

REFERENCES

- Abrahamson, E. (2004, January 15). MIT Sloan Management Review. Available in <https://sloanreview.mit.edu/article/avoiding-repetitive-change-syndrome/> accessed on October 6, 2020.
- Allio, R. J. (2013). Leaders and leadership - many theories, but what advice is reliable? *Strategy and Leadership* Vol. 41 No. 1, 4-14.
- Alvesson, M., and Spicer, A. (2012). A Stupidity-Based Theory of Organizations. *Journal of Management Studies*.
- Alvesson, M., and Spicer, A. (2016). *The Stupidity Paradox The Power and Pitfalls of Functional Stupidity at Work*. London: Profile Books Ltd.
- Arens, A.A, Elder, R.J., and Beasley, M. (2012). *Auditing and Assurance Services An Integrated Approach*. New Jersey: Prentice Hall.
- Babic, B., Chen, D.L, Evgeniou, T., and Fayard, A. (2020). A Better Way to Onboard AI. *Harvard Business Review*: Jul-Aug 2020, 57-65.
- Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management* Vol. 17 No. 1, 99-120.
- Barney, J. B., and Clark, D. N. (2007). *Resource-Based Theory Creating and Sustaining Competitive Advantage*. Oxford: Oxford University Press.
- Bartlett, C., and Beamish, P. (2018). *Transnational Management: Text and Cases in Cross-Border Management* 8th edition. Cambridge: Cambridge University.
- Bhatt, G. D. (2002). Management strategies for individual knowledge and organizational knowledge. *Journal of Knowledge Management* Vol. 6 No. 1, 31-39.
- Braun, V., and Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 77-101.
- Bryman, A. (2012). *Social Research Methods* 4th Edition. Oxford: Oxford University Press.
- Chapman., M. (2020). Courageous Leadership – What Defines it in the Modern Organisation. *Strategic HR Review* Vol. 19 No. 2, 47-50.
- Ciampa, D. (2020). The Case for a Chief of Staff. *Harvard Business Review*: May-June 2020, 105-111.
- CNN-Indonesia. (2020, 12 21). Anies Perpanjang PSBB Transisi Jakarta Hingga 3 Januari 2021. Available in <https://www.cnnindonesia.com/nasional/20201221082818-20-584561/anies-perpanjang-psbb-transisi-jakarta-hingga-3-januari-2021> accessed in December 22, 2020.
- Costas, J., and Kärreman, D. (2015). The bored self in knowledge work. *Human Relations* Vol. 69(1), 61-83.
- Dawson, P. (1998). The rethoric and bureaucracy of quality management: A totally questionable method. *Personnel Review* Vol. 27 No. 1, 5-19.



- Gartner. (2020). The Modern Employee Experience: Increasing the Returns on Employee Experience Investments. *Harvard Business Review* July-August 2020.
- IFAC. (2019). Forum of Firms. Available in www.ifac.org: <https://www.ifac.org/who-we-are/committees/transnational-auditors-committee-forum-firms> accessed on October 31, 2020.
- Israilidis, J., Siachou, E., Cooke, L., and Lock, R. (2015). Individual Variables with an Impact on Knowledge Sharing: The Critical Role of Employees' Ignorance. *Journal of Knowledge Management*, 1109-1123.
- Itzkovich, Y., Heilbrunn, S., and Aleksic, A. (2020). Full range indeed? The forgotten dark side of leadership. *Journal of Management Development*.
- Kärreman, D., and Alvesson, M. (2009). Resisting resistance: Counter-resistance, Consent and Compliance in a Consultancy Firm. *Human Relations*, 1115-1144.
- Kinicki, A., and Fugate, M. (2018). *Organizational Behavior A Practical Problem-Solving Approach* 2nd Edition. New York: McGraw-Hill Education.
- Kodeih, F., Bouchikhi, H., and Gauthier, V. (2019). Competing Through Categorization: Product- and Audience-Centric Strategies in an Evolving Categorical Structure. *Organization Studies*, 995-1023.
- Magala, S. (2015). Business as Usual or Why Bureaucracy is Beneficial for Social Production of Knowledge. *Journal of Organizational Change Management* Vol. 28 No. 3.
- Nyarku, K., and Agyapong, G. (2011). Rediscovering SWOT Analysis: The Extended Version. *Academic Leadership: The Online Journal* Vol. 9 Iss. 2 Article 28.
- Peng, M. (2009). *Global Strategy* 2nd Edition. United States: Cengage Learning.
- Rigby, D.K., Sutherland, J., and Noble, A. (2018). Agile at Scale How to go from few teams to hundreds. *Harvard Business Review* May-June 2018, 88-96.
- Rogers, P., and Blenko, M. (2006). Who has the D? *Harvard Business Review*, 135-143.
- ServiceCo. (2018). About ServiceCo. Available in www.serviceco.com: <http://serviceco.com/about-us/serviceco/> accessed on November 20, 2020.
- ServiceCo. (2018). ServiceCo Family. Available in www.serviceco.com: <https://www.serviceco.com/about/serviceco-family/> accessed on November 20, 2020.
- Shimko, B.W., Meli, J.T., Restrepo, J.C., and Oehlers, P.F. (2000). Debunking the "lean and mean" Myth and Celebrating the Rise of Learning Organizations. *The Learning Organization* Volume 7, 99-109.
- Spicer, A. (2013). Shooting the shit: the role of bullshit in organisations. *M@n@gement* Vol. 16 No. 5, 653-666.
- Staratt, A., and Grandy, G. (2009). Young workers' experiences of abusive leadership. *Leadership & Organization Development Journal* Vol. 31 No. 2, 136-158.
- Thompson, A. A., Peteraf, M. A., Gamble, J. E., and Strickland, A. J. (2014). *Crafting and Executing Strategy: The Quest for Competitive Advantage Concepts and Readings* 20th Edition. New York: McGraw-Hill Education.



- Toor, S., and Ogunlana, S. (2009). Ineffective leadership: Investigating the negative attributes of leaders and organizational neutralizers. *Engineering, Construction, and Architectural Management* Vol.16 No.3, 254-272.
- Toyota. (2012). Item 2. Joint Venture with GM. Accessed in Toyota Global: https://www.toyota-global.com/company/history_of_toyota/75years/text/leaping_forward_as_a_global_corporation/chapter1/section3/item2.html accessed on October 23, 2020.
- Vuori, T. O., and Huy, Q. N. (2015). Distributed Attention and Shared Emotions in the Innovation Process: How Nokia Lost the Smartphone Battle. *Administrative Science Quarterly*, 1-43.
- Wheeler, G. (1967). Things did not turn out as expected. *Management Decision* Vol. 1 No. 4, 39-41.
- WHO. (2020). COVID-19 transmission and protective measures. Available in <https://www.who.int/westernpacific/emergencies/covid-19/information/transmission-protective-measures> accessed on December 22, 2020.
- Williams, K. R. (2018). Toxic leadership in defense and federal workplaces: sabotaging the mission and innovation. *International Journal of Public Leadership* Vol.14 No. 3, 179-198.
- Wiryono, S. (2020, 11 09). PSBB Transisi Jakarta Diperpanjang, Simak 16 Aturannya. Available in <https://megapolitan.kompas.com/read/2020/11/09/07422951/psbb-transisi-jakarta-diperpanjang-simak-16-aturannya?page=all> accessed on December 22, 2020.
- Yap, J.B.H. and Toh, H.M. (2019). Investigating the Principal Factors Impacting Knowledge Management Implementation in Construction Organisations. *Journal of Engineering, Design and Technology* Vol. 18 No. 1, 55-69.
- YK. (2020, 11 2). Preliminary interview. (Author, Interviewer)