ambidexterity, and Organizational Ambidexterity. *Journal of Management*,  
45(7), 3009–3034. <https://doi.org/10.1177/0149206318776775>

Muduli, A., & McLean, G. N. (2020). Training transfer climate: examining the  
role of high performance work system and organizational performance in the  
power sector of India. *Benchmarking*. <https://doi.org/10.1108/BIJ-01-2020-0039>

Muterera, J., Hemsworth, D., Baregheh, A., & Garcia-Rivera, B. R. (2018a). The  
Leader–Follower Dyad: The Link Between Leader and Follower Perceptions  
of Transformational Leadership and Its Impact on Job Satisfaction and  
Organizational Performance. *International Public Management Journal*,  
21(1), 131–162. <https://doi.org/10.1080/10967494.2015.1106993>

Muterera, J., Hemsworth, D., Baregheh, A., & Garcia-Rivera, B. R. (2018b). The  
Leader–Follower Dyad: The Link Between Leader and Follower Perceptions  
of Transformational Leadership and Its Impact on Job Satisfaction and  
Organizational Performance. *International Public Management Journal*,  
21(1), 131–162. <https://doi.org/10.1080/10967494.2015.1106993>

Nambiar, D., Sheikh, K., & Verma, N. (2012). Scale-up of community action for  
health: lessons from a realistic evaluation of the Mitanin program in  
Chhattisgarh, India. *BMC Proceedings*, 6(S5), 5–6.

<https://doi.org/10.1186/1753-6561-6-s5-o26>

Ngah, R., Tai, T., & Bontis, N. (2016). Knowledge Management Capabilities and  
Organizational Performance in Roads and Transport Authority of Dubai: The  
mediating role of Learning Organization. *Knowledge and Process*

- Management*, 23(3), 184–193. <https://doi.org/10.1002/kpm.1504>
- Nitzl, C., Sicilia, M. F., & Steccolini, I. (2019). Exploring the links between different performance information uses, NPM cultural orientation, and organizational performance in the public sector. *Public Management Review*, 21(5), 686–710. <https://doi.org/10.1080/14719037.2018.1508609>
- Nkomo, S. M. (1987). Human resource planning and organization performance: An exploratory analysis. *Strategic Management Journal*, 8(4), 387–392. <https://doi.org/10.1002/smj.4250080408>
- Nuhu, N. A., Baird, K., & Appuhami, R. (2019). The impact of management control systems on organisational change and performance in the public sector: The role of organisational dynamic capabilities. *Journal of Accounting and Organizational Change*, 15(3), 473–495. <https://doi.org/10.1108/JAOC-08-2018-0084>
- O'Reilly, C. A., & Tushman, M. L. (2008). Ambidexterity as a dynamic capability: Resolving the innovator's dilemma. *Research in Organizational Behavior*, 28, 185–206. <https://doi.org/10.1016/j.riob.2008.06.002>
- O'Reilly, C. A., & Tushman, M. L. (2011). Organizational Ambidexterity in Action: Adaptation And Progress Through Change Management. *California Management Review*, 53(4), 5–22.
- Pang, K., & Lu, C. S. (2018). Organizational motivation, employee job satisfaction and organizational performance: An empirical study of container shipping companies in Taiwan. *Maritime Business Review*, 3(1), 36–52. <https://doi.org/10.1108/MABR-03-2018-0007>
- Para-González, L., Jiménez-Jiménez, D., & Martínez-Lorente, Á. R. (2019). Do SHRM and HPWS shape employees' affective commitment and empowerment? *Evidence-Based HRM*, 7(3), 300–324. <https://doi.org/10.1108/EBHRM-01-2019-0004>
- Parida, V., Lahti, T., & Wincent, J. (2016). Exploration and exploitation and firm performance variability: a study of ambidexterity in entrepreneurial firms. *International Entrepreneurship and Management Journal*, 12(4), 1147–1164. <https://doi.org/10.1007/s11365-016-0387-6>
- Peteraf, M. A., & Barney, J. B. (2003). Unraveling the resource-based tangle.

*Managerial and Decision Economics*, 24(4), 309–323.

<https://doi.org/10.1002/mde.1126>

Plank, J., & Dobliger, C. (2018). The firm-level innovation impact of public R&D funding: Evidence from the German renewable energy sector. *Energy Policy*, 113(November 2017), 430–438.

<https://doi.org/10.1016/j.enpol.2017.11.031>

Plimmer, G., Bryson, J. J. M., Teo, S. T. T., Johanson, J.-E., Al-Dhaafri, H. S., Alosani, M. S., Boon, J., Verhoest, K., Venugopal, A., Krishnan, T. N., Kumar, M., Elbanna, S., Abdel-Maksoud, A., Ahmed, S., Manaf, N. H. A., Islam, R., Lebdaoui, H., Chetioui, Y., Muhammed, S., ... MacDonald, A. (2020). Armstrong's Handbook of Management and Leadership.

*International Journal of Human Resource Management*, 9(1), 1–5.

<https://doi.org/10.1111/puar.13104>

Plimmer, G., Bryson, J., & Teo, S. T. T. (2017). Opening the black box: The mediating roles of organisational systems and ambidexterity in the HRM-performance link in public sector organisations. *Personnel Review*, 46(7), 1434–1451. <https://doi.org/10.1108/PR-10-2016-0275>

Pollanen, R., Abdel-Maksoud, A., Elbanna, S., & Mahama, H. (2017). Relationships between strategic performance measures, strategic decision-making, and organizational performance: empirical evidence from Canadian public organizations. *Public Management Review*, 19(5), 725–746.

<https://doi.org/10.1080/14719037.2016.1203013>

Pradhan, R. K., Dash, S., & Jena, L. K. (2019). Do HR Practices Influence Job Satisfaction? Examining the Mediating Role of Employee Engagement in Indian Public Sector Undertakings. *Global Business Review*, 20(1), 119–132.

<https://doi.org/10.1177/0972150917713895>

Purwohedi, U. (2022). *Metode Penelitian.pdf* (p. 194). Raih Asa Sukses.

Qiao, K., Yang, C. L., & Yin, X. (2020). The effects of CEO-TMT interaction on organizational performance. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-01-2020-1996>

Raisch, S., & Birkinshaw, J. (2008). Organizational ambidexterity: Antecedents, outcomes, and moderators. *Journal of Management*, 34(3), 375–409.

<https://doi.org/10.1177/0149206308316058>

Raisch, S., Birkinshaw, J., Probst, G., & Tushman, M. L. (2009). Organizational ambidexterity: Balancing exploitation and exploration for sustained performance. *Organization Science*, 20(4), 685–695.

<https://doi.org/10.1287/orsc.1090.0428>

Rosenberg Hansen, J., & Ferlie, E. (2016). Applying Strategic Management Theories in Public Sector Organizations: Developing a typology. *Public Management Review*, 18(1), 1–19.

<https://doi.org/10.1080/14719037.2014.957339>

Sagar, K. (2019). SHRM: A Research-based Overview for the Practitioner. *NHRD Network Journal*, 12(3), 214–224.

<https://doi.org/10.1177/2631454119873198>

Salman, M., Ganie, S. A., & Saleem, I. (2020). Employee Competencies as Predictors of Organizational Performance: A Study of Public and Private Sector Banks. *Management and Labour Studies*, 45(4), 416–432.

<https://doi.org/10.1177/0258042x20939014>

Sánchez-Sánchez, N., & Fernández Puente, A. C. (2021). Public Versus Private Job Satisfaction. Is there a Trade-off between Wages and Stability? *Public Organization Review*, 21(1), 47–67. <https://doi.org/10.1007/s11115-020-00472-7>

Seidle, B., Fernandez, S., & Perry, J. L. (2016). Do Leadership Training and Development Make a Difference in the Public Sector? A Panel Study. *Public Administration Review*, 76(4), 603–613. <https://doi.org/10.1111/puar.12531>

Severgnini, E., Vieira, V. A., & Cardoza Galdamez, E. V. (2018). The indirect effects of performance measurement system and organizational ambidexterity on performance. *Business Process Management Journal*, 24(5), 1176–1199. <https://doi.org/10.1108/BPMJ-06-2017-0159>

Sharma, A., Gautam, H., & Chaudhary, R. (2020). Red Tape and Ambidexterity in Government Units. *International Journal of Public Administration*, 43(8), 736–743. <https://doi.org/10.1080/01900692.2019.1652314>

Simsek, Z., Heavey, C., Veiga, J. F., & Souder, D. (2009). A Typology for Aligning Organizational Ambidexterity ' s Conceptualizations , Antecedents

, Zeki Simsek , Ciaran Heavey , John F . Veiga and. *Journal of Management Studies*, 46(5), 864–894.

- Singh, G., & Slack, N. J. (2020). New Public Management and Customer Perceptions of Service Quality—A Mixed-Methods Study. *International Journal of Public Administration*, 00(00), 1–15.  
<https://doi.org/10.1080/01900692.2020.1839494>
- Singhry, H. B. (2018). Perceptions of leader transformational justice and job satisfaction in public organizations. *International Journal of Public Leadership*, 14(2), 80–95. <https://doi.org/10.1108/ijpl-01-2018-0007>
- Sinha, S. (2019). The emergent-strategy process of initiating organizational ambidexterity. *Journal of Strategy and Management*, 12(3), 382–396.  
<https://doi.org/10.1108/JSMA-12-2018-0140>
- Smith, E., & Umans, T. (2015). Organizational Ambidexterity at the Local Government Level: The effects of managerial focus. *Public Management Review*, 17(6), 812–833. <https://doi.org/10.1080/14719037.2013.849292>
- Smith, W. K., & Tushman, M. L. (2005). Managing strategic contradictions: A top management model for managing innovation streams. *Organization Science*, 16(5), 522–536. <https://doi.org/10.1287/orsc.1050.0134>
- Solís-Molina, M., Hernández-Espallardo, M., & Rodríguez-Orejuela, A. (2018). Performance implications of organizational ambidexterity versus specialization in exploitation or exploration: The role of absorptive capacity. *Journal of Business Research*, 91(April), 181–194.  
<https://doi.org/10.1016/j.jbusres.2018.06.001>
- Stokes, P., Smith, S., Wall, T., Moore, N., Rowland, C., Ward, T., & Cronshaw, S. (2019). Resilience and the (micro-)dynamics of organizational ambidexterity: implications for strategic HRM. *International Journal of Human Resource Management*, 30(8), 1287–1322.  
<https://doi.org/10.1080/09585192.2018.1474939>
- Tabiu, A. (2019). Do “high-performance” human resource practices work in public universities? Mediation of organizational and supervisors’ supports. *African Journal of Economic and Management Studies*, 10(4), 493–506.  
<https://doi.org/10.1108/AJEMS-02-2019-0079>

- Tensay, A. T., & Singh, M. (2020). The nexus between HRM, employee engagement and organizational performance of federal public service organizations in Ethiopia. *Heliyon*, 6(6), e04094.  
<https://doi.org/10.1016/j.heliyon.2020.e04094>
- Thakkar, J. J. (2013). *Structural Equation Modelling*.  
[https://doi.org/10.1108/s1479-3512\(2013\)0000027012](https://doi.org/10.1108/s1479-3512(2013)0000027012)
- Úbeda-García, M., Claver-Cortés, E., Marco-Lajara, B., & Zaragoza-Sáe Toward a dynamic construction of organizational ambidexterity: Exploring the synergies between structural differentiation, organizational context, and interorganizational relations, P. (2020). Toward a dynamic construction of organizational ambidexterity: Exploring the synergies between structural differentiation, organizational context, and interorganizational relations. *Journal of Business Research*, 112(June), 363–372.  
<https://doi.org/10.1016/j.jbusres.2019.10.051>
- Úbeda-García, M., Claver-Cortés, E., Marco-Lajara, B., & Zaragoza-Sáez, P. (2016). Toward Organizational Ambidexterity in the Hotel Industry: The Role of Human Resources. *Cornell Hospitality Quarterly*, 57(4), 367–378.  
<https://doi.org/10.1177/1938965516634880>
- Umans, T. (2013). Top Management Team 'S Cultural Diversity and Firm Performance : the Mediating Role of. *Corporate Ownership & Control*, 11(1), 872–881.
- Umans, T., Smith, E., Andersson, W., & Planken, W. (2020). Top management teams' shared leadership and ambidexterity: the role of management control systems. *International Review of Administrative Sciences*, 86(3), 444–462.  
<https://doi.org/10.1177/0020852318783539>
- van der Wal, Z., & Demircioglu, M. A. (2020). Public sector innovation in the Asia-pacific trends, challenges, and opportunities. *Australian Journal of Public Administration*, 79(3), 271–278. <https://doi.org/10.1111/1467-8500.12435>
- Venkatraman, N., & Ramanujam, V. (1986). Measurement of Business Performance in Strategy Research: A Comparison of Approaches. *Academy of Management Review*, 11(4), 801–814.

<https://doi.org/10.5465/amr.1986.4283976>

- Venugopal, A., Krishnan, T. N., Kumar, M., & Upadhyayula, R. S. (2019). Strengthening organizational ambidexterity with top management team mechanisms and processes. *International Journal of Human Resource Management*, 30(4), 586–617.  
<https://doi.org/10.1080/09585192.2016.1277369>
- Vyakarnam, S., & Handelberg, J. (2005). Four themes of the impact of management teams on organizational performance: Implications for future research of entrepreneurial teams. *International Small Business Journal*, 23(3), 236–256. <https://doi.org/10.1177/0266242605052072>
- Walker, R. M., & Boyne, G. A. (2010). Public Management Reform and Organizational Performance: An Empirical Assessment of the U.K. Labour Government's Public Service Improvement Strategy. *Journal of Policy Analysis and Management*, 29(3), 451–478. <https://doi.org/10.1002/pam>
- Wright, B. E., & Davis, B. S. (2003). Job Satisfaction in the Public Sector: The Role of the Work Environment. *American Review of Public Administration*, 33(1), 70–90. <https://doi.org/10.1177/0275074002250254>
- Wright, P. M., & McMahan, G. C. (2011). Exploring human capital: Putting “human” back into strategic human resource management. *Human Resource Management Journal*. <https://doi.org/10.1111/j.1748-8583.2010.00165.x>
- Wright, P. M., Nyberg, A. J., & Ployhart, R. E. (2018). A research revolution in SHRM: New challenges and new research directions. *Research in Personnel and Human Resources Management*, 36, 141–161.  
<https://doi.org/10.1108/S0742-730120180000036004>
- Wu, W. Y., Tsai, C. C., & Fu, C. S. (2013). The relationships among internal marketing, job satisfaction, relationship marketing, customer orientation, and organizational performance: An empirical study of TFT-LCD companies in Taiwan. *Human Factors and Ergonomics In Manufacturing*, 23(5), 436–449.  
<https://doi.org/10.1002/hfm.20329>
- Yang, C. C., Marlow, P. B., & Lu, C. S. (2009). Knowledge management enablers in liner shipping. *Transportation Research Part E: Logistics and Transportation Review*, 45(6), 893–903.



<https://doi.org/10.1016/j.tre.2009.05.003>

Yun, L., Wan, J., Wang, G., Bai, J., & Zhang, B. (2020). Exploring the missing link between top management team characteristics and megaproject performance. *Engineering, Construction and Architectural Management*, 27(5), 1039–1064. <https://doi.org/10.1108/ECAM-12-2018-0566>

Zhang, B., & Morris, J. L. (2014). High-performance work systems and organizational performance: Testing the mediation role of employee outcomes using evidence from PR China. *International Journal of Human Resource Management*, 25(1), 68–90.

<https://doi.org/10.1080/09585192.2013.781524>

Zhu, C., & Wu, C. (2016). Public service motivation and organizational performance in Chinese provincial governments. *Chinese Management Studies*, 10(4), 770–786. <https://doi.org/10.1108/CMS-08-2016-0168>

Zimmerman, M. A. (2008). *The Influence of Top Management Team Heterogeneity on the Capital Raised through an Initial Public Offering*. 215, 391–414.

