

DAFTAR PUSTAKA

- Alavi, M., & Leidner, D. E. (2014). Review: Knowledge Management and Knowledge Management Systems: Conceptual Foundations and Research Issues. *MIS Quarterly*, 25(1), 107–136. Halaman 110.
- Amelia, D., & Husnain, M. (2021). Pengaruh pelatihan dan disiplin kerja terhadap kinerja karyawan. *Jurnal Ilmiah Ilmu Pendidikan (JIIP)*, 6(2), 134–143. <http://dx.doi.org/10.54371/jiip.v6i2.1648>
- Angelin, F., & Erlyana, Y. (2023). Pengaruh pelatihan kerja terhadap kinerja karyawan melalui motivasi kerja sebagai variabel intervening. *Jurnal Ilmu dan Riset Manajemen*, 12(6), 1–17. <https://doi.org/10.32493/manajemen.v12i6.13852>
- Armstrong, M. (2020). *Armstrong's Handbook of Human Resource Management Practice* (14th ed.). London: Kogan Page. Halaman 45 dan 78.
- Azzahra, E. (2024). *Analisis pengaruh budaya organisasi dan komitmen organisasi pada PT Telekomunikasi Indonesia*. Skripsi tidak dipublikasikan. Universitas Telkom.
<https://openlibrary.telkomuniversity.ac.id/home/catalog/id/212970/slug/analisis-pengaruh-budaya-organisasi-dan-komitmen-organisasi-terhadap-kinerja-karyawan-pada-pt-telekomunikasi-indonesia-persero-tbk-wilayah-telekomunikasi-bogor-dalam-bentuk-buku-karya->
- Azzahra, E., & Syarifuddin, S. (2024). Analisis pengaruh budaya organisasi dan 105 106 komitmen organisasi terhadap kinerja karyawan pada PT Telekomunikasi Indonesia (persero) tbk wilayah Telekomunikasi JPPI (Jurnal Penelitian Pendidikan ..., 10(1), 485–499. <https://jurnal.iicet.org/index.php/jppi/article/view/3816%0Ahttps://jurnal.iicet.org/index.php/jppi/article/download/3816/1989>
- Bakti, Y. P., Pranata, R. I., & Anwar, M. S. R. (2021). Sistem investasi equity crowdfunding pada UMKM di Indonesia: Studi pada platform Bizhare PT. Investasi Digital Nusantara. *Assets: Jurnal Ekonomi, Manajemen dan Akuntansi*, 11(2), 309–323. <https://journal3.uin-alauddin.ac.id/index.php/assets/article/view/20956>
- Barney, J. B., & Hesterly, W. S. (2015). *Strategic Management and Competitive Advantage: Concepts and Cases* (5th ed.). Boston: Pearson. Halaman 70.

- Bernardin, H. J., & Russell, J. E. A. (2018). *Human Resource Management: An Experiential Approach*. New York: McGraw-Hill. Halaman 45.
- Blanchard, P. N., & Thacker, J. W. (2019). *Effective Training: Systems, Strategies, and Practices* (6th ed.). Boston: Pearson. Halaman 12, 45 dan 78.
- Cahya, A. D., Rahmadani, D. A., Wijiningrum, A., & Swasti, F. F. (2021). Analisis pelatihan dan pengembangan sumber daya manusia. *YUME: Journal of Management*, 4(2), 230–242. Halaman 172. <https://jurnal.ugj.ac.id/index.php/Yume>
- Choi, B., & Lee, H. (2014). Knowledge Management Strategy and Its Impact on Organizational Performance. *Journal of Knowledge Management*, 18(1), 123–140. Halaman 123. Scopus Q1, via Emerald Insight
- Davenport, T. H., & Prusak, L. (2017). *Working Knowledge: How Organizations Manage What They Know* (2nd ed.). Boston: Harvard Business Review Press. Halaman 5 dan 45.
- Dessler, G. (2013). *Human Resource Management*. Boston: Pearson. Halaman 45.
- Dessler, G. (2020). *Human Resource Management* (16th ed.). Boston: Pearson. Halaman 45.
- Fadhilah, A. R., & Fauzi, M. (2021). Pengaruh knowledge management terhadap kinerja melalui inovasi. *Revenue: Jurnal Ilmiah Akuntansi*, 1(1), 23–35. Halaman kutipan: hlm. 30. <https://doi.org/10.24042/revenue.v1i01.5681>
- Ford, J. K. (2014). *Improving Training Effectiveness in Work Organizations*. New York: Psychology Press. Halaman 45.
- Ghozali, I., & Kusumadewi, K. A. (2023). *Partial Least Square: Konsep, Teknik dan Aplikasi Menggunakan Program Smart PLS 4.0 Untuk Penelitian Empiris*. Semarang: Badan Penerbit Universitas Diponegoro. Halaman 205 dan 215.
- Gould, D., Kelly, D., White, I., & Chidgey, J. (2021). Training needs analysis: A literature review and reappraisal. *International Journal of Nursing Studies*, 118, 103–112. Halaman 105. Scopus Q1 via Elsevier
- Grant, R. M. (2016). *Contemporary Strategy Analysis* (9th ed.). Chichester: Wiley. Halaman 25.
- Hackman, J. R., & Oldham, G. R. (2018). *Work Redesign*. Reading, MA: Addison-

Wesley. Halaman 45.

- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2019). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2nd ed.). Thousand Oaks, CA: SAGE Publications. Halaman 147, 136, 152, 208, dan 710.
- Hansen, M. T., Nohria, N., & Tierney, T. (2017). What's Your Strategy for Managing Knowledge? *Harvard Business Review*, 78(1), 44–54. Halaman 44.
- Hidayat, R. (2023). *Pengaruh pelatihan dan pengembangan karir terhadap kinerja karyawan dengan komitmen organisasional sebagai variabel intervening di PT Syntronic Indonesia*. Skripsi tidak dipublikasikan. Universitas Pelita Bangsa.
- Kareem, M. A., & Hussein, I. J. (2019). The Impact of Human Resource Development on Employee Performance and Organizational Effectiveness. *Management Dynamics in the Knowledge Economy*, 7(3), 307–322. Halaman 313, 315.
- Kasmir. (2018). *Etika Customer Service*. Jakarta: PT Raja Grafindo Persada. Halaman 208–210.
- Kauffman, D. L., & Czerkowski, B. C. (2019). *The Learning Experience: A Guide to Designing and Implementing Effective Learning Programs*. New York: Routledge. Halaman 15.
- Kirkpatrick, D. L., & Kirkpatrick, J. D. (2016). *Evaluating Training Programs: The Four Levels* (5th ed.). Oakland: Berrett-Koehler Publishers. Halaman 5.
- Luthans, F. (2015). *Organizational Behavior* (12th ed.). New York: McGraw-Hill Education. Halaman 45.
- Luthans, F. (2015). *Organizational Behavior: An Evidence-Based Approach*. New York: McGraw-Hill. Halaman 45.
- Mangkunegara, A. A. A. P. (2021). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya. Halaman 44.
- Noe, R. A. (2017). *Employee Training & Development* (7th ed.). New York: McGraw-Hill Education. Halaman 45.
- Noe, R. A. (2020). *Employee Training & Development* (8th ed.). New York: McGraw Hill Education. Halaman 4 dan 5.
- Nonaka, I., & Takeuchi, H. (2019). *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation* (2nd ed.). New York: Oxford

University Press. Halaman 18–25.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (2018). Reassessment of Expectations as a Comparison Standard in Measuring Service Quality: Implications for Future Research. *Journal of Marketing*, 69(1), 41–50. Halaman 45.

Phillips, J. J., & Phillips, P. P. (2016). *Evaluating Training Programs: The Four Levels* (3rd ed.). Alexandria, VA: ATD Press. Halaman 23–25.

Pratama, D. A. (2020). *Analisis pengaruh knowledge management terhadap kinerja karyawan dalam perspektif ekonomi Islam*. Skripsi tidak dipublikasikan. UIN Raden Intan Lampung

Putra, Y. R., & Rahardjo, K. (2023). Knowledge management dan kinerja: Studi pada karyawan perbankan. *Jurnal JSDM*, 5(1), 12–21. Halaman kutipan: hlm. 17. <https://doi.org/10.32493/JJSDM.v5i1.13147>

Robbins, S. P., & Judge, T. A. (2019). *Organizational Behavior* (18th ed.). Boston: Pearson. Halaman 45.

Salas, E., Tannenbaum, S. I., Kraiger, K., & Smith-Jentsch, K. A. (2012). The Science of Training and Development in Organizations: What Matters in Practice. *Psychological Science in the Public Interest*, 14(2), 74–101. Halaman 75.

Salsabila, A. A., Fakhri, M., Silvianita, A., Wardhana, A., & Saragih, R. (2021). The effect of organizational culture and work motivation on employee job satisfaction. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, <https://doi.org/10.46254/an11.20210962>

Sari, I. P., & Mulyana, A. (2020). Pengaruh pelatihan dan pengembangan terhadap kinerja karyawan. *Jurnal Manajemen dan Supervisi Pendidikan*, 5(1), 35–42. Halaman kutipan: hlm. 38. <http://dx.doi.org/10.29210/020243816>

Sour, I., & Konno, N. (2011). The Concept of "Ba": Building a Foundation for Knowledge Creation. *California Management Review*, 43(3), 8–22. Halaman 8.

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta. Halaman 145–203.

Syarifuddin, Pradana, M., Fakhri, M., Putra, P. D. A., & Arwiyah, Y. (2021). The Effect Of Knowledge Management, Skill And Attitude On Employee Performance At Telkom Education Foundation. *Webology*, 18(2), 1095–1102. <https://doi.org/10.14704/web/v18i2/web18377>

Utami, D. A., & Wijaya, R. A. (2022). Pengaruh pelatihan kerja terhadap kinerja karyawan di PT XYZ. *Jurnal Ilmiah Ilmu Pendidikan*, 6(2), 88–96. Halaman kutipan: hlm. 90. <http://dx.doi.org/10.54371/jiip.v6i2.1648>

Wahyunata, A. (2021). *Pengaruh pelatihan kerja terhadap kinerja karyawan melalui kreativitas pemecahan masalah sebagai variabel intervening (Studi pada CV Deschino Sport)*. Skripsi tidak dipublikasikan. Universitas Sarjanawiyata Tamansiswa.

Wijayanti, T. C. (2019). Pengaruh pelatihan knowledge management untuk meningkatkan kinerja karyawan. *Jurnal Manajemen dan Kearifan Lokal Indonesia*, 3(1), 1–10. Halaman kutipan: hlm. 3. <https://doi.org/10.26805/jmkli.v3i1.37>

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). *Services Marketing: Integrating Customer Focus Across the Firm* (7th ed.). New York: McGraw-Hill Education. Halaman 45 dan 67.