

REFERENSI

- Akman, G. dan Yilmaz, C. 2008. "Innovative capability, innovation strategy and market orientation: an empirical analysis in Turkish software industry." *International Journal of Innovation Management*, Vol. 12 No. 1, pp. 69–111.
- Anirban Ganguly, Asim Talukdar, Debdeep Chatterjee, (2019). "Evaluating the role of social capital, tacit knowledge sharing, knowledge quality and reciprocity in determining innovation capability of an organization", *Journal of Knowledge Management*, <https://doi.org/10.1108/JKM-03-2018-0190>.
- Anderson, Neil, Kristina Potočnik, dan Jing Zhou. 2014. "Innovation and Creativity in Organizations." *Journal of Management*, 40 (5): 1297–333.
- Andriopoulos, C. dan Lewis, M.W. 2009. "Exploitation-exploration tensions and organizational ambidexterity: managing paradoxes of innovation." *Organization Science*, Vol. 20 No. 4, pp. 696-717.
- Atuahene-Gima, K., dan J. Y. Murray. 2007. "Exploratory and exploitative learning in new product development: A social capital perspective on new technology ventures in China." *Journal of International Marketing*, pp. 11–29.
- Banathy, B.H. 1996. "Designing Social Systems in a Changing World." Plenum, New York, NY and London.
- Baron, R.M., dan Kenny, D.A. 1986. "The Moderator-Mediator Variabel Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal Personality and Social Psychology*, Vol. 15, No. 6, pp. 1173-1182.
- Beckman, C. 2006. "The influence of founding team company affiliations on firm behavior." *Academy of Management Journal*, 49(4), pp. 741-758.
- Benner, M.J. dan Tushman, M.L. 2003. "Exploitation, exploration, and process management: the productivity dilemma revisited." *Academy of Management Review*, Vol. 28 No. 2, pp. 238-256.
- Bennett, J. L., dan Bush, M. W. 2013. *Coaching for change*. New York, NY: Routledge.
- Beverland, M.B., Wilner, Sarah J.S., dan Micheli, P. 2015. "Reconciling the tension between consistency and relevance: design thinking as a mechanism for brand ambidexterity." *Journal of the Academy of Marketing Science*, Volume 43, pp. 589–609.
- Beverland, M.B., Perks, H., dan Micheli, P. 2018. "Elevating Design in the Organization." *Journal of Product Innovation Management*, Volume 35.
- Blank, S. 2010. "What's a startup first principles." Retrieved September 27, 2017 from <https://steveblank.com/2010/01/25/whats-a-startupfirst-principles/>.
- Blank, S., dan Dorf, B. 2012. "The startup owner's manual: The step-by-step guide for building a great company." *Pescadero, CA: K&S Ranch Press*.

- Bierly, P., dan Chakrabarti, A. 1996. "Generic Knowledge Strategies in the U.S. Pharmaceutical Industry." *Strategic Management Journal*, Vol. 17, Special Issue: Knowledge and the Firm (Winter, 1996), pp. 123-135.
- Brocato, R. 2003. Coaching for improvement: An essential role for team leaders and managers. *Journal for Quality & Participation*, 26(1), 17–22.
- Brem, A. 2017. "Creativity and routine: conceptual considerations on managing organizational ambidexterity in entrepreneurial ventures." *International Journal of Entrepreneurship and Innovation Management*, 21(3), pp. 261-273.
- Brown, T. 2008. "Design thinking." *Harvard Business Review*. 86, pp. 84–92.
- Brown, T. 2009. "Change by design: How design thinking transforms organizations and inspires innovation." New York: Harper-Collins.
- Brown, T., dan Martin, R. 2015. "Design for action." *Harvard Business Review*, September, pp. 57-64.
- Brown, T., dan Wyatt, J. 2010. "Design thinking for social innovation." *Stanford Social Innovation Review*, Winter, 31-35.
- Buchanan, R. 1992. "Wicked Problems in Design Thinking." *Design Issues*, 5–21.
- Burgelman, R.A. 2002. "Strategy as vector and the inertia of coevolutionary lock-in." *Administrative Science Quarterly*, Vol. 47 No. 2, pp. 325-357.
- Budd, J. W. 2004. "Mind maps as classroom exercises." *Journal of Economic Education*, 35(1), pp. 35–46. <https://doi.org/10.3200/JECE.35.1.35-46>.
- Carlgren, L., Elmquist, M. dan Rauth, I. 2014. "Exploring the Use of Design Thinking in Large Organizations: Towards a Research Agenda." *Swedish Design Research Journal*, 1, pp. 47–56.
- Carlgren, L., Rauth, I. dan Elmquist, M. 2016. "Framing Design Thinking: The Concept in Idea and Enactment."
- Calantone, R.J., Cavusgil, S.T. dan Zhao, Y. 2002. "Learning orientation, firm innovation capability, and firm performance." *Journal of Industrial Marketing Management*, Vol. 31 No. 6, pp. 515-524.
- Carlopio, J. 2009. "Creating strategy by design." *Design Principles and Practices: An International Journal*, Vol. 3 No. 5, pp. 155-166.
- Carlopio, J. 2010. "Strategy by design: a process of strategy innovation." *Palgrave Macmillan US*, New York, NY, pp. 1-14.
- Carmeli, A., dan Gittell, J. H. 2009. High - quality relationships, psychological safety, and learning from failures in work organizations. *Journal of Organizational Behavior*, 30(6), 709–729. <https://doi.org/10.1002/job.565>
- Cao, Q., Gedajlovic, E. dan Zhang, H. 2009. "Unpacking organizational ambidexterity: dimensions, contingencies, and synergistic effects." *Organization Science*, Vol. 20 No. 4, pp. 781-796.
- Cefis, E. dan Marsili, O. 2005. "A matter of life and death: innovation and firm survival." *Industrial and Corporate Change*, Vol. 14 No. 6, pp. 1167-1192.
- Chen, S. dan Venkatesh, A. 2013. "An investigation of how design-oriented organisations implement design thinking." *Journal of Marketing Management*, Vol. 29 Nos 15-16, pp. 1680-1700.

- Chesson, D. 2017. "Design Thinker Profile: Creating and Validating a Scale for Measuring Design Thinking Capabilities". *Antioch University Repository and Archive*.
- Coad, A. dan Rao, R. 2008. "Innovation and firm growth in high-tech sectors: a quantile regression approach." *Research Policy*, Vol. 37 No. 4, pp. 633-648.
- Cohen, W.M. and Levinthal, D.A. 1990. "Absorptive capacity: a new perspective on learning and innovation", *Administrative Science Quarterly*, Vol. 35 No. 1, pp. 128-152.
- Conner, C. 2013. The 8 great challenges every business faces (and how to master them all). *Forbes*. Retrieved from <http://www.forbes.com/sites/cherylsnappconner/2013/03/04/the-8-great-challenges-every-business-faces-and-how-to-master-them-all>
- Cooper, Donald R., dan Pamela S. Schindler. 2014. *Business Research Methods*. Twelfth Ed. Florida: *McGraw Hill*.
- Cousins, Brad. 2018. "Design Thinking: Organizational Learning In Vuca Environments." *Academy of Strategic Management Journal*, Vol. 17, Iss. 2, pp. 1-18.
- Cross, N. 2001. "Designerly ways of knowing: Design discipline versus design science." *Design Issues*, 17(3), pp. 49-55.
- Cross, N. 2011. *Design thinking: Understanding how designers think and work*. Oxford, UK: Berg.
- Cross, N., Dorst, K., dan Roozenburg, N. 1992. "Research in Design Thinking." Delft: Delft University Press.
- Danneels, E. 2002. "The dynamics of product innovation and firm competences." *Strategic Management Journal*, Vol. 23 No. 23, pp. 1095-1121.
- Dingsøyr, T., Lago, P. dan Vliet, H.V. 2008. "Rationale promotes learning about architectural knowledge." *8th International Workshop on Learning Software Organizations*, Río de Janeiro, Brasil, Springer, Berlin and Heidelberg, pp. 59-70.
- Docherty, C. dan MacBryde, J. 2015. "Insights from Scotland's first design-led programme for SMEs to enhance economic competitiveness and design leadership." *Design for Business: Research Conference Book*, Melbourne, Australia.
- Dunne, D., dan Martin, R. 2006. "Design thinking and how it will change management education." *Academy of Management Learning and Education*, 5(4), 514-523.
- Drach-Zahavy, Anat, and Somech, A. 2001. *Understanding Team Innovation: The Role of Team Processes and Structures*. *Group Dynamics: Theory, Research, and Practice* 5 (2): 111-23.
- Du Plessis, M. 2007. "The role of knowledge management in innovation." *Journal of knowledge management*, Vol. 11 No. 4, pp. 20-29.
- Duncan, R.B. 1976. "The ambidextrous organization: designing dual structures for innovation", in Kilmann, R., Pondy, L. and Slevin, D. (Eds), *The Management of Organization*. North-Holland, New York, NY, pp. 167-188.

- Edmondson, A. C., dan Nembhard, I. M. 2009. Product development and learning in project teams: The challenges are the benefits. *Journal of Product Innovation Management*, 26(2), 123–138.
- Eisenhardt, K.M., Furr, N.R. dan Bingham, C.B. 2010. “Microfoundations of performance: balancing efficiency and flexibility in dynamic environments.” *Organization Science*, Vol. 21 No. 6, pp. 1263-1273.
- Farrand, P., Hussain, F., dan Hennessy, E. 2002. “The efficacy of the mind map study technique.” *Medical Education*, 36(5), pp. 426–431.
- Galli, F. dan Suteu, I. 2013. “Design thinking as a disruptive discourse embracing conflict as a creative factor.” *Tsinghua International Design Management Symposium*, IEEE, Shenzhen, pp. 142-146.
- Gay, L. R., dan Diehl, P. 1992. “Research methods for business and management: Macmillan Coll Div.”
- Garvin, D.A., 1993. Building a learning organization. *Harvard Business Review*, July-August: (Vol. 71, No. 4, pp. 78-91).
- Geissdoerfer, M., Bocken, N.M.P. dan Hultink, E.J. 2016. “Design thinking to enhance the sustainable business modelling process – a workshop based on a value mapping process.” *Journal of Cleaner Production*, Vol. 135, pp. 1218-1232.
- George, G., Kotha, R. and Zheng, Y. 2008. “Entry into insular domains: a longitudinal study of knowledge structuration and innovation in biotechnology firms”, *Journal of Management Studies*, Vol. 45 No. 8, pp. 1448-1474.
- Gibson, C.B. dan Birkinshaw, J. 2004. “The antecedents, consequences, and mediating role of organizational ambidexterity.” *Academy of Management Journal*, Vol. 47 No. 2, pp. 209-226.
- Grant, R.M. 1996. “Toward a Knowledge-Based Theory of the Firm.” *Strategic Management Journal*, Winter Special Issue, pp. 109–122.
- Grant, R.M. 1996. “Prospering in Dynamically-Competitive Environments: Organizational Capability as Knowledge Integration.” *Organization Science*, (7:4), 1996, pp. 375–387.
- Gruber, M., De Leon, N., George, G. dan Thompson, P. 2015. “Managing by Design.” *Academy of Management Journal*, 58, 1, 1–7.
- Gupta, A. K., K. G. Smith, dan C. E. Shalley. 2006. “The interplay between exploration and exploitation.” *Academy of Management Journal*, 49 (4): 693–706.
- Hammond, M.M., Neff, N.L., Farr, J.L., Schwall, A.R. dan Zhao, X. 2011. “Predictors of individual level innovation at work: a meta-analysis.” *Psychology of Aesthetics, Creativity, and the Arts*. Vol. 5 No. 1, pp. 90-105.
- Hair, Joseph F., William C. Black, Barry J. Babin, dan Rolph E. Anderson. 2013. *Multivariate Data Analysis*. Seventh Ed. Vectors: Prentice Hall.
- Hair, J. F. J., Hult, G. T. M., Ringle, C., dan Sarstedt, M. 2014. A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM). *Long Range Planning*, (Vol. 46). <https://doi.org/10.1016/j.lrp.2013.01.002>.

- Hargadon, A. and Sutton, R.I. 1997. "Technology brokering and innovation in a product development firm", *Administrative Science Quarterly*, Vol. 42 No. 4, pp. 716-749.
- Hartman, L. R., Mandich, A., Magalhães, L., dan Orchard, T. 2011. "How do we see occupations? An examination of visual research methodologies in the study of human occupation." *Journal of Occupational Science*, pp. 292-305.
- He, Z., dan Wong, P. 2004. "Exploration vs. exploitation: An empirical test of the ambidexterity hypothesis." *Organization Science*, 15(4), 481-494.
- Heiser, J., Tversky, B., dan Silverman, M. 2004. Sketches for and from collaboration. In J.S. Gero, B. Tversky, dan T. Knight (Eds.), *Visual and spatial reasoning in design III: Preprints of the 3rd International Conference on Visual Reasoning in Design*, (pp. 69–78). Cambridge, MA: Massachusetts Institute of Technology.
- Helmrich, B. 2016. 10 challenges CEOs will face in 2016. *Business News Daily*. Retrieved from <http://www.businessnewsdaily.com/3625-new-yearchallenges.html>
- Hobday, M., Boddington, A. dan Grantham, A. 2012. "An innovation perspective on design: Part 2." *Design Issues*, 28: 18–29.
- Hogan, S.J., Soutar, G.N., McColl-Kennedy, J.R. dan Sweeney, J.C. 2011. "Reconceptualizing professional service firm innovation capability: Scale development." *Industrial Marketing Management*, Vol. 40 pp. 1264–1273.
- Holloway, M. 2009. "How tangible is your strategy? How design thinking can turn your strategy into reality." *Journal of Business Strategy*, pp. 57-69.
- Holmqvist, M. 2004. "Experiential learning processes of exploitation and exploration within and between organizations: an empirical study of product development." *Organization Science*, Vol. 15 No. 1, pp. 70-81.
- Hussein, T., Singh, S.K., Farouk, S. dan Sohal, A.S. 2016. "Knowledge sharing enablers, processes and firm innovation capability." *Journal of Workplace Learning*, Vol. 28 No. 8, pp. 484-495.
- Indarti, Nurul. 2010. "The Effect of Knowledge Stickiness and Interaction on Absorptive Capacity: Evidence from Furniture dan Software- and Medium-Sized Enterprises in Indonesia." University of Groningen. ISBN 978-90-367-4547-5.
- Junginger, S. 2007. "Learning to design: Giving purpose to heart, hand, and mind." *Journal of Business Strategy*, 28(4), 59–65.
- Kamasak, R., dan Bulutlar, F. 2010. "The influence of knowledge sharing on innovation." *European Business Review*, Vol. 22 No. 3, 2010 pp. 306-317.
- Kark, R., dan Carmeli, A. 2009. Alive and creating: The mediating role of vitality and aliveness in the relationship between psychological safety and creative work involvement. *Journal of Organizational Behavior*, 30(6), 785–804. <https://doi.org/10.1002/job.571>.
- Katila, R. dan G. Ahuja. 2002. "Something old, something new: A longitudinal study of search behavior and new product introduction." *Academy of Management Journal*, 45 (6): 1183–94.

- Kleinsmann, M., Valkenburg, R., dan Sluijs, J. 2017. "Capturing the value of design thinking in different innovation practices." *International Journal of Design*, 11(2), pp. 25-40.
- Kelley, T., Littman, J. dan Peters, T. 2001. "The art of innovation: Lessons in creativity from IDEO, America's leading design firm." New York: Doubleday, Random House.
- Kelley, Harold, H. 2013. "Personal Relationship: Their Structures and Processes."
- Kleinsmann, M., Valkenburg, R. dan Sluijs, J. 2017. "Capturing the Value of Design thinking in Different Innovation Practices." *International Journal of Design*, 11, 2, pp. 25-40.
- Koen, Peter. 2015. "Lean Startup In Large Enterprises Using Human-Centered Design Thinking: A New Approach For Developing Transformational And Disruptive Innovations." *Howe School of Technology Management Research Paper Series*, pp. 2015 – 46.
- Kock, N. 2018. WarpPLS User Manual Version 6.0 (6th ed.). Laredo, Texas: ScriptWarp System.
- Kuckertz, A., Kohtamäki, M., dan Körber, C. 2010. "The fast eat the slow—the impact of strategy and innovation timing on the success of technology-oriented ventures." *International Journal of Technology Management*, 52(1/2), pp. 175-188.
- Laforet, S. 2011. "A framework of organisational innovation and outcomes in SMEs." *International Journal of Entrepreneurial Behaviour dan Research*, Vol. 17 Iss. 4, pp. 380–408.
- Lall, S. 1992. "Technological capabilities and industrialization." *World Development*, Vol. 20 No. 2, pp. 165-186.
- Lam, A. 2000. "Tacit knowledge, organizational learning and societal institutions: an integrated framework." *Organization Studies*, Vol. 21 No. 3, 487-513.
- Lawson, B. dan Samson, D. 2001. "Developing innovation capability in organisations: a dynamic capabilities approach." *International Journal of Innovation Management*, Vol. 5 No. 3, pp. 377–400.
- Levi, D. 2014. *Group dynamics for teams*. Thousand Oaks, CA: Sage.
- Liedtka, J. 2015. "Perspective: Linking Design Thinking with Innovation Outcomes through Cognitive Bias Reduction." *Journal of Product Innovation management*, 32, 6, pp. 925–38.
- Liedtka, J. dan Ogilvie, T. 2011. "Designing for growth: A design thinking tool kit for managers." *Columbia University Press*. New York, NY.
- Lindzon, J. 2016. These will be the top 5 business challenges of 2016. *Fast Company*. Retrieved from <https://www.fastcompany.com/3055370/the-future-of-work/these-will-be-the-top-5-business-challenges-of-2016>.
- Lockwood, T. 2009. "Design thinking: Integrating innovation, customer experience, and brand value." New York, NY. Allworth Press.
- Lubatkin, M.H., Simsek, Z., Yan, L. dan Veiga, J.F. 2006. "Ambidexterity and performance in small-to medium-sized firms: the pivotal role of top management team behavioral integration." *Journal of Management*, Vol. 32 No. 5, pp. 646-672.

- Luthans, F., Avolio, B. J., dan Youssef-Morgan, C. M. 2015. *Psychological capital and beyond*. Oxford, UK: Oxford University Press.
- Magistretti, S., Dell'era, C., dan Verganti, R. 2019. *Evolution of Design Thinking Capabilities*. *Academy for Design Innovation Management conference 2019*. London, United Kingdom.
- March, J.G. 1991. "Exploration and exploitation in organizational learning." *Organization Science*, Vol. 2 No. 1, pp. 71-87.
- March, J. G. 1996. "Continuity and change in theories of organizational action." *Administrative Science Quarterly*, 41: 278-287.
- March, J. G. 2006. "Rationality, foolishness, and adaptive intelligence." *Strategic Management Journal*, 27: 201-214.
- Markus, M. L., Majchrzak, A., dan Gasser, L. 2002. "A Design Theory for Systems that Support Emergent Knowledge Processes." *MIS Quarterly*, pp. 179-212.
- Martin, R. 2010. "Design thinking: achieving insights via the knowledge funnel." *Strategy dan Leadership*, Vol. 38 No. 2, pp. 37-41.
- Michlewski, K. 2008. "Uncovering design attitude: inside the culture of designers." *Organization Studies*, Vol. 29 No. 3, pp. 373-392.
- Mom, T.J.M., Fourne, S.P.L. and Jansen, J.J.P. 2015. "Managers' work experience, ambidexterity, and performance: the contingency role of the work context." *Human Resource Management*, Vol. 54 No. S1, pp. S133-S153.
- Mueller, S., Volery, T., dan von Siemens, B. 2012. "What do entrepreneurs actually do? An observational study of entrepreneurs' everyday behavior in the start-up and growth stages." *Entrepreneurship Theory and Practice*, 36(5), pp. 995-1017.
- Müller, S. D., Páske, N., dan Rodil, L. 2019. *Managing Ambidexterity in Startups Pursuing Digital Innovation*. *Communications of the Association for Information Systems*, 44. pp-pp. <https://doi.org/10.17705/1CAIS.04418>.
- Neuman, W. Lawrence. 2014. *Social Research Methods: Qualitative and Quantitative Approaches*. Seventy Ed. England: Pearson Education Limited.
- Ngo, L.V. dan O'Cass, A. 2009. "Creating value offerings via operant resource-based capabilities." *Industrial Marketing Management*, Vol. 38 Iss. 1, pp. 45-59.
- Norman, Donald A. dan Verganti, R. 2014. "Incremental and Radical Innovation: Design Research vs. Technology and Meaning Change." *Design Issues*, Volume 30, pp.78-96.
- Olsson, A., Wadell, C., Odenrick, P. dan Bergendahl, M.N. 2010. "An action learning method for increased innovation capability in organizations." *Action Learning: Research dan Practice*, Vol. 7 Iss. 2, pp. 167-179.
- Owen, C. 2007. "Design thinking: Notes on its Nature and Use." *Design Research Quarterly*, 2, 1, pp. 16-27.
- O'Connor, G. 2008. "Major innovation as a dynamic capability: A systems approach." *Journal of Product Innovation Management*, May: pp. 313-330.

- Parida, V., Lahti, T., dan Wincent, J. 2016. "Exploration and exploitation and firm performance variability: A study of ambidexterity in entrepreneurial firms." *International Entrepreneurship and Management Journal*, 12(4), pp. 1147-1164.
- Peppard, J., dan Ward, J. 2004. Beyond strategic information systems: Towards an IS capability. *The Journal of Strategic Information Systems*, pp. 167-194.
- Pfister, R. A., dan Eppler, M. J. 2012. The benefits of sketching for knowledge management. *Journal of Knowledge Management*, 16(2), pp. 372-382.
- Quintane, E., Casselman, R.M., Reiche, B.S. and Nylund, P.A. 2011. "Innovation as a knowledge-based outcome". *Journal of Knowledge Management*, Vol. 15 No. 6, pp. 928-947.
- Raisch, S., dan Birkinshaw, J. 2008. "Organizational ambidexterity: Antecedents, outcomes, and moderators." *Journal of Management*, 34(3), pp. 375-409.
- Raisch, S., Birkinshaw, J., Probst, G., dan Tushman, M. L. 2009. "Organizational ambidexterity: Balancing exploitation and exploration for sustained performance." *Organization Science*, 20(4), pp. 685-695.
- Rampton, J. 2015. Top 5 challenges facing businesses now. *Entrepreneur*. Retrieved from <https://www.entrepreneur.com/article/242432>.
- Razavian, M., Tang, A., Capilla, R., dan Lago, P. 2016. "In Two Minds: How Reflections Influence Software Design Thinking." *Journal of Software: Evolution and Process*, Volume 28.
- Romijn, H. dan Albaladejo, M. 2002. "Determinants of innovation capability in small electronics and software firms in southeast England." *Research Policy*, Vol. 31 No. 7, pp. 1053-1067.
- Rogers, E.M. 2003. Diffusion of Innovations, 5th Ed. *Free Press*. New York, NY.
- Sato, S., Lucente, S., Meyer, D. dan Mrazek D. 2010. "Design Thinking to Make Organization Change and Development More Responsive."
- Schilpzand, M. C., dan Martins, L. L. 2010. "Cognitive diversity and team performance: The roles of team mental models and information processing." *Academy of Management Proceedings*, 1: 1-6.
- Schmiedgen J., Rhinow H., Köppen E., dan Meinel C. 2016. "Parts without a whole?—the current state of design thinking practice in organizations." *Technischer report*, Hasso-Plattner Institute, Potsdam.
- Seidel V. P. dan Fixson S. K. 2013. "Adopting design thinking in novice multidisciplinary teams: The application and limits of design methods and reflexive practices." *Journal of Product Innovation Management*, 30(S1), 19-33. 10.1111/jpim.12061.
- Sekaran, Uma, dan Roger Bougie. 2016. *Research Methods for Business A Skill Building Approach Seventh Edition*. United Kingdom: John Wiley and Sons Ltd.
- Senge, P.M., 1991. The fifth discipline, the art and practice of the learning organization. *Performance & Instruction*, 30(5), pp.37-37.
- Shalley, Christina E., Lucy L. Gilson, dan Terry C. Blum. 2009. "Interactive Effects of Growth Need Strength, Work Context, and Job Complexity on

- Self-Reported Creative Performance.” *Academy of Management Journal*, 52 (3): 489–505. 122.
- Shapira, H., Ketchie, A. dan Nehe, M. 2017. “The integration of design thinking and strategic sustainable development.” *Journal of Cleaner Production*, Vol. 140, Part 1, pp. 277-287.
- Sholihin, M., dan Ratmono, D. (2013). *Analisis SEM-PLS dengan WARPPLS 3.0*. (Seno, Ed.) (1st ed.). Yogyakarta: Penerbit ANDI.
- Smith, W. K. dan M. W. Lewis. 2011. “Toward a theory of paradox: A dynamic equilibrium model of organizing.” *Academy of Management Review*, Vol 36 (2):pp. 381–403.
- Smith, W., K. dan Tushman, M. L. 2005. “Managing strategic contradictions: A top management model for managing innovation streams.” *Organization Science*, 16(5), pp. 522-536.
- Sutton, Robert I. dan Andrew Hargadon. 1996. “Brainstorming Groups in Context: Effectiveness in a Product Design Firm.” *Administrative Science Quarterly*, 41 (4): 685-718.
- Szeto, E. 2000. “Innovation capacity: working towards a mechanism for improving innovation within an inter-organizational network.” *The TQM Magazine*, Vol. 12 No. 2, pp. 149–158.
- Toor, T. 2016. “Designing future enterprises: aligning enterprise design with business strategy.” *Strategic Direction*, Vol. 32 No. 10, pp. 33-34.
- Tushman, M.L. dan O’Reilly, C.A. 1996. “Ambidextrous organizations: managing evolutionary and revolutionary change.” *California Management Review*, Vol. 38 No. 4, pp. 8-30.
- Tversky, B., dan Suwa, M. 2009. “Thinking with sketches.” In A. B. Markman dan K. L. Wood (Eds.), *Tools for innovation: The science behind the practical methods that drive innovation*, (pp. 75–84). Oxford, UK: Oxford University.
- Van De Ven, A.H., Rogers, R.W., Bechara, J.P. dan Sun, K. 2008. “Organizational diversity, integration and performance.” *Journal of Organizational Behavior*, Vol. 29 No. 3, pp. 335-354.
- Venkatesh, A., Digerfeldt-Mansson, T., Brunel, F.F. dan Chen, S. 2012. “Design orientation: a grounded theory analysis of design thinking and action.” *Marketing Theory*, Vol. 12 No. 3, pp. 289-309.
- Volery, T., Mueller, S., dan Von Siemens, B. 2015. “Entrepreneur ambidexterity: A study of entrepreneur behaviours and competencies in growth-oriented small and medium-sized enterprises.” *International Small Business Journal*, 33(2), pp. 109-129.
- Volkova, T. dan Jākobsone, I. 2016. “Design thinking as a business tool to ensure continuous value generation.” *Intellectual Economics*, Vol 10, pp. 63-69.
- Voss, G.B. and Voss, Z.G. 2013. “Strategic ambidexterity in small and medium-sized enterprises: implementing exploration and exploitation in product and market domains.” *Organization Science*, Vol. 24 No. 5, pp.1459-1477.
- Ward, A., Runcie, E. dan Morris, L. 2009. “Embedding innovation: design thinking for small enterprises.” *Journal of Business Strategy*, Vol. 30 Nos 2/3, pp. 78-84.

- Wang, F., Chen, J. and Yang, Y. 2012. "An analysis of the effect of the explorative and exploitative innovations and their balance." *Management World*, Vol. 28 No. 3, pp. 96-112.
- West, Michael A., dan Farr J. L. 1990. "Innovation and creativity at work." *Psychological and organizational strategies*, pp. 309–333. Chichester: Wiley.
- Worley, C. G., Williams, T. D., dan Lawler, E. E., III. 2014. *The agility factor: Building adaptable organizations for superior performance*. San Francisco, CA: Wiley.
- Wu, Y.Y. dan Wu, S.K. 2016. "Managing ambidexterity in creative industries: a survey." *Journal of Business Research*, Vol. 69 No. 7, pp. 2388-2396.
- Wyatt, J., dan Brown, T. 2010 . Design thinking for social innovation. *Stanford Social Innovation Review*, (Winter), 31–35.
- Zaltman, G., Duncan, R. dan Holbek, J. 1973. *Innovations and Organizations*. John Wiley and Sons, NJ.
- Zheng Dan-Ling. 2018. "Design thinking is ambidextrous." *Management Decision*, Emerald Publishing Limited. 0025-1747.