

DAFTAR PUSTAKA

- Agyare, R., Yuhui, G., Abrokwah, E., dan Agyei, J. (2019). Organisational culture moderation of interpersonal trust and affective commitment in health care non-governmental organisations in Ghana. *Journal of Psychology in Africa*. Vol. 29(3), pp. 217–222.
- Alessandri, G., dan Vecchione, M. (2012). The higher-order factors of the Big Five as predictors of job performance. *Personality and Individual Differences*. Vol. 53, pp. 779–784
- Armenakis, A. A., Harris, S. G., dan Mossholder, K. W. (1993). Creating Readiness For Organizational Change. *Human Relations*. Vol. 46(6), pp. 681–703.
- Avolio, B. J., Walumbwa, F. O., dan Weber, T. L. (2009). Leadership: current theories, research, and future directions. *Annual Review Of Psychology*. Vol. 60, pp. 421–449.
- Awee, A., Cheah, W. Y., Cheng, C. N., Hong, K. S., Ling, L. B. dan Tan, M.C. (2014). Effect of servant leadership on affective commitment among hotel employees. *International Journal of Scientific and Research Publications*. Vol. 4(11), pp. 1-7.
- Bambale, A. J. (2014). Relationship between servant leadership and organizational citizenship behaviors: Review of literature and future research directions. *Journal of Marketing & Management*. Vol. 5, pp. 1-16.
- Bande, B., Fernández-Ferrín, P., Varela-Neira, C., dan Otero-Neira, C. (2016). Exploring the relationship among servant leadership, intrinsic motivation and performance in an industrial sales setting. *Journal of Business & Industrial Marketing*. Vol. 31, pp. 219–231.
- Barrick, M. R., dan Mount, M. K. (1991). The Big Five Personality Dimensions and Job Performance: A Meta-Analysis. *Personnel Psychology*. Vol. 44, pp. 1–26.
- Baron, R. M., dan Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of personality and social psychology*. Vol. 51(6), pp. 1173.
- Bass, B. M., dan Riggio, R. E. (2006). *Transformational Leadership*, Erlbaum, Mahwah, nj.
- Beck, C. D. (2014). Antecedents of servant leadership: a mixed methods study. *Journal Of Leadership & Organizational Studies*. Vol. 21(3), pp. 299–314.
- Bernerth, J. B., Armenakis, A. A., Feild, H. S. dan Walker, H. J., (2007). Justice, cynicism, and commitment: A study of important organizational change variables. *The Journal of Applied Behavioral Science*. Vol. 43(3), pp. 303-326.
- Blau, P. M. (1964). *Exchange and power in social life*. New york: wiley. 352
- Bouckennooghe, D., M. Schwarz, G. dan Minbashian, A., (2015). Herscovitch and Meyer’s three-component model of commitment to change: Meta-analytic

- findings. *European Journal of Work and Organizational Psychology*. Vol. 24(4), pp. 578-595.
- Bovey, W. dan Hede, A. (2001). Resistance to organizational change: the role of cognitive and affective processes. *Leadership & Organization Development Journal*. Vol. 22(8), pp. 372-382.
- Brandes, P., Dharwadkar, R., dan Wheatley, K. (2004). Social exchanges within organizations and work outcomes: The importance of local and global relationships. *Group & Organization Management*. Vol. 29(3), pp. 276-301.
- Brown, S. dan Bryant, P. (2015). Getting to know the elephant: a call to advance servant leadership through construct consensus, empirical evidence and multilevel theoretical development. *Servant Leadership Theory & practice*. Vol. 1(2), pp. 10-35.
- Brown, O., Carmen Paz-Aparicio. dan Antonio J. Revilla. (2019). Leader's communication style, openness to experience and organizational commitment: A study of employee perceptions in Peru. *Leadership & Organization Development Journal*. Vol 40(2), pp. 230-258.
- Brummelhuis, L. T. (2012). The Relationship Between Servant Leadership, Quality of Communication, Change Readiness and Successful Change. Unpublished Master Thesis. University of Groningen
- Burke, C. S., Sims, D. E., Lazzara, E. H. dan Salas, E. (2007). Trust in leadership: a multi-level review and integration. *The Leadership Quarterly*. Vol. 18(6), pp. 606-632.
- Burke, L. A., dan Witt, L. A. (2002). Moderators of the openness to experience-performance relationship. *Journal of Managerial Psychology*. Vol, 17(8), pp. 712-721.
- Carter, M. Z., Armenakis, A. A., Feild, H. S. dan Mossholder, K. W. (2013). Transformational leadership, relationship quality, and employee performance during continuous incremental organizational change. *Journal Of Organizational Behavior*. Vol. 34 (7), pp. 942-958.
- Chan, S., dan Mak, W. (2014). The impact of servant leadership and subordinates' organizational tenure on trust in leader and attitudes. *Personnel Review*. Vol. 43, pp. 272- 287.
- Chianiara, M. dan Kathleen, B. (2016). Linking servant leadership to individual performance: Differentiating the mediating role of autonomy, competence and relatedness need satisfaction. *The Leadership Quarterly*. Vol. 27, pp. 124-141.
- Chiang, C. F. dan Y. Y. Wang, (2012). The effects of transactional and transformational leadership on organizational commitment in hotels: The mediating effect of trust. *Journal of Hotel and Business Management*. Vol. 1(1), pp. 1-11.
- Chinomona, R., Mashiloane, M. dan Poee, D., (2013). The influence of servant leadership on employee trust in a leader and commitment to the organization. *Mediterranean Journal of Social Sciences*. Vol. 4(14), pp. 405-414.

- Cho, Y. J. dan Park, H. (2011). Exploring the relationships among trust, employee satisfaction, and organizational commitment. *Public Management Review*. Vol. 13(4), pp. 551-573.
- Choi, M. (2011). Employees' attitudes toward organizational change: A literature review. *Human Resource Management*. Vol. 50, pp. 479-500.
- Chughtai, A. A. (2016). Servant leadership and follower outcomes: Mediating effects of organizational identification and psychological safety. *The Journal of Psychology*. Vol. 150, pp. 866-880.
- Cooper, D.R., dan Schindler, P.S. 2014. *Business Research Methods*. Ninth Edition. New York: McGraw-Hill Irwin.
- Dale, K. dan Fox, M.L. (2008). Leadership style and organizational commitment: mediating effect of role stress. *Journal of Managerial Issues*. Vol. 20(1), pp. 109-130.
- David, F. R. (2013). *Strategic management: concept and cases*. (14th ed.). Boston, MA: Prentice Hall.
- De Sousa, M. C., dan Van Dierendonck, D. (2014). Servant leadership and engagement in a merge process under high uncertainty. *Journal of Organizational Change Management*. Vol. 27, pp. 877-899.
- Deyoung, C. G., Quilty, L. C., Peterson, J. B., dan Gray, J. R. (2014). Openness to experience, intellect, and cognitive ability. *Journal of Personality Assessment*. Vol. 96(1), pp. 46-52.
- Dirks, K. T. dan Ferrin, D. L. (2002). Trust in leadership: meta-analytic findings and implications for research and practice. *Journal Of Applied Psychology*. Vol. 87, pp. 611-628.
- Drury, S. (2004). Employee perceptions of servant leadership: comparisons by level and with job satisfaction and organizational commitment. Dissertation Abstracts International, UMI No. 3146724.
- Dust, S.B., Resick, C. J., Margolis, J. A., Mawritz, M. B., & Greenbaum, R. L. 2018. Ethical leadership and employee success: Examining the roles of psychological empowerment and emotional exhaustion. *The Leadership Quarterly*.
- Edwards, W. R. (2003). Openness to change: Correlates and organizational consequences. *Dissertation Abstracts International*, 63(10): 4950B.
- Eva, N., Mulyadi, R., Sen, S., Dirk, V.D., dan Robert, C. L. (2018). Servant Leadership: A systematic review and call for future research. *The Leadership Quarterly*. pp. 1-22.
- Fedor, D. B., Caldwell, S. dan Herold, D. M. (2006). The effects of organizational changes on employee commitment: a multilevel investigation. *Personnel Psychology*. Vol. 59(1), pp. 1-29.
- Feist G. J. (1998). A meta-analysis of personality in scientific and artistic creativity. *Pers Soc Psychol Bull*. Vol. 2, pp. 290-309.
- Ford, J. H., II. (2004). Assessing employee attitudes towards organizational change in substance abuse treatment agencies (Doctoral dissertation). Retrieved from ProQuest Dissertations & Theses database. (UMI No. 3143080)
- Foster, R. D. (2010). Resistance, justice, and commitment to change. *Human Resource Development Quarterly*. Vol. 21(1), pp. 3-39.

- Furst, S. A. dan Daniel, M. C. (2008). Employee resistance to organizational change: Managerial influence tactics and leader-member exchange. *Journal of Applied Psychology*. Vol. 93(2), pp. 453-462.
- Gagné, M. dan Deci, E.L., (2005). Self-determination theory and work motivation. *Journal of Organizational behavior*. Vol. 26(4), pp. 331-362.
- Gao, L., Janssen, O. dan Shi, K. (2011). Leader trust and employee voice: the moderating role of empowering leader behaviors. *The Leadership Quarterly*. Vol. 22(4), pp. 787-798.
- George, J. M., dan Jones, G. R. (2002). *Organizational Behavior, 3rd edition*. New Jersey: Prentice Hall International Incorporation.
- George, J. M., dan Zhou, J. (2001). When openness to experience and conscientiousness are related to creative behavior: An interactional approach. *Journal of Applied Psychology*. Vol. 86(3), pp. 513-524.
- Gillespie, N.A. dan Mann, L. (2004). Transformational leadership and shared values: the building blocks of trust. *Journal of Managerial Psychology*. Vol. 19(6), pp. 588-607.
- Goodwin, V.L., J.L. Whittington, B. Murray dan T. Nichols. (2011). Moderator or mediator? Examining the role of trust in the transformational leadership paradigm. *Journal of Managerial Issues*. Vol. 23(4), pp. 409-425.
- Gotsis, G., dan Grimani, K. (2016). The role of servant leadership in fostering inclusive organizations. *Journal of Management Development*. Vol. 35, pp. 985-1010.
- Gouldner, A. W. (1960). The norm of reciprocity: A preliminary statement. *American Sociological Review*. Vol. 25, pp. 161-178.
- Gowdy, D.T. (2015). Serving change: Understanding the efficacy of servant leader behaviors to influence follower commitment to organizational change. Available from ProQuest Dissertations and Theses database. (UMI No. 3742928)
- Graen, G. B., dan Cashman, J. (1975). A role-making model of leadership in formal organizations: A developmental approach. In J. G. Hunt & L. L. Larson (Eds.), *Leadership frontiers* (pp. 143-166). Kent, OH: Kent State University Press.
- Graen, G.B. dan Uhl-Bien, M. (1995). Relationship-based approach to leadership: development of leader-member-exchange (openness to experience) theory of leadership over 25 years: applying a multi-level multidomain perspective. *Leadership Quarterly*. Vol. 6(2), pp. 219-247.
- Greenberg, J. (1994). Using socially fair treatment to promote acceptance of a work site smoking ban. *Journal Of Applied Psychology*. Vol. 79(2), pp. 288-297.
- Greenleaf, R. K. (1997). *Servant leadership: a journey into the nature of legitimate power and greatness*. New york: paulist press.
- Greenleaf, R. K. (1991). *The servant as leader*. Indianapolis, IN: The Robert K.Greenleaf Center
- Hair, F.J., Black, C.W., Babin, J.B. dan Anderson, E.R. (2014). *Multivariate data analysis*. London: pearson education limited.

- Harvey, S., Kelloway, E.K. dan Duncan-Leiper, L. (2003). Trust in management as a buffer of the relationships between overload and strain. *Journal of Occupational Health Psychology*. Vol. 8(4), pp. 306–315.
- Hawkins, J. dan Dulewicz, V. (2009). Relationships between leadership style, the degree of change experienced, performance, and follower commitment in policing. *Journal Of Change Management*. Vol. 9(3), pp. 251-270.
- Herold, D. M., D. B. Fedor, S. D. Caldwell, dan Y. Liu. (2008). The effects of transformational and change leadership on employees' commitment to a change: a multilevel study. *Journal Of Applied Psychology*. Vol. 93 (2), pp. 346–357.
- Herscovitch, L. dan Meyer, J. P. (2002). Commitment to organizational change: extension of a three-component model. *Journal Of Applied Psychology*. Vol. 87, pp. 474–487.
- Hobfoll, S.E. (2001). Conservation of resources: a rejoinder to the commentaries. *Applied Psychology: An International Review*. Vol. 50, pp. 419–421.
- Hoch, J.E., Bommer, W.H., Dulebohn, J.H. dan Wu, D. (2016). Do ethical, authentic, and servant leadership explain variance above and beyond transformational leadership? A meta-analysis. *Journal of Management*. Vol. 20(10), pp. 1-29.
- Holtz, B.C. dan Harold, C.M. (2008). When your boss says no! The effects of leadership style and trust on employee reactions to managerial explanations. *Journal of Occupational and Organizational Psychology*. Vol. 81(4), pp. 777-802.
- Huang, H., J. Iun, A. Liu dan Y. Gong. (2010). Does participative leadership enhance work performance by inducing empowerment or trust? The differential effects on managerial and non-managerial subordinates. *Journal Of Organizational Behavior*. Vol. 31(1), pp. 122–143.
- Hunter, E. M., M. J. Neubert, S. J. Perry, L. A. Witt, L. M. Penney dan E. Weinberger. (2013). Servant leaders inspire servant followers: antecedents and outcomes for employees and the organization. *Leadership Quarterly*. Vol. 24(2), pp. 316–331.
- Jaros, S. (2010). Commitment to Organizational Change: A Critical Review. *Journal of Change Management*. Vol. 10(1), pp. 79-108.
- Joseph, E. E. dan Winston, B. E. (2005). A correlation of servant leadership, leader trust, and organizational trust. *Leadership & Organization Development Journal*. Vol. 26(1), pp. 6-22.
- Kock, N. (2018). Should bootstrapping be used in PLS-SEM: Toward stable p-value calculation methods. *Journal of Applied Structural Equation Modelling*. Vol. 2(1), pp. 1-12.
- Kool, M. dan Dirk Van Dierendonck, (2012). servant leadership and commitment to change, the mediating role of justice and optimism. *Journal Of Organizational Change Management*. Vol. 25(3), pp. 422-433,
- Kotter, J. (1996). *Leading change*. Boston, MA: Harvard Business School Press.
- Korsgaard, M. A., Brodt, S. E. dan Whitener, E.M. (2002). Trust in the face of conflict: the role of managerial trustworthy behavior and organizational context. *Journal of Applied Psychology*. Vol. 87(2), pp. 312-319.

- Kuipers, B. S., Higgs, M., Kickert, W. J. M., Tummers, L., Grandia, J. dan Van der Voet, J. (2014). Managing change in public organizations: a review of the literature between 2000-2010. *Public Administration*. Vol. 92(1), pp. 1-20.
- Lapointe, E. dan Christian, V. (2015). Examination of the relationships between servant leadership, organizational commitment, and voice and antisocial behaviors. *Journal Business Ethics*. Vol. 148(1), pp. 99-115.
- Lasi, H., Fettke, P., Kemper, H. G., Feld, T., dan Hoffmann, M. (2014). Industry 4.0. *Business and Information Systems Engineering*. Vol. 6(4), pp. 239–242.
- Latan, H., dan Ghozali, I. (2016). *Partial Least Squares: Konsep, Metode, dan Aplikasi menggunakan Program WrapPLS 5.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Lencioni, P. (2014). The most dangerous mistakes leaders make. [Video file]. Retrieved from <http://stream.willowcreek.com/Login.aspx>
- Lepine, J. A. (2003). Team Adaptation and Post Change Performance: Effects of Team Composition in Terms of Members' Cognitive Ability & Personality. *Journal of Applied Psychology*. Vol. 88(1), pp. 27-39.
- Leventhal, G. S. (1980). "What should be done with equity theory?," in *Social Exchange*, eds K. Gergen, M. Greenberg, and R. Willis (New York, NY: Springer), 27–55
- Li, X., Sanders, K., dan Frenkel, S. (2012). How leader–member exchange, work engagement and HRM consistency explain Chinese luxury hotel employees' job performance. *International Journal of Hospitality Management*. Vol. 31(4), pp. 1059–1066.
- Liden, R. C., Wayne, S. J., Zhao, H. dan Henderson, D. (2008). Servant leadership: development of a multidimensional measure and multi-level assessment. *Leadership Quarterly*. 19(2), pp. 161–177.
- Liden, R. C., Wayne, S. J., Liao, C. dan Meuser, J. D. (2014). Servant leadership and serving culture: influence on individual and unit performance. *Academy Of Management Journal*. Vol. 57, pp. 1434–1452.
- Liden, R. C., Wayne, S. J., Meuser, J. D., Hu, J., Wu, J. dan Liao, C. (2015). Servant leadership: validation of a short form of the sl28. *Leadership Quarterly*. Vol. 26(2), pp. 254–269.
- Ling, Q., Liu, F., dan Wu, X. (2017). Servant versus authentic leadership: Assessing effectiveness in China's hospitality industry. *Cornell Hospitality Quarterly*. Vol. 58, pp. 53–68.
- Liu, J. Siu, O, L. dan Shi, K. (2010). Transformational leadership and employee well-being: the mediating role of trust in the leader and self-efficacy. *Applied Psychology: An International Review*. Vol. 59 (3), pp. 454–479.
- Lok, P. dan Crawford, J. (2004). The effect of organizational culture and leadership style on job satisfaction and organizational commitment: a cross-national comparison. *The Journal of Management Development*. Vol. 23(4), pp. 321-336.
- Lussier, R.N. dan Achua, C.F. (2007), *Effective Leadership*, 3rd ed., Thomson South-Western, OH

- Luthans, F., Youssef, C.M. dan Avolio, B.J. (2007). *Psychological Capital: Developing The Human Competitive Edge*, Oxford University Press, Oxford
- Madrid, H. P., Patterson, M. G., Birdi, K. S., Leiva, P. I., dan Kausel, E. E. (2014). The role of weekly high-activated positive mood, context, and personality in innovative work behavior: A multilevel and interactional model. *Journal of Organizational Behavior*. Vol. 35, pp. 234–256.
- Makhdoom, I. F. (2013). *Moderating role of perceived organizationalthe relationship of organizational citizenship behavior and* (Unpublished MPhil thesis). University of Sargodha, Sargodha.
- Mayer, D. M., Bardes, M., dan Piccolo, R. F. (2008). Do servant-leaders help satisfy follower needs? An organizational justice perspective. *European Journal of Work and Organizational Psychology*. Vol. 17(2), pp. 180-197.
- Mcallister, D. J. (1995). Affect- and cognition-based trust as foundations for interpersonal cooperation in organizations. *Academy Of Management Journal*. Vol. 38, pp. 24–59.
- Mccann, J. T., Daniel, G., dan Lieve, C. (2014). Servant leadership, employee satisfaction, and organizational performance in rural community hospitals. *International Journal Of Business And Management*. Vol. 9(10), pp. 28-38.
- McCrae, R. R. (1987). Creativity, Divergent Thinking, and Openness to Experience. *Journal of Personality and Social Psychology*. Vol. 52(6), pp. 1258–1265.
- McCrae, R. R. (1996). Social consequences of experiential openness. *Psychological Bulletin*. Vol. 120(3), pp. 323–337.
- McCrae, R. R., dan Costa, P. T. (1997). Personality Trait Structure as a Human Universal. *American Psychologist*, 52(5), pp. 509–516.
- McKay, K., Kuntz, J.C., dan Naswall, K. (2013). The effect of affective commitment, communication and participation on resistance to change: The role of change readiness. *New Zealand Journal of Psychology*. Vol. 42(2), pp. 29-40.
- Meyer, J. P. dan Herscovitch, L. (2001). Commitment in the workplace: towards a general model. *Human Resource Management Review*. Vol. 11(3), pp. 299–326.
- Meyer, J. P., Stanley, D. J., Herscovitch, L. dan Topolnytsky, L. (2002). Affective, continuance and normative commitment to the organization: a meta-analysis of antecedents, correlates, and consequences. *Journal Of Vocational Behavior*. Vol. 61(1), pp. 20–52.
- Miao, Q., Newman, A., Schwarz, G. dan Xu, L., (2013). Participative Leadership and the Organizational Commitment of Civil Servants in China: The Mediating Effects of Trust in Supervisor. *British Journal of Management*. Vol. 24, pp. 76-92.
- Miao, Q., Newman, A., Schwarz, G., dan Xu, L. (2014). Servant leadership, trust, and the organizational commitment of public sector employees in China. *Public Administration*. Vol. 92, pp. 727–743.
- Michaelis, B., Ralf, S., dan Karlheinz, S. (2009). Affective commitment to change and innovation implementation behavior: the role of charismatic leadership

- and employees' trust in top management. *Journal Of Change Management*. Vol. 9(4), pp. 399-417.
- Michaelis, B., Stegmaier, R. dan Sonntag, K. (2010). Shedding light on followers' innovation implementation behavior: the role of transformational leadership, commitment to change, and climate for initiative. *Journal of Managerial Psychology*. Vol. 25(4), pp. 408-429.
- Michela, J. L., dan Vena, J. (2012). A dependence-regulation account of psychological distancing in response to major organizational change. *Journal of Change Management*. Vol. 12, pp. 77-94
- Mo, S. dan Shi, J. (2015). Linking ethical leadership to employee burnout, workplace deviance and performance: testing the mediating roles of trust in leader and surface acting. *Journal Bussiness Ethics*. Vol. 144(2), pp. 293-303.
- Morhart, F.M., Herzog, W. dan Tomczak, T. (2009). Brand-specific leadership: turning employees into brand champions. *Journal Of Marketing*. Vol. 73(5), pp. 122-142.
- Morin, A.J., Meyer, J.P., Belanger, E., Boudrias, J.S., Gagne, M. dan Parker, P.D. (2016). Longitudinal associations between employees' beliefs about the quality of the change management process, affective commitment to change and psychological empowerment. *Human relations*. Vol. 69(3), pp. 839-867.
- Neubert, M. and Wu, C. 2009. Action commitments, in: h. Klein, t. Becker and j. Meyer (eds) *commitment in organizations: accumulated wisdom and new directions*, pp. 181–210 (new york: routledge).
- Neubert, M. J., Hunter, E. M., dan Tolentino, R. C. (2016). A servant leader and their stakeholders: When does organizational structure enhance a leader's influence?. *The Leadership Quarterly*. Vol. 27, pp. 896–910.
- Neves, P. dan Caetano, A. (2006). Social exchange processes in organizational change: the roles of trust and control. *Journal of Change Management*. Vol. 6(4), pp. 351-364.
- Newman, A., Schwarz, G., Cooper, B. dan Sendjaya, S. (2017). How servant leadership influences organizational citizenship behaviour: the roles of keterbukaan pada pengalaman, empowerment, and proactive personality. *Journal of Business Ethics*. Vol. 145(1), pp. 49–62.
- Norman, S. M., Avolio, B. J., dan Luthans, F. (2010). The impact of positivity and transparency on trust in leaders and their perceived effectiveness. *The Leadership Quarterly*. Vol. 21, pp. 350-364.
- Ouedraogo, N., dan Ouakouak, M., L. (2018). Impacts of personal trust, communication, and affective commitment on change success. *Journal of Organizational Change Management*. Vol. 31(3), pp. 676-696
- Ozyilmaz, A., dan Serpil, S., C. (2015). How does servant leadership affect employee attitudes, behaviors, and psychological climates in a for-profit organizational context?. *Journal Of Management & Organization*. 1-28.
- Page, D. and Wong, P.T.P. (2000). A conceptual framework for measuring servant leadership", in Adjiboloso, S. (Ed.), *The Human Factor in Shaping the*

- Course of History and Development*, American University Press, Washington, DC, pp. 69-110.
- Panaccio, A., David, J. H., Robert, C. L., Sandy, J. W., dan Xiaoyun, C. (2015). Toward an understanding of when and why servant leadership accounts for employee extra-role behaviors. *Journal Business Psychology*. Vol. 30, pp. 657-675.
- Parris, D. L., dan Jon. W. P. (2013). A systematic literature review of servant leadership theory in organizational context. *Journal Business Ethics*. Vol.113(3), pp. 377-393.
- Piechurska-Kuciel, E. (2018). Openness to experience as a predictor of L2 WTC. *System*. Vol. 72, pp. 190-200.
- Podsakoff, P. M., Mackenzie, S. B., Moorman, R. H. dan Fetter, R. (1990), transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors. *Leadership Quarterly*. Vol. 1(2), pp. 107-142.
- Rachmawati, A. W., dan Lantu, D. C. (2014). Servant leadership theory development & measurement. *Social and Behavioral Sciences*. Vol. 115, pp. 387-393.
- Ritz, A., Shantz, A., Alfes, K. dan Arshoff, A.S. (2012). Who needs leaders the most? The interactive effect of leadership and core self-evaluations on commitment to change in the public sector. *International Public Management Journal*. Vol. 15(2), pp. 160-185.
- Robbins, S.P. (2002), *The Truth About Managing People...and Nothing But the Truth*, Prentice Hall, Upper Saddle River, NJ.
- Rogiest, S., Segers, J. dan van Witteloostuijn, A. (2015). Climate, communication and participation impacting commitment to change. *Journal of Organizational Change Management*. Vol. 28(6), pp. 1094-1106.
- Rousseau, D. M., Sitkin, S. B., Burt, R. S. dan Camerer, C. (1998). Not so different after all: across discipline view of trust. *Academy Of Management Review*. Vol. 23, pp. 393-404.
- Ryan, R. M. dan Deci, E. L., (2000). Intrinsic and extrinsic motivations: Classic definitions and new directions. *Contemporary educational psychology*. Vol. 25(1), pp. 54-67.
- Saef, R., Woo, S. E., Carpenter, J. dan Tay, L., (2018). Fostering socio-informational behaviors online: The interactive effect of openness to experience and extraversion. *Personality and Individual Differences*. Vol. 122, pp. 93-98.
- Scandura, T. A., Graen, G. B., dan Novak, M. A. (1986). When managers decide not to decide autocratically: An investigation of leader-member exchange and decision influence. *Journal of Applied Psychology*. Vol. 71(4), pp. 579-584.
- Schaubroeck, J., Lam, S. S. K. dan Peng, A. C. (2011). Cognition based and affect-based trust as mediators of leader behavior influences on team performance. *Journal of Applied Psychology*. Vol. 96, pp. 863-871.
- Schaubroeck, J. M., Peng, A. C., dan Hannah, S. T. (2013). Developing trust with peers and leaders: Impacts on organizational identification and performance during entry. *Academy of Management Journal*. Vol. 56, pp. 1148-1168.

- Schirmer, L. Lisa dan G. Lopez, Frederick. (2001). Probing the Social Support and Work Strain Relationship among Adult Workers: Contributions of Adult Attachment Orientations. *Journal of Vocational Behavior*. Vol. 59, pp. 17-33.
- Schulkers, J. L. (2017). Servant Leadership and Affective Commitment to Change in Manufacturing Organizations. PhD Dissertation, Walden University
- Schwarz, G., Newman, A., Cooper, B., dan Eva, N. (2016). Servant leadership and follower job performance: The mediating effect of public service motivation. *Public Administration*. Vol. 94, pp. 1025–1041.
- Schwepker, C. H., Jr. (2016). Servant leadership, distributive justice and commitment to customer value in the salesforce. *Journal of Business & Industrial Marketing*. Vol. 31, pp. 70–82.
- Scott, B. A., Garza, A. S., Conlon, D. E. dan Kim, Y. J. 2014. Why do managers act fairly in the first place? A daily investigation of “hot” and “cold” motives and discretion. *Academy of Management Journal*. Vol. 57, pp. 1571–1591.
- Sendjaya, S. and Pekerti, A. (2010). Servant leadership as antecedent of trust in organizations. *Leadership & Organization Development Journal*. Vol. 31(7), pp. 643-663.
- Sendjaya, S. (2015). Personal and organizational excellence through servant leadership: Learning to serve, serving to lead, leading to transform. Switzerland: Springer.
- Seppälä, T., Lipponen, J., Bardi, A., dan Pirttilä-Backman, A.-M. (2010). Change-oriented organizational citizenship behaviour: An interactive product of openness to change values, work unit identification, and sense of power. *Journal of Occupational and Organizational Psychology*. Vol. 85(1), pp. 136–155.
- Shin, J., Myeong-Gu, S., Debra, L. S., dan M. Susan, T. (2015). Maintaining Employees Commitment to Organizational Change: The Role of Leaders’ Informational Justice and Transformational Leadership. *The Journal of Applied Behavioral Science*. DOI: 10.1177/0021886315603123
- Sholihin, M., & Ratmono, D. (2013). Analisis SEM-PLS dengan WarpPLS 3.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis. Yogyakarta: Penerbit Andi.
- Sousa, M dan Dirk van Dierendonck. (2017). Servant leaders as underestimators: theoretical and practical implications", *Leadership & Organization Development Journal*. Vol. 38(2), pp. 270-283
- Spears, L.C., 2010. Servant leadership and Robert K. Greenleaf’s legacy. In *Servant Leadership* (pp. 11-24). Palgrave Macmillan, London
- Stein, A. M., Yan A M, (2019) "The dynamic interaction between high-commitment HRM and servant leadership: A social exchange perspective", *Management Research Review*.
- Swalhi, A., Swalhi, A., Zgoulli, S., Zgoulli, S., Hofaidhllaoui, M., and Hofaidhllaoui, M. (2017). The influence of organizational justice on job performance: the mediating effect of affective commitment. *J. Manage. Dev*. Vol. 36, pp. 542–559

- Tanno, J. P dan David, K. B., (2018). Servant Leaders as Change Agents. *Journal of Social Change*, Vol. 10(1), pp. 1-18.
- Tepper, B. J. (2000). Consequences of abusive supervision. *Academy Of Management Journal*. Vol. 43(2), pp. 178-190.
- Vakola, M., dan Nikolaou, I. (2005). Attitudes Towards Organizational Change: What Is the Role of Employees' Stress and Commitment?. *Employee Relations*. Vol. 27(2), pp. 160-174
- Van den Heuvel, M., Demerouti, E., Schreurs, B. H. J., Bakker, A. B. dan Schaufeli, W. B. (2009). Does meaning-making help during organizational change? Development and validation of a new scale. *Career Development International*. Vol. 14(6), pp. 508-33.
- Van derendonck, D. (2011). Servant leadership: a review and synthesis. *Journal Of Management*. Vol. 37(4), pp. 1228-61.
- Van Dierendonck, D. dan Nuijten, I. (2011). The servant leadership survey: development and validation of a multidimensional measure. *Journal Of Business And Psychology*. Vol. 26, pp. 249–267.
- Van derendonck, D., Stam, D., Boersma, P., De Windt, N. dan Alkema, J. (2014). Same difference? Exploring the differential mechanisms linking servant leadership and transformational leadership to follower outcomes. *Leadership Quarterly*. Vol. 25, pp. 544–562.
- Vigoda-Gadot, E. (2000). Organizational politics, job attitudes and work outcomes: Exploration and implication for the public sector. *Journal of Vocational Behavior*. Vol. 57, pp. 326-347
- Vigoda-Gadot, E., dan Talmud, I. (2010). Organizational politics and job outcomes: The moderating effect of trust and social support. *Journal of Applied Social Psychology*. Vol. 40(11), pp. 2829–2861.
- Walker, R. M., Damanpour, F. dan Devece, C. A. (2011). Management innovation and organizational performance: the mediating effect of performance management. *Journal of Public Administration Research and Theory*. Vol. 21(2), pp. 367-386.
- Walumbwa, F. O., Hartnell, C. A. dan Oke, A. (2010). Servant leadership, procedural justice climate, service climate, employee attitudes, and organizational citizenship behavior: a cross-level investigation. *Journal Of Applied Psychology*. Vol. 95, pp. 517–529.
- Wanberg, C. R., dan Kammeyer-Mueller, J. D. (2000). Predictors and outcomes of proactivity in the socialization process. *Journal of Applied Psychology*. Vol. 85(3), pp. 373–385.
- Wanberg, C. R., dan T. J. Banas. (2000). Predictors and outcomes of openness to changes in a reorganizing workplace. *Journal of Applied Psychology*. Vol. 85(1), pp. 132–42
- Weischer, A. E., Weibler, J. dan Peterson, M. (2013). To thine own self be true: the effects of enactment and life storytelling on perceived leader authenticity. *The Leadership Quarterly*. Vol. 24, pp. 477–495.
- Whitener, E. M., Brodt, S. E., Korsgaard, M. A. dan Werner, J. M., (1998). Managers as initiators of trust: An exchange relationship framework for

- understanding managerial trustworthy behavior. *Academy of management review*. Vol. 23(3), pp. 513-530.
- Wong, Y. T., Wong, C.S. dan Ngo, H.Y. (2002). Loyalty to supervisor and trust in supervisor of workers in chinese joint ventures: a test of two competing models”, *International Journal of Human Resource Management*. Vol. 13(6), pp. 883-900.
- Wright, B. E., R. K. Christensen, dan K. R. Isett. (2013). Motivated to adapt? The role of public service motivation as employees face organizational change. *Public Administration Review*. Vol. 73(5), pp. 738–747.
- Yang, J. dan Mossholder, K. W. (2010). Examining the effects of trust in leader: a bases-and-foci approach. *The Leadership Quarterly*. Vol. 21, pp. 50-63.
- Yoshida, D. T., Sendjaya, S., Hirst, G. dan Cooper, B. (2014). Does servant leadership foster creativity and innovation? A multi-level mediation study of identification and prototypicality. *Journal Of Business Research*. Vol. 67(7), pp. 1395-1404.
- Yukl, G. A. 2006. Leadership in organizations. Upper saddle river, nj: pearson/prentice hall.
- Zacher, H. (2014). Individual difference predictors of change in career adaptability over time. *Journal of Vocational Behavior*. Vol. 84(2), pp. 188–198.
- Zanzi, A., dan O'Neill, R. M. (2001). Sanctioned Versus Non-sanctioned Political Tactics. *Journal of Managerial Issues*. Vol. 13(2), pp. 245–262
- Zhang, H., Kwong Kwan, H., Everett, A. M. dan Jian, Z. (2012). Servant leadership, organizational identification, and work-to-family enrichment: the moderating role of work climate for sharing family concerns. *Human Resource Management*. Vol. 51(5), pp. 747-767.
- Zhang, X. dan Zhou, J. (2014). Empowering leadership, uncertainty avoidance, trust, and employee creativity: interaction effects and a mediating mechanism. *Organizational Behavior and Human Decision Processes*. Vol. 124(2), pp. 150-164.
- Zhu, W., A. Newman, Q. Miao dan G. Hooke. (2013). Revisiting the mediating role of trust on transformational leadership effects: do different types of trust make a difference?. *Leadership Quarterly*. Vol. 24(1), pp. 94–105.