

DAFTAR PUSTAKA

- Al Hilali, K. S., Al Mughairi, B. M., Kian, M. W., & Karim, A. M. (2020). Coaching and Mentoring. Concepts and Practices in Development of Competencies: A Theoretical Perspective. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 10(1), 41–54. <https://doi.org/10.6007/ijarafms/v10-i1/6991>
- Barlow, C. (2022). Effective Internal Communication. Communication Building Blocks. *Smith Goodfellow*. <https://sgpr.co.uk/introducing-building-blocks-helping-you-build-your-business-communications/>
- Bloom, N. (2015). Does Working from Home Work? Evidence from a Chinese Experiment, *The Quarterly Journal of Economics*, Volume 130, Issue 1, 165–218, <https://doi.org/10.1093/qje/qju032>
- Chapman, B. (2020) Big Offices May Be Thing of The Past After Coronavirus Lockdown is Lifted, Says Barclays Boss. *The Independent*, 29 April. <https://www.independent.co.uk/news/business/news/barclays-offices-after-coronavirus-lockdown-jes-staley-a9490291.html>
- Choudury, P. (2020), Our Work From Anywhere Future. *Harvard Business Review*, November 2020. <https://hbr.org/2020/11/our-work-from-anywhere-future>
- Grunig, J.E., (2006). Characteristics of Excellent Communication. Dalam Gillis Tamara L(ed). *IABC Handbook of Organizational Communication 4th edition*. Jossey Bass.
- Heinonen, S., Karjalainen, J., Ruotsalainen, J. (2017). Surprise as the new normal – implications for energy security. *European Journal of Futures Research*. 5(1), pp. 1–13. doi: 10.1007/s40309-017-0117-5.
- Kang, M., & Sung, M. (2017). How Symmetrical Employee Communication Leads to Employee Engagement and Positive Employee Communication Behaviors: The Mediation of Employee-Organization Relationships. *Journal of Communication Management*, 21, 82-102.
- Katz, R.L. (1955), Skills of an Effective Administrator, *Harvard Business Review*, Vol. 33 No. 1, 33-42
- Lunenberg, F.C. (2010). Managing change: The Role of The Change Agent. *International Journal of Management, Business, and Administration*, 13(1), 1-6
- Men, L & Bowen, S. (2016). *Excellence in Internal Communication Management*. Business Expert Press.

Nowotny, S, Hirsch, B, & Nitzl, C. (2022). The influence of organizational structure on value-based management sophistication, *Management Accounting Research*. Volume 56, 2022, 100797, ISSN 1044-5005, <https://doi.org/10.1016/j.mar.2022.100797>.

Nugroho, I. (2022, Desember 21). Strategi Inovasi United Tractors Akali Panas Dingin Bisnis Batubara: Edhie Sarwono THE INSIDER. [Video].
<https://www.youtube.com/@IndrawanNugroho>

O'boyle, E., & Harter, J. (2022). Employee Engagement Models: Learn from the Best. *Gallup Organization*. <https://www.gallup.com/workplace/390821/learn-best-employee-engagement-models.aspx>

OECD. (2020). OECD Policy Responses to Coronavirus (COVID-19). *OECD Publishing*

Potter, E. E. (2003). Telecommuting: The future of work, corporate culture, and American society. *Journal of Labor Research*, 24, 73–84. <http://doi.org/10.1007/s12122-003-1030-1>

Rachmawati, J. N. (2018) *Analisis VUCA (Volatility, Uncertainty, Complexity, Ambiguity)*. Statistic Consulting B Institut Teknologi Sepuluh September. https://www.academia.edu/39922734/Analisis_VUCA_Volatility_Uncertainty_Complexity_Ambiguity_.

Renjen, P (2020). The Heart of Resilient Leadership: Responding to COVID-19. *Deloitte Insight*. <https://www2.deloitte.com/us/en/insights/economy/covid-19/heart-of-resilient-leadership-responding-to-covid-19.html>

Rasberry, R & Lindsay, L. (1993). *Effective Managerial Communication* (2nd Ed.). International Thomson Publishing.

Robbins, S. P., & Judge, T. A. (2007). *Organizational Behavior* (12th ed.). Pearson Prentice Hall

Siha, S. M., & Monroe, R. W. (2006). Telecommuting's past and future: a literature review and research agenda. *Business Process Management Journal*, 12(4), 455– 482. <http://doi.org/10.1108/14637150610678078>

Smith M. (2021). Most Workers want to work from home after Covid-19. *YouGov*. 22 September. <https://yougov.co.uk/topics/economy/articles-reports/2020/09/22/most-workers-want-work-home-after-covid-19> .

Welch, Mary & Paul R. Jackson. (2007). Rethinking Internal Communication: A Stakeholder Approach. *Corporate Communications: An International Journey*, Vol. 12 No. 2, pp. 177-198.

Withworth, B., (2006). Internal Communication. Dalam Gillis Tamara L (ed). *The IABC Handbook of Organizational Communication 4th edition*. Jossey Bass.



UNIVERSITAS
GADJAH MADA

**KOMUNIKASI INTERNAL PERUSAHAAN SELAMA PENERAPAN SISTEM WORK FROM HOME
PANDEMI COVID-19 (Studi Kasus
Peran Kepemimpinan dan Kebijakan Komunikasi Internal di PT United Tractors Tbk Tahun 2022)**
Anugerah Dewa Ale Kuncoro, Drs. I Gusti Ngurah Putra, M.A.
Universitas Gadjah Mada, 2024 | Diunduh dari <http://etd.repository.ugm.ac.id/>

Verčič, Ana & Poloski Vokic, Nina. (2017). Engaging employees through internal communication. *Public Relations Review*. Volume 43, Issue 5, 2017, Pages 885-893, ISSN 0363-8111, <https://doi.org/10.1016/j.pubrev.2017.04.005>.

Yin, R. K. (2018). *Case Study Research and Applications: Design and Methods* (6th ed.). Sage.