UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

{Redaksi}; (2019). *Mengenal Revolusi Industri dari 1.0 hingga 4.0*. Warta Ekonomi. https://wartaekonomi.co.id/read226785/mengenal-revolusi-industri-dari-10-hingga-40

Al Asmri, M. S. H. (2014). *Organisational Culture, Leadership Behaviour And Job Satisfaction Among Primary Health Care Professionals In Saudi Arabia: A Mixed-Methods Study* (Issue November). oai:eprints.qut.edu.au:78375

Alvesson, M., & Melin, L. (1987). Major discrepancies and contradictions in organizational culture: Both in the phenomenon of culture itself and in cultural studies. *International Conference on Organizational Symbolism and Corporate Culture, Milan*.

Anderson, D., & Anderson, L. A. (2010). *Beyond change management: How to achieve breakthrough results through conscious change leadership* (Vol. 36). John Wiley & Sons. https://www.perlego.com/book/1013906/beyond-change-management-how-to-achieve-breakthrough-results-through-conscious-change-leadership-pdf

Anderson, D. L. (2017). *Organization development: The process of leading organizational change* (4th ed.). SAGE Publications, Inc.

Andersson, P., Movin, S., Mähring, M., Teigland, R., Wennberg, K., & McGettigan, K. (2018). *Managing Digital Transformation* (P. Andersson, S. Movin, M. Mähring, R. Teigland, K. Wennberg, & K. McGettigan (Eds.)). SSE Institute for Research, Stockholm School of Economics.

Argote, L., & Ingram, P. (2000). Knowledge transfer: A basis for competitive advantage in firms. *Organizational Behavior and Human Decision Processes*, *82*(1), 150–169. https://doi.org/10.1006/obhd.2000.2893

Argyris, C., & Schön, D. A. (1997). Organizational Learning: A Theory of Action Perspective. *Reis*, *77/78*, 345. https://doi.org/10.2307/40183951

Argyris, C. (1977). Double loop learning in organizations correct errors. *Harvard Business Review*, *September*, 115–126.

Ariani, S., Aliya Rahmawati Wahab, R. A., Maulana, Y. D. F., Wijayanti, F., Mahardika, M. S., & Shihab, M. R. (2022). Impact of IT Leadership on Transformation of the Role of IT in Improving Individual Tax Return Reporting Compliance at the Directorate General of Taxes. In *Lecture Notes in Networks and Systems* (Vol. 334, pp. 633–647). https://doi.org/10.1007/978-981-16-6369-7_58

Ariely, D. (2008). *Predictably irrational: The hidden forces that shape our decisions*. HarperCollins.

Arikunto, S. (2016). Prosedur Penelitian Suatu Pendekatan Praktik. Jakarta: Rineka Cipta.

Ashforth, B. E., & Mael, F. (1989). Social Identity Theory and the Organization. *The Academy of Management Review*, *14*(1), 20. https://doi.org/10.2307/258189

Auman, D. (2022). SUSTAINABILITY IN THE GIG ECONOMY: Exploring how small businesses that provide one or more creative services maintain a sustainable business model in the modern gig economy. In *The Indian Journal*

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

of Labour Economics (Vol. 65, Issue 3). https://doi.org/https://doi.org/10.17615/v4qq-cv60

Babalola, S. S. (2016). The Effect Of Leadership Style, Job Satisfaction And Employee-Supervisor Relationship On Job Performance And Organizational Commitment. *Journal of Applied Business Research (JABR)*, *32*(3), 935–946. https://doi.org/10.19030/jabr.v32i3.9667

Badia, E., Navajas, J., & Losilla, J. M. (2020). Organizational culture and subcultures in the spanish nuclear industry. *Applied Sciences (Switzerland)*, *10*(10). https://doi.org/10.3390/app10103454

Baer-bader, J. (2022). *An integral view on leadership and organizational transformation in public sector organization An integral view on leadership and organizational transformation in public sector organization*. https://doi.org/https://urn.kb.se/resolve?urn=urn:nbn:se:mau:diva-55148

Bandura, A. (1997). *Self Efficacy : The excercise of control.* W.H Freeman and Company.

Barley, S. R., Meyer, G. W., & Gash, D. C. (1988). Cultures of Culture: Academics, Practitioners and the Pragmatics of Normative Control. *Administrative Science Quarterly*, *33*(1), 24. https://doi.org/10.2307/2392854

Barney, J. B. (1986). Organizational Culture: Can It Be a Source of Sustained Competitive Advantage? *Academy of Management Review*, *11*(3), 656–665. https://doi.org/10.5465/amr.1986.4306261

Benitez, J., Arenas, A., Castillo, A., & Esteves, J. (2022). Impact of digital leadership capability on innovation performance: The role of platform digitization capability. *Information & Management*, *59*(2), 103590. https://doi.org/10.1016/j.im.2022.103590

Bentley, D. (2020). Digital tax administration: transforming the workforce to deliver. *EJournal of Tax Research*, *18*(2), 353–381.

Bird, R. M., & de Jantscher, M. C. (1992). *Improving tax administration in developing countries* (Vol. 6, Issue August). https://www.elibrary.imf.org/view/book/9781557753175/front-1.xml

Bloor, G., & Dawson, P. (1994). Understanding Professional Culture in Organizational Context. *Organization Studies*, *15*(2), 275–295. https://doi.org/10.1177/017084069401500205

Body, J. (2008). Design in the Australian Taxation Office. *Design Issues*, *24*(1), 55–67. https://doi.org/10.1162/desi.2008.24.1.55

Boisnier, A., & Chatman, J. A. (2003). The Role of Subcultures in Agile Organizations. In R. S. Peterson & E. A. Mannix (Eds.), *Leading and Managing People in the Dynamic Organization*. Psychology Press. https://doi.org/10.4324/9781410607508

Brendel, W. T. (2022). Conscious Organization Development: A Distinctly Mindful Theory & Practice. *Organization Development Journal*, *40*(3), 78–89. https://www.proquest.com/scholarly-journals/conscious-organization-development-distinctly/docview/2698713673/se-2

Brett, J. (2019). *Evolving Digital Leadership*. Apress. https://doi.org/10.1007/978-1-4842-3606-2

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Bridges, W. (2009). *Managing Transitions 3rd edition* (3rd ed.). Nicholas Brealey Publishing.

Brown, B. (2011). Conscious Leadership for Sustainability: A study of how leaders and change agents with postconventional consciousness design and engage in complex. *Rqgenesis.Com*, *1*, 1–13. http://www.rqgenesis.com/wp-content/uploads/2013/02/Barret-Brown-Conscious-Leadership-for-Sustainability.pdf

Brown, D. R., & Harvey, D. (2006). *An Experiental Approach to Organizational Development Seventh Edition*. Prentice Hall.

Bryman, A. (2012). Social Research Methods. In *Oxford University Press* (4th ed.). Oxford University Press. https://doc1.bibliothek.li/acd/FLMF046828.pdf

Burns, J. M. (2004). *Transforming leadership: A new pursuit of happiness*. Grove Press.

Cameron, E., & Green, M. (2009). *Making sense of change management: A complete guide to the models, tools and techniques of organizational change* (2nd ed.). Kogan Page. http://www.uop.edu.pk/ocontents/Change Management Book.pdf

Campbell, B. (2019). Organizational Culture and Language. In *The Innovator's Discussion*. https://doi.org/10.4324/9781351017510-15

Carlsson, C. (2018). Decision analytics mobilized with digital coaching. *Intelligent Systems in Accounting, Finance and Management*, *25*(1), 3–17. https://doi.org/10.1002/isaf.1421

Charalabidis, Y., Lachana, Z., & Alexopoulos, C. (2022). *Scientific Foundations of Digital Governance and Transformation* (Y. Charalabidis, L. S. Flak, & G. Viale Pereira (Eds.); Vol. 38). Springer International Publishing. https://doi.org/10.1007/978-3-030-92945-9

Cialdini, R. B. (2007). *Influence: The psychology of persuasion*. HarperBusiness.

Clark, B. R. (1972). The Organizational Saga in Higher Education. *Administrative Science Quarterly*, *17*(2), 178. https://doi.org/10.2307/2393952

Clegg, S. R., & Hardy, C. (1999). *Studying Organization: Theory & Method* (S. R. Clegg & C. Hardy (Eds.)). SAGE Publications Ltd. https://doi.org/10.4135/9781446218556

Cohen, A. K., & Short, J. F. (1958). Research in Delinquent Subcultures. *Journal of Social Issues*, *14*(3), 20–37. https://doi.org/10.1111/j.1540-4560.1958.tb01414.x

Corydon, B., Ganesan, V., & Lundqvist, M. (2016). Digital by default : A guide to transforming government. *McKinsey Center for Government*, *November*, 1–13. https://moodle.ufsc.br/pluginfile.php/2784781/mod_resource/content/2/Digital-by-default-A-guide-to-transforming-government-final.pdf

Cotton, M., & Dark, G. (2017). Use of Technology in Tax Administrations 1: Developing an Information Technology Strategic Plan (ITSP). *Technical Notes and Manuals*, *17*(01), 1. https://doi.org/10.5089/9781475583601.005

Criado-perez, C. (2021). *Measuring and predicting the use of evidence-based management*. 0–162. http://hdl.handle.net/1959.4/71205

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Csapó, J., & Magyar, A. (2010). Psychology of persuasion. *Psychology of Persuasion*, 1–191.

Cummings, S., Bridgman, T., & Brown, K. G. (2016). Unfreezing change as three steps: Rethinking Kurt Lewin's legacy for change management. *Human Relations*, *69*(1), 33–60. https://doi.org/10.1177/0018726715577707

Cummings, T.G. and Worley, C.G. (2009) Organization Development & Change. 9th Edition, South Western Cengage Learning, Mason.

Dai, L., & Chen, Y. (2015). A Systematic Review of Perceived Insider Status. *Journal of Human Resource and Sustainability Studies*, *03*(02), 66–72. https://doi.org/10.4236/jhrss.2015.32010

Dani, F. Z. D. P., & Syaifullah, D. H. (2023). Quality of Public Services at Religious State University in The COVID - 19 Era. *Jurnal Kebijakan Dan Administrasi Publik*, *27*(May), 16–30. https://doi.org/https://doi.org/10.22146/jkap.73066

Dhiman, S. K., Marques, J., Schmieder-Ramirez, J., & Malakyan, P. G. (Eds.). (2023). *Handbook of Global Leadership and Followership*. Springer International Publishing. https://doi.org/10.1007/978-3-030-75831-8

Diller, M., Asen, M., & Späth, T. (2020). The effects of personality traits on digital transformation: Evidence from German tax consulting. *International Journal of Accounting Information Systems*, *37*(xxxx), 100455. https://doi.org/10.1016/j.accinf.2020.100455

Direktorat Jendral Pajak. (2022). *Laporan Kinerja DJP*. 1–248. https://pajak.go.id/sites/default/files/2023-02/Laporan Kinerja DJP 2022.pdf

Dodgson, M. (1993). Organizational Learning: A Review of Some Literatures. Organization Studies, 14(3), 375-394. https://doi.org/10.1177/017084069301400303

Eka, I. W. A. (2019). the Impact of the Indonesian Tax Administration Reform on Tax Compliance and Tax Revenue. *Jurnal Ekonomi Pembangunan*, *27*(1), 1–24. https://doi.org/10.14203/jep.27.1.2019.1-24

Ellemers, N., De Gilder, D., & Haslam, S. A. (2004). Motivating Individuals and Groups at Work: A Social Identity Perspective on Leadership and Group Performance. *Academy of Management Review*, *29*(3), 459–478. https://doi.org/10.5465/amr.2004.13670967

Erhan, T., Uzunbacak, H. H., & Aydin, E. (2022). From conventional to digital leadership: exploring digitalization of leadership and innovative work behavior. *Management Research Review*, *45*(11), 1524–1543. https://doi.org/10.1108/MRR-05-2021-0338

Evans, B. C., Coon, D. W., & Ume, E. (2011). Use of Theoretical Frameworks as a Pragmatic Guide for Mixed Methods Studies. *Journal of Mixed Methods Research*, *5*(4), 276–292. https://doi.org/10.1177/1558689811412972

Fahmi, M., Agung, S., & Rachmatullaily, R. (2018). Gaya Kepemimpinan Dan Budaya Organisasi Terhadap Kinerja Karyawan. *INOVATOR*, *7*(1), 90. https://doi.org/10.32832/inovator.v7i1.1462

Friedman, M. (2007). The Social Responsibility of Business Is to Increase Its Profits. *The New York Times Magazine*, 173–178.

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Gardens, H., & Floor Hatfield, N. (2021). *Evaluation of Tax Administration Efficiency of ATAF Member Countries by Data Envelopment Analysis (DEA)*. www.ataftax.org

Gladwell, M. (2006). *Blink: The power of thinking without thinking*. The Penguin Group. http://dspace.vnbrims.org:13000/xmlui/bitstream/handle/123456789/4124/Blink The Power of Thinking Without Thinking.pdf?sequence=1

Goldstein, E. B. (2010). *Cognitive Psycology*. Cengage Learning.

Goleman, D. (2017). Leadership that gets Results. In *Leadership Perspectives* (pp. 85–96). Routledge. https://doi.org/10.4324/9781315250601-9

Goleman, D. (2004). What Makes a Leader? *Harvard Business Review*. https://hbr.org/2004/01/what-makes-a-leader

Grant, C., & Osanloo, A. (2014). Understanding, Selecting, and Integrating a Theoretical Framework in Dissertation Research: Creating the Blueprint for Your "House." *Administrative Issues Journal Education Practice and Research*, *4*(2), 12–26. https://doi.org/10.5929/2014.4.2.9

Green, M. J. (2010). (2010). *Factors affecting perceptions of leadership effectiveness in an international organization: a study of middle managers in a Finnish MNC (Doctoral dissertation, Aston University)*. https://publications.aston.ac.uk/id/eprint/44003/1/Green_2010_Factors_affecting_perceptions.pdf

Hagler, K. (2021). *Art of Scars*. Kathy J. Hagler.

Hampden-turner, Charles M & Trompenaars, F. (2001). Building cross-cultural competence: how to create wealth from conflicting values. *Choice Reviews Online*, *38*(07), 38-3977-38–3977. https://doi.org/10.5860/CHOICE.38-3977

Hannan, M. T., & Freeman, J. (1977). The Population Ecology of Organizations. *American Journal of Sociology*, *82*(5), 929–964. https://doi.org/10.1086/226424

Harjo, D., Rulandari, N., Alfani, A., & Syachlin, R. (2021). Digital Transformation of Self Assessment System on Final Income Tax in Small Micro Business and Medium at Pratama Tax Office of West Bekasi. *Ilomata International Journal of Tax and Accounting*, *2*(3), 209–221. https://doi.org/10.52728/ijtc.v2i3.285

Harris, L. C., & Ogbonna, E. (1998). Employee responses to culture change efforts. *Human Resource Management Journal*, *8*(2), 78–92. https://doi.org/10.1111/j.1748-8583.1998.tb00168.x

Harris, L. R., & Brown, G. T. L. (2010). Mixing interview and questionnaire methods: Practical problems in aligning data. *Practical Assessment, Research and Evaluation*, *15*(1). https://doi.org/10.7275/959J-KY83

Hart, C. (1998). *Doing a literature review: Releasing the social science research imagination*. SAGE Publications.

Hasler, M. G. (2009). *Leadership development in context: A descriptive mixed method study of leadership development activities during significant organizational change*. https://www.proquest.com/dissertations-theses/leadership-development-context-descriptive-mixed/docview/305122914/se-2?accountid=13771

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Hatch, J. M., & Cunliffe, A. L. (2012). Organization theory: Modern, symbolic and postmodern perspectives. In *Public Administration Review* (3rd ed.). Oxford University Press. http://www.lavoisier.fr/livre/notice.asp?id=OR2WO2A2OXKOWU

Hedberg, B. (1981). How organizations learn and unlearn. In P.Nystrom & W.Starbuck (Eds.), Handbook of organizational design: Adapting organizations to their environments, 1(pp. 3–27). Oxford, UK: Oxford University Press.

Heeks, R. (2002). *Reinventing Government in the Information Age*. Routledge. https://www.taylorfrancis.com/books/9781134656295

Henle, M. (Ed.). (1961). *Documents of Gestalt Psychology*. University of California Press. https://doi.org/10.1525/9780520313514

Hiatt, J. M. (2006). *Adkar: A model for change in business, government and our community: How to implement successful change in our personal lives and professional careers*. Prosci Research.

Hofir, A., Mahendra, D. W., Mutiarasari, D. R., Rohmani, E., Unandar, E., Fenni, F. O., Prastuti, G., Prapto, H., Yuliari, I. G. A., Astuti, I. F., Dianingtyas, M., Nasirudin, M. M., Aprina, N., Almanfaluthi, R., Amalia, S., Pujiastuti, S. L., Suyani, & Iswahyudi, T. (2021). *Cerita di Balik Reformasi Perpajakan : Reformasi adalah Keniscayaan, Perubahan adalah Kebutuhan*. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.pajak.go.id/sites/default/files/2021-07/Buku Reformasi Perpajakan Web.pdf

Hofstede, Geert dan Gert Jan Hofstede. 2005. Culture And Organizations: Software Of The Mind. New York, New York: McGraw hill.

Huber, G. P. (1991). Organizational Learning: The Contributing Processes and the Literatures. *Organization Science*, *2*(1), 88–115. https://doi.org/10.1287/orsc.2.1.88

James, S., & Sawyer, A. (2018). Digitalization of Tax: Comparing New Zealand and United Kingdom Approaches. *EJournal of Tax Research*, *xx*(xx).

Jaques, E. (1952). *Changing culture of a factory: A study of authority and participation in an industrial setting* (1st ed.). Routledge. https://doi.org/10.2307/2551113

Jones, D. A., & Sackett, P. R. (2010). The role of social identity in employee behavior: A review and theoretical extension. Human Resource Management Review, 20(1), 1-14.

Junquera-Varela, R. F., Lucas-Mas, C. O., Krsul, I., Calderon Yksic, V. O., & Arce Rodriguez, P. (2022). Digital Transformation of Tax and Customs Administrations. In *Digital Transformation of Tax and Customs Administrations*. World Bank. https://doi.org/10.1596/37629

Kahneman, D. (2011). *Thinking, fast and slow*. Penguin/Robinson. http://dspace.vnbrims.org:13000/jspui/bitstream/123456789/2224/1/Daniel-Kahneman-Thinking-Fast-and-Slow-.pdf

Kamil, I. (2022). Influence Artificial Intelligence Technology For E-filling and Digital Service Tax (DST) in Tax Administration on Tax Compliance. *International Journal of Management Studies and Social Science Research*, *4*(1), 144–156. https://doi.org/https://ijmsssr.org/paper/IJMSSSR00616.pdf

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Kerandi, A. M. (2015). *E-government and the Transformation of Public Administration in Developing Countries : A Case Study of the Kenya Revenue Authority* [University of Uottawa, Ontario, Canada]. https://ruor.uottawa.ca/bitstream/10393/32462/3/Kerandi_Andrew_Maranga_2015_thesis.pdf

Kim, D. H. (2009). The link between individual and organizational learning. In *The Strategic Management of Intellectual Capital*. Butterworth-Heinemann. https://doi.org/10.1016/b978-0-7506-9850-4.50006-3

Klievink, B., & Janssen, M. (2009). Realizing joined-up government — Dynamic capabilities and stage models for transformation. *Government Information Quarterly*, *26*(2), 275–284. https://doi.org/10.1016/j.giq.2008.12.007

Kő, A., Fehér, P., & Szabó, Z. (2019). Digital Transformation – A Hungarian Overview. *Economic and Business Review*, *21*(3), 371–392. https://doi.org/10.15458/ebr.91

Kochanova, A., Hasnain, Z., & Larson, B. (2016). Does E-Government Improve Government Capacity? Evidence from Tax Administration and Public Procurement. In *World Bank Economic Review* (Vol. 34, Issue 1). World Bank, Washington, DC. https://doi.org/10.1596/1813-9450-7657

Kohler, W. (1959). *Gestalt psychology: The definitive statement of the gestalt theory*. Liveright Publishing Corporation.

Kotter, J. & Rathgeber, H. (2005). *Our iceberg is melting: Changing and succeeding under any conditions.* St. Martin's Press: New York. http://www.archive.org/details/ouricebergismeltOOkott

Kotter, J. P., Kim, W. C., & Mauborgne, R. A. (2011). *HBR's 10 Must Reads on Change Management (including featured article" Leading Change," by John P. Kotter)*. Harvard Business Press.

Kotter, J. P. (1995). Leading Change: Why Transformation Efforts Fail. *Harvard Business Review*, 59–67. https://web.mit.edu/curhan/www/docs/Articles/15341_Readings/Organizational_Learning_and_Change/Kotter_1995_Leading_change.pdf

Kotter, J. P., & Rathgeber, H. (2006). *Our Iceberg Is Melting: Changing and Succeeding Under Any Conditions*. St Martin's Press.

Lagodiienko, N., & Yakushko, I. (2021). Development of the taxation system in the conditions of digital transformation of the national economy. *Financial and Credit Activity: Problems of Theory and Practice*, *5*(40), 378–388. https://dspace.mnau.edu.ua/jspui/bitstream/123456789/14449/1/FKD%2B5%2B%2840%29%2B2021%2Bost-378-388.pdf

Lee, O.-K. (Daniel), Sambamurthy, V., Lim, K. H., & Wei, K. K. (2015). How Does IT Ambidexterity Impact Organizational Agility? *Information Systems Research*, *26*(2), 398–417. https://doi.org/10.1287/isre.2015.0577

Lenox, M. (2023). *Strategy in the Digital Age : Mastering Digital Transformation*. Stanford University Press.

Leodolter, W. (2017). Digital Transformation Shaping the Subconscious Minds of Organizations: Innovative Organizations and Hybrid Intelligences. In *Digital Transformation Shaping the Subconscious Minds of Organizations:*

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Innovative Organizations and Hybrid Intelligences. https://doi.org/10.1007/978-3-319-53618-7

Leso, B. H., Cortimiglia, M. N., & Ghezzi, A. (2023). The contribution of organizational culture, structure, and leadership factors in the digital transformation of SMEs: a mixed-methods approach. *Cognition, Technology & Work*, *25*(1), 151–179. https://doi.org/10.1007/s10111-022-00714-2

Lewin, K. (1951). *Field Theory in Social Science: Selected Theoretical Papers* (D. Cartwright (Ed.); First Edit). Harper and Brothers.

Lewin, K. (1947). Frontiers in Group Dynamics. *Human Relations*, *1*(1), 5–41. https://doi.org/10.1177/001872674700100103

Lincoln, J. R., & Kalleberg, A. L. (1985). Work Organization and Workforce Commitment: A Study of Plants and Employees in the U.S. and Japan. *American Sociological Review*, *50*(6), 738. https://doi.org/10.2307/2095502

Lips, M. (2019). *Digital Government* (Issue 1). Routledge. https://doi.org/10.4324/9781315622408

Llopis, J., Gonzalez, M. R., & Gasco, J. L. (2004). Transforming the firm for the digital era: An organizational effort towards an E-culture. *Human Systems Management*, *23*(4), 213–225. https://doi.org/10.3233/HSM-2004-23403

Lok, P., & Crawford, J. (1999). The relationship between commitment and organizational culture, subculture, leadership style and job satisfaction in organizational change and development. *Leadership & Organization Development Journal*, *20*(7), 365–374. https://doi.org/10.1108/01437739910302524

LONEY-BURNETT, F. G. (2022). *Digital Leadership: Competencies and Character Dimensions for Public-Sector It Leaders*. https://dt.athabascau.ca/jspui/handle/10791/382%0Ahttps://dt.athabascau.ca/jspui/bitstream/10791/382/7/FloletGeraldineLoney-BurnettDissertationApril302022Final.pdf

Louis, M. R. (1983). Surprise and Sense Making. *Journal of Library Administration*, *4*(1), 95–123. https://doi.org/10.1300/J111V04N01_08

Ly, B. (2023). The Interplay of Digital Transformational Leadership, Organizational Agility, and Digital Transformation. *Journal of the Knowledge Economy*. https://doi.org/10.1007/s13132-023-01377-8

M, M. R. (2012). *Organizational Structural Design and Strategic Change Management At Kenya Revenue Authority By Rophus Mjomba Mwandembo a Research Project Submitted in Partial Fulfillment of the Requirement for the Award of Master of Business Administration, School of Bu*. *October*. http://erepository.uonbi.ac.ke/bitstream/handle/11295/13861/Mwandembo,Rophus M_Organizational structural design and strategic change management at kenya revenue authority.pdf?sequence=3

Maanen, J. Van, & Barley, S. (1983). Cultural organization: Fragments of a theory. In *Organizational culture* (p. 420).

Magesa, M. M., & Jonathan, J. (2022). Conceptualizing digital leadership characteristics for successful digital transformation: the case of Tanzania. *Information Technology for Development*, *28*(4), 777–796. https://doi.org/10.1080/02681102.2021.1991872

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Mahmood, M. (2017). Does Digital Transformation of Government Lead to Enhanced Citizens' Trust and Confidence in Government? In *Brunel Business School Brunel University United*. https://bura.brunel.ac.uk/bitstream/2438/15391/1/FulltextThesis.pdf

Manzhura, O., Pochenchuk, G., & Kraus, N. (2022). INNOVATIVE CHANGES IN FINANCIAL AND TAX SYSTEMS IN THE CONDITIONS OF DIGITAL TRANSFORMATION. *Baltic Journal of Economic Studies*, *8*(1), 94–102. https://doi.org/10.30525/2256-0742/2022-8-1-94-102

March, J. G. (1991). Exploration and exploitation in organizational learning. *Organization Science*, *2*(1), 71–87.

Mark, G. (2015). *Multitasking in the Digital Age*. Springer International Publishing. https://doi.org/10.1007/978-3-031-02212-8

Marmor, J., Perls, F., Hefferline, R. E., & Goodman, P. (1994). Gestalt Therapy: Excitement and Growth in the Human Personality. In *Philosophy and Phenomenological Research* (Vol. 26, Issue 4). The Gestalt Journal Press. https://doi.org/10.2307/2106229

Martin, J. (1982). Stories and scripts in organizational settings. In A. Hastorf, A., & Isen (Ed.), *Cognitive social psychology* (pp. 255–305). Elsevier.

Martin, J., & Powers, M. (1983). Organizational stories: More vivid and persuasive than quantitative data. In *Psychological foundations of organizational behavior* (2nd ed., pp. 161–168). Scott, Foresman, Scott Foresman & Co.

Martin, J. (1992). *Cultures in Organizations: Three Perspectives*. Oxford University Press.

Martin, J. (2002). Organizational culture: Mapping the terrain. SAGE Publications, Inc., https://doi.org/10.4135/9781483328478

Martin, J., Feldman, M. S., Hatch, M. J., & Sitkin, S. B. (1983). The Uniqueness Paradox in Organizational Stories. *Administrative Science Quarterly*, *28*(3), 438. https://doi.org/10.2307/2392251

Martin, J., Frost, P. J., & O'Neill, O. A. (2006). Organizational Culture: Beyond Struggles for Intellectual Dominance. In *The SAGE Handbook of Organization Studies* (pp. 725–753). SAGE Publications Ltd. https://doi.org/10.4135/9781848608030.n26

Martin, J., & Siehl, C. (1983). Organizational culture and counterculture: An uneasy symbiosis. *Organizational Dynamics*, *12*(2), 52–64. https://doi.org/10.1016/0090-2616(83)90033-5

Martínez-Vázquez, J., Sanz-Arcega, E., & Tránchez Martín, J. M. (2022). Tax revenue management and reform in the digital era in developing and developed countries. In *ICePP* (Issue January). https://icepp.gsu.edu/files/2022/03/2201-Digital-Tax-Administration_.pdf

Maurer, R. (2010). *Beyond the Wall of Resistance (Revised Edition): Why 70% of All Changes Still Fail--And What You Can Do About It.* Bard Press.

Mayer, J. D., & Salovey, P. (1990). Emotional Intelligence. *Imagination, Cognition and Personality*, *9*(3), 185–211. https://doi.org/10.2190/DUGG-P24E-52WK-6CDG

Mayer, J. D., & Salovey, P. (1993). The intelligence of emotional intelligence. *Intelligence*, *17*(4), 433–442. https://doi.org/10.1016/0160-2896(93)90010-3

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Mayer, J. D., & Salovey, P. (1997). What is emotional intelligence? In *Emotional development and emotional intelligence : educational implications* (pp. 3–32).

McCarthy, P., Sammon, D., & Alhassan, I. (2021). Digital Transformation Leadership Characteristics: A Literature Analysis. *Journal of Decision Systems*, *32*(1), 79–109. https://doi.org/10.1080/12460125.2021.1908934

McKinsey & Company. (2020). The Next Normal Digitizing at speed and scale The recovery will be digital. *McKinsey Global Publishing*, *August*, 172. https://www.mckinsey.com/~/media/McKinsey/Business Functions/McKinsey Digital/Our Insights/How six companies are using technology and data to transform themselves/The-next-normal-the-recovery-will-be-digital.pdf

Meita, F., & Malau, M. (2022). Effects of Digital Transformation, Tax Policy, Company Characteristics and Perceptions of Tax System Effectiveness on Business Entity Tax Compliance Before and During The Covid-19 Pandemic Moderated by Tax Socialization. *Journal of Business Social and Technology*, *4*(1), 75–86. https://doi.org/10.59261/jbt.v4i1.118

Mello, J.E. and Schloemer, H. (2022), "Do organizational subcultures matter? A case study of logistics and supply chain management", The International Journal of Logistics Management, Vol. 33 No. 1, pp. 141-164. https://doi.org/10.1108/IJLM-04-2021-0230

Melo, P. N., & Machado, C. (Eds.). (2018). *Management and Technological Challenges in the Digital Age*. CRC Press. https://doi.org/10.1201/9781351238922

Meyerson, D., & Martin, J. (1987). Cultural change: an integration. *Journal of Management Studies*, *24*(6), 623–647.

Mihai, R.-L., & Creţu, A. (2019). Leadership in the Digital Era. *Valahian Journal of Economic Studies*, *10*(1), 65–72. https://doi.org/10.2478/vjes-2019-0006

Mlodinow, L. (2013). *Subliminal : How Your Unconscious Mind Rules Your Behavior*. Vintage (2013).

Mollah, M. A., Choi, J.-H., Hwang, S.-J., & Shin, J.-K. (2023). Exploring a Pathway to Sustainable Organizational Performance of South Korea in the Digital Age: The Effect of Digital Leadership on IT Capabilities and Organizational Learning. *Sustainability*, *15*(10), 7875. https://doi.org/10.3390/su15107875

Montasari, R., Carpenter, V., & Masys Editors, A. J. (2023). *Digital Transformation in Policing: The Promise, Perils and Solutions* (R. Montasari, V. Carpenter, & A. J. Masys (Eds.)). Springer International Publishing. https://doi.org/10.1007/978-3-031-09691-4

Newton, C., & Knight, R. (Eds.). (2022). *Handbook of Research Methods for Organisational Culture* (C. Newton & R. Knight (Eds.); Vol. 15, Issue March). Edward Elgar Publishing. https://doi.org/10.4337/9781788976268

Oberai, H., & Anand, I. M. (2018). Unconscious bias: thinking without thinking. *Human Resource Management International Digest*, *26*(6), 14–17. https://doi.org/10.1108/HRMID-05-2018-0102

OECD. (2015). *Addressing the Tax Challenges of the Digital Economy, Action 1 - 2015 Final Report*. OECD. https://doi.org/10.1787/9789264241046-en

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Ogbonna, E. (1992). Managing Organisational Culture: Fantasy Or Reality? *Human Resource Management Journal*, *3*(2), 42–54. https://doi.org/10.1111/j.1748-8583.1992.tb00309.x

O'Reilly, C. (1989). Corporations, Culture, and Commitment: Motivation and Social Control in Organizations. *California Management Review*, *31*(4), 9–25. https://doi.org/10.2307/41166580

Otia, J. E., & Bracci, E. (2022). Digital transformation and the public sector auditing: The SAI's perspective. *Financial Accountability & Management*, *38*(2), 252–280. https://doi.org/10.1111/faam.12317

ott, J. S. (1989). *The organizational culture perspective*. Dorsey Press.

Ouchi, W. (1981). Theory Z: How American business can meet the Japanese challenge. In *Business Horizons* (Vol. 24, Issue 6). https://doi.org/10.1016/0007-6813(81)90031-8

Ouchi, W. G., & Wilkins, A. L. (1985). Organizational Culture. *Annual Review of Sociology*, *11*(1), 457–483. https://doi.org/10.1146/annurev.so.11.080185.002325

Oxtoby, B., McGuiness, T., & Morgan, R. (2002). Developing Organisational Change Capability. *European Management Journal*, *20*(3), 310–320. https://doi.org/10.1016/S0263-2373(02)00047-6

Paesano, A. (2021). Artificial intelligence and creative activities inside organizational behavior. *International Journal of Organizational Analysis*. https://doi.org/10.1108/IJOA-09-2020-2421

Panda, A., & Gupta, R. K. (2001). Understanding Organizational Culture: A Perspective on Roles for Leaders. *Vikalpa: The Journal for Decision Makers*, *26*(4), 3–20. https://doi.org/10.1177/0256090920010402

Papavasiliou, S., & Reaiche, C. (2020). A Digital Systems Approach Across eGovernment Services: The Australian Taxation Office and The Health Environment. ICDS 2020: The. *Fourteenth International Conference on Digital Society, 2020 Valencia Spain IARIA*, *c*, 60–65.

Pascual, J. (2021). *Innovation and Collaboration in the Digital Era*. De Gruyter. https://doi.org/10.1515/9783110665383

Per Andersson, Movin, S., Mähring, M., Teigland, R., Wennberg, K., & McGettigan, K. (2020). Managing Digital Transformation. In Per Andersson, R. Teigland, & Karl Wennberg (Eds.), *Stockholm School of Economics Institute for Research (SIR)*. https://www.hhs.se/contentassets/a3083bb76c384052b3f3f4c82236e38f/managing-digital-transformation-med-omslag.pdf

Perkin, N. (2023). *Agile transformation: structures, processes and mindsets for the digital age.* Kogan Page.

Perls, Frederick S; Hefferline, Ralph; Goodman, P. (2011). *Gestalt therapy: Excitement and growth*. Gestalt Journal Press.

Peters, T. J., & Waterman, R. H. (1982). *In Search of Excellence: Lessons from America's Best-Run Companies*. HarperBusiness.

Pettigrew, A. M. (1979). On Studying Organizational Cultures. *Administrative Science Quarterly*, *24*(4), 570. https://doi.org/10.2307/2392363

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Pfeffer, J., & Sutton, R. I. (2000). *The knowing-doing gap: How smart companies turn knowledge into action.* (1st ed.). Harvard Business Review Press.

Pitić, G., Radosavljević, G., Babin, M., & Erić, M. (2019). Digitalization of the tax administration in Serbia. *Ekonomika Preduzeca*, *67*(1–2), 131–145. https://doi.org/10.5937/EkoPre1808131P

Pogorletskiy, A. I., & Bashkirova, N. N. (2015). THE DYNAMICS OF TAX SYSTEM AND TAX ADMINISTRATION DEVELOPMENT IN THE RUSSIAN FEDERATION. *Journal of Tax Reform*, *1*(1), 4–24. https://doi.org/10.15826/jtr.2015.1.1.001

Porfírio, J. A., Carrilho, T., Felício, J. A., & Jardim, J. (2021). Leadership characteristics and digital transformation. *Journal of Business Research*, *124*(November 2020), 610–619. https://doi.org/10.1016/j.jbusres.2020.10.058

Rahmawati, R., & Tobing, D. S. K. (2019). The Role Of Transformational Leadership On Organizational Commitment And Job Satisfaction Of Tax Office Officers (KPP) In Banjarmasin. *International Journal of Scientific and Technology Research*, *8*(7), 11–17.

RESEARCH, A. (2021). Evaluation of Tax Administration Efficiency: Data Envelope Analysis (DEA). *SSRN Electronic Journal*. https://doi.org/10.2139/ssrn.3865048

Rini Fadhina, H., Nurul Fauzi, Eka Siskawati, Muhammad Rizky Prima Sakti, & Nazliatul Aniza Abdul Aziz. (2022). Change management on digital transformation in vehicle tax payment process: An understanding from institutional analysis. *Economics, Business, Accounting & Society Review*, *1*(3), 167–178. https://doi.org/10.55980/ebasr.v1i3.48

Risdiana, N., Utari, P., & Satyawan, I. A. (2021). Directorate General of Taxes working from home: A phenomenology of Singkawang Tax Office employees during Covid-19 pandemic. *Informasi*, *51*(1), 45–64. https://doi.org/10.21831/informasi.v51i1.34255

Rosenbach, W. E. (2018). *Contemporary Issues in Leadership* (W. E. Rosenbach, R. L. Taylor, & M. A. Youndt (Eds.)). Routledge. https://doi.org/10.4324/9780429494000

Sackmann, S. A. (1992). An Subcultures : of Analysis Organizational Knowledge. *SAGE Journals*, *37*(1), 140–161. https://www.proquest.com/scholarly-journals/culture-subcultures-analysis-organizational/docview/203939200/se-2?accountid=13771

Salifida, S., & Setyowati, M. (2019). Tax Administrative Reform: Strategic Roadmap of Institutional Transformation of Directorate General of Taxation Indonesia. *Proceedings of the Proceedings of the 1st International Symposium on Indonesian Politics, SIP 2019, 26-27 June 2019, Central Java, Indonesia*. https://doi.org/10.4108/eai.25-6-2019.2288015

Salih, A. M. (2020). Cross-Cultural Leadership. In *Cross-Cultural Leadership*. Routledge. https://doi.org/10.4324/9780429344695

Sarkar, S., Vance, A., Ramesh, B., Demestihas, M., & Wu, D. T. (2020). The Influence of Professional Subculture on Information Security Policy Violations: A Field Study in a Healthcare Context. *Information Systems Research*, *31*(4), 1240–1259. https://doi.org/10.1287/isre.2020.0941

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Saruji, S., & Hamid, N. (2021). Tax Agents' Acceptance of the Digitalisation of Tax Administration in Malaysia. *Proceedings of the First International Conference of Economics, Business & Entrepreneurship, ICEBE 2020, 1st October 2020, Tangerang, Indonesia*. https://doi.org/10.4108/eai.1-10-2020.2305629

Sathe, V. (2003). *Corporate entrepreneurship: Top managers and new business creation.* Cambridge University Press.

Sathe, V. (1985). *Culture and related corporate realities: Text, cases, and readings on organizational entry, establishment, and change.*

Sawyer, A. J., & James, S. (2018). *Digitalization of Tax: Comparing New Zealand and United Kingdom Approaches*. http://hdl.handle.net/10092/17632

Schaebs, D. S. (2021). The Digital Transformation of Public Authorities: Creating an Agile Structure and Streamlining Government Presence Using the Example of Tax Offices. *Managing Global Transitions*, 327–342. https://doi.org/10.26493/1854-6935.19.327-342

Schein, Edger H. 1985. *Organizational Culture and Leadership*. San Francisco: Jossey

Schein, E. 1992. *Organizational Culture and Leadership*. 2nd Ed. Jossey-Bass Publishers. San Fransisco

Schein, E. H. (2016). *Organizational Culture and Leadership* (5th ed.). Standards Information Network.

Schupp, F., & Wöhner, H. (Eds.). (2018). *Digitalisierung im Einkauf*. Springer Fachmedien Wiesbaden. https://doi.org/10.1007/978-3-658-16909-1

Setyowati, M. S., Chandra, F., & Khodariah, L. (2015). *Organizational Transformation of Indonesian Tax Administrator Authority*. *September*. https://www.business.unsw.edu.au/About-Site/Schools-Site/Taxation-Business-Law-Site/Documents/Organizational_Transformation_of_Indonesian.pdf

Sheng, Y. P., Pearson, M., & Crosby, L. (2003). Organizational Culture and Employees' Computer Self-Efficacy. *Information Resources Management Journal*, *16*(3), 42–58. https://doi.org/10.4018/irmj.2003070103

Siehl, C., & Martin, J. (1985). *Learning Organizational Culture*. *10*(4), 803–813. https://books.google.com.br/books?id=WSmVNAAACAAJ

Simler, K., & Hanson, R. (2017). *The elephant in the brain: Hidden motives in everyday life.* Oxford University Press. https://catalog.loc.gov/vwebv/search?searchCode=LCCN&searchArg=2017004296&searchType=1&permalink=y

Sims, H., Gioia, D., & Associates. (1986). *The thinking organization*. Jossey-Bass.

Singh, A., Klarner, P., & Hess, T. (2020). How do chief digital officers pursue digital transformation activities? The role of organization design parameters. *Long Range Planning*, *53*(3), 101890. https://doi.org/10.1016/j.lrp.2019.07.001

Singh, J., Sharma, G., Hill, J., & Schnackenberg, A. (2013). "Organizational agility: What it is, what it is not, and why it matters." *Academy of Management Proceedings*, *2013*(1), 11813. https://doi.org/10.5465/ambpp.2013.11813abstract

UNIVERSITAS GADJAH MADA
Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Slavinski, T., & Todorović, M. (2019). The impact of digitalisation on the organisational capability changes – Evidence from Serbia. *Proceedings of the 5th IPMA SENET Project Management Conference (SENET 2019)*, *108*(Senet), 244–250. https://doi.org/10.2991/senet-19.2019.41

Smith, K. G., & Hitt, M. A. (2005). *Great minds in management: The process of theory development* (K. G. Smith & M. A. Hitt (Eds.)). Oxford University Press.

Spencer-Oatey, H. (2008). (2008). *Culturally Speaking Second Edition* (H. Spencer-Oatey (Ed.); 2nd ed.). Continuum International Publishing Group. https://doi.org/10.5040/9781350934085

Sproull, L. (1981). Beliefs in organizations. In W. Nystrom, P., & Starbuck (Ed.), *Handbook of organizational design: Vol. 2, Remodelling organizations and their environments* (Vol. 2, pp. 203–244). Oxford University Press.

Stablein, R., & Nord, W. (1985). Practical and Emancipatory Interests in Organizational Symbolism: A Review and Evaluation. *Journal of Management*, *11*(2), 13–28. https://doi.org/10.1177/014920638501100203

Stamper, C. L., & Masterson, S. S. (2002). Insider or outsider? How employee perceptions of insider status affect their work behavior. *Journal of Organizational Behavior*, *23*(8), 875–894. https://doi.org/10.1002/job.175

SUID, M. S. M. (2020). *DETERMINANTS OF THE CRITICAL FACTORS OF TAX AUDIT READINESS TOWARDS ONLINE RETAILERS AMONG IRB OFFICERS IN MALAYSIA*. https://etd.uum.edu.my/9708/1/s825142_01.pdf

Sugiyono. (2016). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: PT Alfabet.

Sugiyono (2019). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alphabet.

Suryani, I., & Syafarudin, A. (2021). Ilomata International Journal of Tax & Accounting (IJTC) Effect of Sales Promotion on Purchasing Decisions. *Ilomata International Journal of Tax & Accounting*, *2*(2), 122–133. https://www.ilomata.org/index.php/ijtc

Sypher, B., Applegate, J., & Sypher, H. (1985). Culture and communication in organizational contexts. In S. Gudykunst, W., Stewart, L., & Ting-Toomy (Ed.), *Communication, culture and organizational process* (pp. 13–29). SAGE Publications.

Tajfel, H., Turner, J. C., Austin, W. G., & Worchel, S. (1979). An Integrative Theory of intergroup Conflict. In *Organizational Identity:A Reader* (p. 56).

Tambunan, M. R. U. D., & Rosdiana, H. (2020). Indonesia Tax Authority Measure on Facing the Challenge in Taxing Digital Economy. *The International Technology Management Review*, *9*(1), 1. https://doi.org/10.2991/itmr.k.200203.001

Tan, C. W., & Pan, S. L. (2003). Managing e-transformation in the public sector: an e-government study of the Inland Revenue Authority of Singapore (IRAS). *European Journal of Information Systems*, *12*(4), 269–281. https://doi.org/10.1057/palgrave.ejis.3000479

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

TANJUNG, N. (2021). *Perilaku Kepemimpinan Perempuan pada Organisasi Birokrasi (Studi pada Pemerintah Darah Kabupaten Sleman)*. http://etd.repository.ugm.ac.id/penelitian/detail/196462

Thaler, R. H., & Sunstein, C. R. (2008). *Nudge: Improving decisions about health, wealth, and happiness*. Yale University Press.

Tichy, N. M. (1982). Managing change strategically: The technical, political, and cultural keys. *Organizational Dynamics*, *11*(2), 59–80. https://doi.org/10.1016/0090-2616(82)90005-5

Tight, M. (2000). Doing a Literature Review: Releasing the Social Science Research Imagination. *Management Learning*, *31*(2), 267–268. https://doi.org/10.1177/1350507600312009

Tran, S. K. (2017). GOOGLE: a reflection of culture, leader, and management. International Journal of Corporate Social Responsibility, 2(1). https://doi.org/10.1186/s40991-017-0021-0

Trice, H. M., & Beyer, J. M. (1993). *The cultures of work organizations*. Prentice-Hall, Inc.

Tsoukas, H., & Hatch, M. J. (2001). Complex Thinking, Complex Practice: The Case for a Narrative Approach to Organizational Complexity. *Human Relations*, *54*(8), 979–1013. https://doi.org/10.1177/0018726701548001

Turner, B. A. (1986). Sociological Aspects of Organizational Symbolism. *Organization Studies*, *7*(2), 101–115. https://doi.org/10.1177/017084068600700202

Tuttman, C., & Macadar, M. A. (2020). Public value creation through digital transformation in tax administration. *Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance*, 762–766. https://doi.org/10.1145/3428502.3428616

UN. ESCAP. (2023). *The Digitalization Of Tax Administrations in Asia and The Pacific: A Manual For Practitioners*. https://doi.org/https://hdl.handle.net/20.500.12870/5291

Vaara, E. (2000). Constructions of cultural differences in post-merger change processes: A sensemaking perspective on Finnish-Swedish cases. *Management*, *3*(3), 81–110. https://polarresearch.net/index.php/mgmt/article/download/4175/9924/

Van Maanen, J. (1988). *Tales of the Field*. University of Chicago Press. https://doi.org/10.7208/chicago/9780226849638.001.0001

van Marrewijk, A. (2016). Conflicting Subcultures in Mergers and Acquisitions: A Longitudinal Study of Integrating a Radical Internet Firm into a Bureaucratic Telecoms Firm. *British Journal of Management*, *27*(2), 338–354. https://doi.org/10.1111/1467-8551.12135

W Wasono, L., & Furinto, A. (2018). The effect of digital leadership and innovation management for incumbent telecommunication company in the digital disruptive era. *International Journal of Engineering & Technology*, *7*(2.29), 125. https://doi.org/10.14419/ijet.v7i2.29.13142

Waddell, D., Creed, A., Cummings, T. G., & Worley, C. G. (2019). Organisational change: Development and transformation. Cengage AU.

UNIVERSITAS
GADJAH MADA
**Analisis Sisi Bawah Sadar Organisasi Mengenai Perkembangan Karir Account Representative (Studi Kasus
Kantor Wilayah Direktorat Jendral Pajak Jakarta Timur)**
Noor Kumala Sari Z, Dr. Pande Made Kutanegara, M.Si ; Ario Wicaksono, M.Si., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Wallin J. (2006). Business Orchestration: Strategic Leadership in the Era of Digital Convergence. In *Jurnal Penelitian Pendidikan Guru Sekolah Dasar* (Vol. 6, Issue August). John Wiley & Sons, Inc.

Wijaya, S., Ningrum, S., Myrna, R., & Karlina, N. (2022). The Relationship Between Bureaucratic Leadership, Organizational Agility and Organizational Performance in the Tax Sector. *KnE Social Sciences*, *2022*, 563–574. https://doi.org/10.18502/kss.v7i5.10578

Wolfram Cox, J., Kelemen, M., & Hassard, J. (2007). Organizational knowledge. In *Disorganization Theory*. https://doi.org/10.4324/9780203932087.ch2

Yauch, C. A., & Steudel, H. J. (2003). Complementary Use of Qualitative and Quantitative Cultural Assessment Methods. *Organizational Research Methods*, *6*(4), 465–481. https://doi.org/10.1177/1094428103257362

Yeats, R. M., & Yeats, M. F. (2007). HBR on What makes a leader. In *Annals Of The New York Academy Of Sciences* (Vol. 1118). http://www.ncbi.nlm.nih.gov/pubmed/18404020

Yuniarti, E., Kadiyono, A. L., & Sulistiobudi, R. A. (2021). Peran Subkultur Dalam Mendukung Komitmen Transformasi Organisasi (Pengukuran Budaya Organisasi Dengan Model Denison). *Jurnal Doktor Manajemen (JDM)*, *4*(2), 193. https://doi.org/10.22441/jdm.v4i2.12131

Zaidi, S. F. H. (2017). E-Government Services Effectiveness Evaluation Framework (E-GEEF) A Case Study of Indian E-tax Service. *Disertasi*, 325. https://repository.londonmet.ac.uk/1254/1/Syed-Faizan - Final - PhD Thesis.pdf

Ziadeh, N. A. (2019). *Digital transformation: incorporating social and human extensions into change models*. http://centaur.reading.ac.uk/89044/