

DAFTAR PUSTAKA

- Alan, G. M. (2006). *A Study Exploring Managers' Knowledge Sharing Strategies Through the Learning Styles of Experiential Learning Theory*. Disertasi Doktor pada Faculty of Education George Washington University Washington.
- Anwar, S., & Prasad, D. (2011). Factors Influencing Knowledge Sharing Behavior: Developing A Theoretical Framework. *Summer Internship Society*, 7-11.
- Armstrong, M., & Taylor, S. (2014). *Human Resource Management Practice* (Vol. 13). London: Ashford Colour press Ltd.
- Axelsson, A., & Bokedal, S. (2009). *Reward System - Motivating Different Generations: A Case Study of Volvo Cars Corporation*. Thesis Magister pada School of Business University of Gothenburg.
- Behnke, T. M. (2010). *Knowledge Sharing at Work: An Examination of Organizational Antecedents*. Disertasi Doktor pada Faculty of Council St. Ambrose University Calgary.
- Blake, P. (1988). The Knowledge Management Explosion. *Information Today*, 15 (1), 12-13.
- Dalkir, K. (2005). *Knowledge Management in Theory and Practice* (Vol. 1). Oxford: Elsevier Inc.
- Drucker, P. F. (1988). The Coming of the New Organization. *Harvard Business Review*, 66 (1), 45-53.
- Ghozali, I. (2011). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 19* (Vol. 5). Semarang: Badan Penerbit Universitas Diponegoro.
- Hendriarto, Y. (2017). *Pengaruh Budaya Organisasi dan Struktur Organisasi terhadap Implementasi Proses Knowledge Management di Telkom Corporate University*. Thesis Magister pada Fakultas Ekonomi dan Bisnis Telkom University Bandung.

- Jarvenpaa, S. L., & Staples, D. S. (2000). The Use of Collaborative Electronic Media for Information Sharing: An Exploratory Study of Determinants. *Journal of Strategic Information Systems*, 9 (2-3), 129-154.
- Javidmehr, M., & Ebrahimpour, M. (2015). Performance Appraisal Bias and Errors: The Influences and Consequences. *International Journal of Organizational Leadership*, 4, 286-302.
- Jones, M. C. (2005). Tacit Knowledge Sharing during ERP Implementation: A Multi-Site Case Study. *Information Resources Management Journal*, 18 (2), 1-23.
- Lawler, E. E. (2000). *Rewarding Excellence: Pay Strategies for the New Economy*. San Francisco: Jossey-Bass.
- Lee, K. C., Lee, S., & Kang, I. W. (2005). KMPI: Measuring Knowledge Management Performance. *Information & Management*, 42, 469-482.
- Lin, C. P. (2007a). To Share or Not to Share: Modeling Tacit Knowledge Sharing, Its Mediators and Antecedents. *Journal of Business Ethics*, 70 (4), 411-428.
- Nonaka, I., & Takeuchi, H. (1995). *The Knowledge Creating Company*. New York: Oxford University Press.
- O'Dell, C., & Grayson, C. J. (1998). If Only We Knew What We Know: Identification and Transfer of Internal Best Practices. *California Management Review*, 40 (3), 154-174.
- Riduwan, & Akdon. (2010). *Rumus dan Data dalam Analisis Data Statistika*. Bandung: Alfabeta.
- Riduwan, Engkos, & Kuncoro, A. (2012). *Analisis Jalur (Path Analysis)* (Vol. 2). Bandung: Alfabeta.
- Ruggles, R. (1998). The State of the Notion: Knowledge Management in Practice. *California Management Review*, 40 (3), 80-89.
- Sajeve, S. (2014). Encouraging Knowledge Sharing among Employees: How Reward Matters. *Procedia - Social and Behavioral Sciences*, 156, 130-134.

- Sekaran, U. (2004). *Research Method for Business: A Skill Building Approach* (Vol. 4). John Wiley & Sons, Inc.
- Sugiyono. (2013). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- (2014). *Metode Penelitian Kuantitatif, Kualitatif dan R&D* (Vol. 21). Bandung: Alfabeta.
- Sviokla, J. J. (1996). Knowledge Workers and Radically New Technology. *Sloan Management Review*, 37 (2), 25-40.
- Szulanski, G. (1996). Exploring Internal Stickiness: Impediments to the Transfer of Best Practice within the Firm. *Strategic Management Journal*, 17, 27-43.
- Walsh, J. P., & Ungson, G. R. (1991). Organizational Memory. *Academy of Management Journal*, 16 (1), 57-91.
- Wang, S., & Noe, R. A. (2010). Knowledge Sharing: A Review and Directions for Future Research. *Human Resource Management Review*, 20 (2), 115-131.
- Yang, C., & Chen, L. C. (2007). Can Organizational Knowledge Capabilities Affect Knowledge Sharing Behavior? *Journal of Information Science*, 33 (1), 95-109.
- Telkomsel Annual Report (2017) Telkomsel Annual Report. Jakarta Selatan: PT. Telekomunikasi Selular
- The Nation (2017). *How Internet usage has grown in Asia since 2000*. [online]. <http://www.nationmultimedia.com/detail/asean-plus/30355963>. [30 Desember 2018]
- Chaffey, Dave (2018). Global Social Media Research Summary 2018. [online]. <https://www.smartinsights.com/social-media-marketing/social-media-strategy/new-global-social-media-research/>. [31 Desember 2018]