

## DAFTAR PUSTAKA

- Abeyssekera, N., Wickramasinghe, A. 2013. Relationship Marketing and Customer Orientation of Salespeople: Learning from Banks. *International Journal of Finance Service Management*. Vol. 6, No. 1, pp. 79–91.
- Ahearne, M., Mathieu, J., and Rapp, A. 2005. To Empower or Not to Empower Your Sales Force? An Empirical Examination of The Influence of Leadership Empowerment Behavior on Customer Satisfaction and Performance. *Journal of Applied Psychology*. Vol 90, pp. 945–955.
- Ahearne, M., Rapp, A. 2010. The Role of Technology at The Interface Between Salespeople and Consumers. *Journal of Personal Selling and Sales Management*. Vol. 30, No. 2, pp. 109–118.
- Allen, N., and Meyer, J. 1990. The Measurement and Antecedents of Affective, Continuance and Normative Commitment to The Organization. *Journal of Occupational Psychology*. Vol. 63, No. 1, pp. 1-18.
- Amundsen, Stein and Martinsen, Øyvind L. 2014. Empowering Leadership: Construct Clarification, Conceptualization, and Validation of A New Scale. *The Leadership Quarterly*. Vol. 25, pp. 487–511
- Amyx, D. and Alford, B. 2019. The Effects of Salesperson Need for Achievement and Sales Manager Leader Reward Behavior. *The Journal of Personal Selling and Sales Management*. Vol. 25, No.4, pp. 345-359.
- Arnold, J., Arad, S., Rhoades, J. and Drasgow, F. 2000. The Empowering Leadership Questionnaire: The Construction and Validation of a New Scale for Measuring Leader Behaviors. *Journal of Organizational Behavior*. Vol. 21, No. 3, pp. 249-269.
- Atkinson, J.W. 1964. An Introduction to Motivation. Princeton, NJ: Van Nostrand.
- Aydin, S., Koc, E., and Kaya, N. 2017. The Influence of Critical Success Factors on B2B Sales Performance and the Mediating Role of Social Intelligence. *Business Management and Strategy*. Vol. 8, No. 2, p.1.
- Babakus, E., Cravens, D. W., Grant, K., Ingram, T. N., and LaForge, R. W. 1996. Investigating The Relationships Among Sales, Management Control, Sales

Territory Design, Salesperson Performance, and Sales Organization Effectiveness. *International Journal of Research in Marketing*. Vol. 13, No.4, pp. 345-363.

Bagozzi, Richard P. 1980. Performance Satisfaction in An Industrial Salesforce: An Examinations of Their Antecedents And Simultaneity. *Journal of Marketing*. Vol. 44, No.2, pp. 65-77.

Baldauf, Arthur., Cravens, David W. and Piercy, Nigel F. 2001. Examining Business Strategy, Sales Management, and Salesperson Antecedents of Sales Organization Effectiveness. *The Journal of Personal Selling and Sales Management*. Vol. 21, No. 2, pp 109-122.

Barling, Julian E., Kelloway, Kevin, and Cheung, Dominic. 1996. Time Management and Achievement Striving Interact to Predict Car Sales Performance. *Journal of Applied Psychology*. Vol. 81, No. 6, pp. 821-826.

Baron, R. and Kenny, D. 1986. The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*. Vol. 51, pp. 1173-1182.

Barrick, M.R. and M.K. Mount. 1991. The Big Five Personality Dimensions and Job Performance. *Personnel Psychology*. Vol. 44, No. 1, pp. 1-26.

Bartkus, K.R., Peterson, M.F. and Bellinger, D.N. 1989. Type A Behavior, Experience and Salesperson Performance. *Journal of Personal Selling and Sales Management*. Vol. 9, pp. 11-8.

Behrman, Douglas N., and William D. Perreault, Jr. 1982. Measuring the Performance of Industrial Salespersons. *Journal of Business Research*. Vol. 10, pp. 355-370.

Bergmann, T.J., Lester, S.W., De Meuse, K.P. and Grahn, J.L. 2000, Integrating the Three Domains of Employee Commitment: An Exploratory Study. *Journal of Applied Business Research*. Vol. 16, No. 4, pp. 15-26.

Bernstein, Aaron. 1998. We Want You to Stay, Really: With Labor Tight, Employers are Starting to do More to Keep Workers. *BusinessWeek*.

Boles, James, Ramana Madupalli, Brian Rutherford, and John Andy Wood. 2007. The Relationship of Facets of Salesperson Job Satisfaction with Affective

Organizational Commitment. *Journal of Business and Industrial Marketing*. Vol. 22, No. 5, pp.311-321.

Buchanan, Bruce. 1974. Building Organizational Commitment: The Socialization of Managers in Work Organizations. *Administrative Science Quarterly*. Vol. 19, pp. 533-5.

Cahyani, D. (2019). Transaksi Bisnis MLM Tembus Rp 15,75 Triliun. Accessed 19 August 2019, from <https://bisnis.tempo.co/read/1050063/transaksi-bisnis-mlm-tembus-rp-1575-triliun>.

Cengiz, Yilmaz. 2002. Salesperson Performance and Job Attitudes Revisited: An Extended Model and Effects of Potential Moderators. *European Journal of Marketing*. Vol. 36, pp.1389-1414.

Chen, G., Kirkman, B. L., Kanfer, R., Allen, D., and Rosen, B. 2007. A Multilevel Study of Leadership, Empowerment, and Performance in Teams. *Journal of Applied Psychology*. Vol. 92, pp. 331-346.

Churchill GA Jr, Ford, NM., and Walker OC Jr. 1990. Sales Force Management. Irwin: Homewood, IL.

Cohen, A. 2003. Series in Applied Psychology. Multiple Commitments in The Workplace: An Integrative Approach. Mahwah, NJ. US: Lawrence Erlbaum Associates Publishers.

Conger, J.A., and Kanungo, R.N. 1988. The Empowerment Process: Integrating Theory and Practice. *Academy of Management Review*. Pp. 471–482.

Cooper, D. R., and Schindler, P. S. 2014. Business research methods. 12th ed. Boston, Mass: McGraw-Hill/Irwin.

Coughlan, A.T., and Grayson, K. 1998. Network Marketing Organisations: Compensation Plans, Retail Network Growth, and Profitability, International. *Journal of Research in Marketing*, Vol. 15, pp. 401-426.

Creswell, J. W. 2014. Research Design: Qualitative, Quantitative and Mixed Methods Approaches 4th ed. London: Sage

Eisenberger, R., Jones, J., Stinglhamber, F., Shanock, L. and Randall, A. 2005. Flow Experiences at Work: for High Need Achievers Alone?. *Journal of Organizational Behavior*. Vol. 26, No. 7, pp. 755-775.

- Fineman, S. 1977. The Achievement Motive and Its Measurement: Where Are We Now?. *British Journal of Psychology*. Vol. 68, No. 1-22.
- George, Jennifer M. and Jones Gareth R. 2011. Understanding and Managing Organizational Behavior 6th ed. New Jersey: Pearson Education.
- Gibson, J., Ivancevich, J., Donnelly, Jr, J. and Konopaske, R. 2003. Organizations: Behavior, Structure, Processes 11th ed. New York, NY: McGraw-Hill Irwin, pp. 134-136.
- Greenberg, J. 2011. Behavior in Organizations Global Edition 16th ed. London: Pearson Education Limited.
- Hakanen, J. J., Bakker, A. B., and Schaufeli, W. B. 2006. Burnout and Work Engagement Among Teachers. *Journal of School Psychology*. Vol. 43, pp. 495–513.
- Hartono, Jogiyanto dan Abdillah, Willy. 2016. Partial Least Square (PLS): Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis. Yogyakarta: Andi.
- Hartono, Jogiyanto. 2004. Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-Pengalaman. Yogyakarta: BPFE.
- Herjanto, H. and Franklin, D. 2019. Investigating Salesperson Performance Factors: A Systematic Review of The Literature on The Characteristics of Effective Salespersons. *Australasian Marketing Journal (AMJ)*.
- Hollenbeck, J.R. and H.J. Klein. 1987. Goal Commitment and The Goal Setting Process: Problems, Prospects and Proposals for Future Research. *Journal of Applied Psychology*. Vol. 72, No. 2, pp. 212–20.
- Hunt, Shelby D., Lawrence B. Chonko, and Van R. Wood. 1985. Organizational Commitment and Marketing. *Journal of Marketing*. Pp. 4.
- Jaramillo, F. , Grisaffe, D.B. , Chonko, L.B., and Roberts, J.A. 2009. Examining The Impact of Servant Leadership on Sales Force Performance. *Journal of Personal Selling and Sales Management*. Vol. 29, No. 3, pp. 257–275.
- Jha, Sumi. 2010. Need for Growth, Achievement, Power, and Affiliation: Determinants of Psychological Empowerment. *Global Business Review*. Vol. 11, No. 3, pp. 379-393.

- Kelloway, E., Turner, N., Barling, J. and Loughlin, C. 2012. Transformational Leadership and Employee Psychological Well-Being: The Mediating Role of Employee Trust in Leadership. *Work & Stress: An International Journal of Work, Health and Organisations*. Vol. 26, No. 1, pp. 39-55.
- Kiesler, C.A. 1971. *The Psychology of Commitment: Experiments Linking Behavior To Belief*. San Diego, CA: Academic Press.
- Kim, Minseo & A. Beehr, Terry and Prewett, Matthew. 2018. Employee Responses to Empowering Leadership: A Meta-Analysis. *Journal of Leadership and Organizational Studies*. Vol. 25, No. 3, pp. 257-276.
- King, C.W., and Robinson, J.W. 2000. *The New Professionals: The Rise of Network Marketing as the Next Major Profession*. Three Rivers Press, New York.
- Kock, N. 2018. *WarpPLS User Manual Version 6.0* 6th ed. Laredo, Texas: ScriptWarp System.
- Lee, A., Willis, S. and Tian, A. 2017. Empowering Leadership: A Meta-Analytic Examination of Incremental Contribution, Mediation, and Moderation. *Journal of Organizational Behavior*. Vol. 39, No. 3, pp.306-325.
- Lee, C. 1992. The Relation Of Personality And Cognitive Style On Job And Class Performance. *Journal of Organizational Behaviour*. Vol. 13, No.2, pp. 175–85.
- Lee, G., Kim, P., & Perdue, R. 2016. A Longitudinal Analysis of An Accelerating Effect of Empowerment on Job Satisfaction: Customer-Contact Vs. Non-Customer-Contact Workers. *International Journal Of Hospitality Management*. Vol. 57, pp. 1-8.
- Lee, J. and Welliver, M. 2018. The Role of Strategic Leadership for Learning on the Relationship between Training Opportunities and Salesperson Job Performance and Commitment. *European Journal of Training and Development*. Vol. 42, No. 9, pp. 558-576.
- Mackenzie, S.B., Podsakoff, P.M., and Rich, G.A., 2001. Transformational and Transactional Leadership and Salesperson Performance. *Journal of The Academy of Marketing Science*. Vol. 29, No. 2, pp. 115–134.
- Mathis, R. and Jackson, J. 2006. *Human Resource Management* 12th ed. United States of America: Thomson South-Western.
- McClelland, D. C. 1961. *The Achieving Society*. Princeton, NJ: Van Nostrand.

- McClelland, D. C. 1987. *Human Motivation*. Cambridge: Cambridge University Press.
- Mowday, R.T., Steers, R.M. and Porter, R.W. 1979. The Measurement of Organizational Commitment. *Journal of Vocational Behavior*. Vol. 14, No. 2, pp. 224-247.
- Msweli, P. and Sargaent, A. 2001. Modeling Distributor Retention in Network Marketing Organisations. *Marketing Intelligent Planning*. Vol. 19, No. 7, pp. 507-514.
- Ong S.K, Cecilia and De Run, Ernest. 2007. Why Malaysians Join and Stay On in A Multi-Level Marketing Company. *ICFAI Journal of Service Marketing*. 5. 37-52.
- Park, H. 2016. Impact of Self-leadership and Organizational Commitment on the Intention of Psychiatric Mental Health Nurses to Remain in the Profession. *Journal of Korean Academy of Psychiatric and Mental Health Nursing*. Vol. 25, No. 4, pp. 409.
- Porter, L.W., Steers, R.M., Mowday, R.T. and Boulian, P.V. 1974, Organizational Commitment, Job Satisfaction, and Turnover Among Psychiatric Technicians, *Journal of Applied Psychology*. Vol. 59, No. 5, pp. 603-9.
- Pratistha. 2017. A Conceptual Evaluation of Traditional and Network Marketing. *In XVIII Annual International Conference Proceedings*. Delhi School of Professional Studies and Research.
- Prussia, G. E., Anderson, J. S., and Manz, C. C. 1998. Self-Leadership and Performance Outcomes: The Mediating Influence of Self-Efficacy. *Journal of Organizational Behavior*. Vol. 19, No. 5, pp. 523–538.
- Riipinen, M. 1994. Extrinsic Occupational Needs and The Relationship between Need for Achievement and Locus of Control. *The Journal of Psychology*, Vol. 128, No. 5, pp. 577-587.
- Robbins, S., and Judge, T. 2017. *Organizational behavior*. Harlow: Pearson Education.
- Sager, Jeffrey K. 1991. Type A Behavior Pattern (TABP) Among Salespeople and Its Relationship to Job Stress. *Journal of Personal Selling and Sales Management*. Vol. 11, No. 2, pp. 1-12.

- Sholihin, Mahfud dan Ratmono, Dwi. 2013. Analisis SEM-PLS dengan WrapPLS 3.0 Untuk Hubungan Nonlinear dalam Penelitian Sosial dan Bisnis. Yogyakarta: Penerbit Andi.
- Sinambela, Lijan Poltak. 2012. Kinerja Pegawai: Teori Pengukuran dan Implikasi. Yogyakarta: Graha Ilmu.
- Singh, R., Kumar, N. and Puri, S. 2017. Thought Self-Leadership Strategies and Sales Performance: Integrating Selling Skills and Adaptive Selling Behavior As Missing Links. *Journal of Business and Industrial Marketing*. Vol. 32, No. 5, pp. 652-663.
- Spiro, R. and Weitz, B. 1990. Adaptive Selling: Conceptualization, Measurement, and Nomological Validity. *Journal of Marketing Research*. Vol. 27, No. 1, pp. 61.
- Srivastava, A., Bartol, K., and Locke, E. 2006. Empowering Leadership in Management Teams: Effects on Knowledge Sharing, Efficacy, and Performance. *The Academy of Management Journal*. Vol. 49, No. 6, pp 1239-1251.
- Steers, R. and Braunstein, D. 1976. A Behaviorally-Based Measure of Manifest Needs In Work Settings. *Journal of Vocational Behavior*, Vol. 9, No. 2, pp.251-266.
- Stone, D. N., Deci, E. L., and Ryan, R. M. 2009. Beyond Talk: Creating Autonomous Motivation Through Self-Determination Theory. *Journal Of General Management*. Vol. 34, pp. 75-91.
- Sujarweni, Wiratna V. 2015. Metodologi Penelitian Bisnis dan Ekonom. Yogyakarta: Pustaka Baru Press.
- Suliman, Abubakr and Kathairi, Majid Al. 2012. Organizational Justice, Commitment and Performance in Developing Countries: The Case of The UAE. *Employee Relations*. Vol. 35, No. 1, pp. 98-115.
- Tekleab, A., Sims, H., Yun, S., Tesluk, P., and Cox, J. 2008. Are We On the Same Page? Effects of Self-Awareness of Empowering and Transformational Leadership. *Journal Of Leadership & Organizational Studies*. Vol. 14, No. 3, pp. 185-201.

- Tuckey, M. R., Bakker, A. B., and Dollard, M. F. 2012. Empowering Leaders Optimize Working Conditions for Engagement: A Multilevel Study. *Journal of Occupational Psychology*. Vol. 17, pp. 15–27.
- Umar, H. (2002). Metode riset bisnis. Jakarta: Gramedia Pustaka Utama.
- Vecchio, R. P., Justin, J. E., and Pearce, C. L. 2010. Empowering Leadership: An Examination of Mediating Mechanisms Within A Hierarchical Structure. *Leadership Quarterly*. Vol. 21, pp. 530-542.
- Vinchur, Andrew J., Jeffery S. Schippmann, Fred S. Switzer, III, and Philip L. Roth. 1998. A Meta-Analytic Review of Predictors of Job Performance for Salespeople. *Journal of Applied Psychology*. Vol. 83, No. 4, pp. 586-59.
- Wagner and Hollenbeck. 2010. Organizational Behavior: Securing Competitive Advantage. New York: Routledge.
- Williams, L.J. and Anderson, S.E. 1991. Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors. *Journal of Management*. Vol. 17, No. 3, pp. 601-617.
- Yousef, D. 2000. Organizational Commitment: A Mediator of The Relationships of Leadership Behavior with Job Satisfaction and Performance in A Non-Western Country. *Journal of Managerial Psychology*. Vol. 15, No. 1, pp. 6-24.
- Yun, S., Cox, J., and Sims Jr., H. P. 2006. The forgotten follower: A Contingency Model of Leadership and Follower Self-Leadership. *Journal of Managerial Psychology*. Vol. 21, No. 4, pp. 374–388.
- Zhang, X., and Bartol, K. M. 2010. Linking Empowering Leadership And Employee Creativity: The Influence of Psychological Empowerment, Intrinsic Motivation, and Creative Process Engagement. *Academy of Management Journal*. pp. 107-128.