DAFTAR PUSTAKA

Abdillah, W., & Hartono, J. (2015). *Partial Least Square (PLS) - Alternatif Structural Equation Modelling (SEM) dalam Penelitian Bisnis*. Yogyakarta: Penerbit ANDI.

Aiken, C., & Keller, S. (2009). The Irrational Side of Change Management. *The McKinsey Quarterly*, 101–109.

Allen, J., Jimmieson, N. L., Bordia, P., & Irmer, B. E. (2007). Uncertainty during Organizational Change: Managing Perceptions through Communication. *Journal of Change Management*, *7*(2), 187–210. https://doi.org/10.1080/14697010701563379

Ansoff, H. I. (2007). *Strategic Management* (Classic Ed). New York: Palgrave Macmillan. https://doi.org/10.1057/9780230590601

Armenakis, A. A., & Bedeian, A. G. (1999). Organizational Change : A Review of Theory and Research in the 1990s. *Journal of Management*, *25*(3), 293–315. https://doi.org/10.1177/014920639902500303

Armenakis, A. A., Bernerth, J. B., Pitts, J. P., & Walker, H. J. (2007). Organizational Change Recipients' Beliefs Scale: Development of an Assessment Instrument. *The Journal of Applied Behavioral Science*, *43*(4), 481–505. https://doi.org/10.1177/0021886307303654

Armenakis, A. A., & Harris, S. G. (2002). Crafting a Change Message to Create Transformational Readiness. *Journal of Organizational Change Management*, *15*(2), 169–183. https://doi.org/10.1108/09534810210423080

Armenakis, A. A., Harris, S. G., & Feild, H. S. (1999). Making Change Permanent A Model for Institutionalizing Change Interventions. *Research in Organizational Change and Development*, *12*, 97–128. https://doi.org/10.1016/S0897-3016(99)12005-6

Armenakis, A. A., Harris, S. G., & Mossholder, K. W. (1993). Creating Readiness for Organizational Change. *Human Relations*, *46*(6), 681–703. https://doi.org/10.1177/001872679304600601

Armstrong, M. (2009). *Armstrong's HandBook of Human Resource Management Practice* (11th ed.). Kogan Page Limited.

Ashford, S. J. (1988). Individual Strategies for Coping with Stress during Organizational Transitions. *The Journal of Applied Behavioral Science*, *24*(1), 19–36. https://doi.org/10.1177/0021886388241005

Barnir, A., Gallaugher, J. M., & Auger, P. (2003). Business Process Digitization, Strategy, and the Impact of Firm Age and Size : The Case of the Magazine Publishing Industry. *Journal of Business Venturing*, *18*, 789–814. https://doi.org/10.1016/S0883-9026(03)00030-2

Baron, R. M., & Kenny, D. A. (1986). The Moderaror-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, *51*(6), 1173–1182.

Bartunek, J. M., Rousseau, D. M., Rudolph, J. W., & Depalma, J. A. (2006). On the

receiving end: Sensemaking, emotion, and assessments of an organizational change initiated by others. *Journal of Applied Behavioral Science*, *42*(2), 182–206. https://doi.org/10.1177/0021886305285455

Bernerth, J. (2004). Expanding Our Understanding of the Change Message. *Human Resource Development Review*, *3*(1), 36–52. https://doi.org/10.1177/1534484303261230

Bharadwaj, A. S. (2000). A Resource-Based Perspective on Information Technology Capability and Firm Performance: An Empirical Investigation. *Management Information Systems Quarterly*, *24*(1), 169–196. https://doi.org/10.2307/3250983

Bouckenooghe, D., Devos, G., & Broeck, H. Van den. (2009). Organizational Change Questionnaire – Climate of Change, Processes, and Readiness : Development of a New Instrument. *The Journal of Psychology: Interdisciplinary and Applied*, *6*(143), 559–599. https://doi.org/10.1080/00223980903218216

Bovey, W. H., & Hede, A. (2001). Resistance to Organizational Change : The Role of Cognitive and Affective Processes. *Leadership & Organization Development Journal*, *22*(8), 372–382. https://doi.org/10.1108/01437730110410099

Bungin, B. (2014). *Metodologi Penelitian Kuantitatif : Komunikasi, Ekonomi, dan Kebijakan Publik serta Ilmu-Ilmu Sosial Lainnya* (2nd ed.). Jakarta: Kencana.

Burnes, B. (2017). *Managing Change* (7 Edition). Harlow: Pearson Education Limited.

Buxbaum, O. (2016). *Key Insights into Basic Mechanisms of Mental Activity*. Springer International Publishing. https://doi.org/10.1007/978-3-319-29467-4

Choi, M. (2011). Employees' Attitudes Toward Organizational Change : A Literature Review. *Human Resource Management*, *50*(4), 479–500. https://doi.org/10.1002/hrm

Choi, M., & Ruona, W. E. A. (2011). Individual Readiness for Organizational Change and Its Implications for Human Resource and Organization Development. *Human Resource Development Review*, *10*(1), 46–73. https://doi.org/10.1177/1534484310384957

Chreim, S. (2006). Managerial Frames and Institutional Discourses of Change : Employee Appropriation. *Organization Studies*, *27*(9), 1261–1287. https://doi.org/10.1177/0170840606064106

Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods* (12th ed.). McGraw-Hill/Irwin.

Cooper, J. (2007). *Cognitive Dissonance : Fifty Years of a Classic Theory*. SAGE Publications Ltd.

Cunningham, C. E., Woodward, C. A., Shannon, H. S., MacIntosh, J., Lendrum, B., Rosenbloom, D., & Brown, J. (2002). Readiness for organizational change: A longitudinal study of workplace, psychological and behavioural correlates. *Journal of Occupational and Organizational Psychology*, *75*(4), 377–392. https://doi.org/10.1348/096317902321119637

Das, K., Gryseels, M., Sudhir, P., & Tan, K. T. (2016). *Unlocking Indonesia's Digital Opportunity*.

del Val, M. P., & Fuentes, C. M. (2003). Resistance to Change : A Literature Review and Empirical Study. *Management Decision*, *41*(2), 148–155. https://doi.org/10.1108/00251740310457597

Dent, E. B., & Goldberg, S. G. (1999). Challenging "Resistance to Change." *The Journal of Applied Behavioral Science*, *35*(1), 25–41. https://doi.org/10.1177/0021886399351003

Düren, P. (2016). Change Communication Can be So Simple! The Empathic Change Communication Style. *Library Management*, *37*(8–9), 398–409. https://doi.org/10.1108/LM-01-2016-0006

Eby, L. T., Adams, D. M., Russell, J. E. A., & Gaby, S. H. (2000). Perceptions of Organizational Readiness for Change : Factors related to Employees' Reactions to the Implementation of Team-Based Selling. *Human Relations*, *53*(3), 419–442. https://doi.org/10.1177/0018726700533006

Edwards, W. (1954). The Theory of Decision Making. *Psychological Bulletin*, *51*(4), 380–417. https://doi.org/10.1037/h0053870

Erwin, D. G., & Garman, A. N. (2010). Resistance to Organizational Change : Linking Research and Practice. *Leadership & Organization Development Journal*, *31*(1), 39–56. https://doi.org/10.1108/01437731011010371

Ferreira, A. I., Cardoso, C., & Braun, T. (2018). The Mediating Effects of Ego-Resilience in the Relationship between Organizational Support and Resistance to Change. *Baltic Journal of Management*, *13*(1), 104–124. https://doi.org/10.1108/BJM-06-2017-0171

Festinger, L. (1957). *A Theory of Cognitive Dissonance*. California: Stanford University Press.

Ford, J. D., Ford, L. W., & D'Amelio, A. (2008). Resistance to Change : The Rest Of The Story. *Academy of Journal Management*, *33*(2), 362–377. https://doi.org/https://doi.org/10.5465/amr.2008.31193235

Ford, J. D., Ford, L. W., & McNamara, R. T. (2002). Resistance and the Background Conversations of Change. *Journal of Organizational Change Management*, *15*(2), 105–121. https://doi.org/10.1108/09534810210422991

García-Cabrera, A. M., & Hernández, F. G.-B. (2014). Differentiating the Three Components of Resistance to Change: The Moderating Effect of Organization-Based Self-Esteem on the Employee Involvement-Resistance Relation Antonia. *Human Resource Development Quarterly*, *25*(1), 441–469. https://doi.org/10.1002/hrdq

Ghozali, I. (2014). *Structural Equation Modelling : Metode Alternatif dengan menggunakan Partial Least Squares (PLS)* (4 Edition). Semarang: Badan Penerbit Universitas Diponegoro.

Giangreco, A., & Peccei, R. (2005). The Nature and Antecedents of Middle Manager Resistance to Change : Evidence from an Italian Context. *International Journal of Human Resource Management*, 1812–1829. https://doi.org/10.1080/09585190500298404

Gibson, J. J. (1960). The Concept of the Stimulus in Psychology. *American Psychologist*, *5*(11), 694–703. https://doi.org/10.1037/h0047037

Gilley, A., Gilley, J. W., Quatro, S. A., & Dixon, P. (2009). *The Praeger Handbook of Human Resource Management*. Praeger Publishers.

Goodman, J., & Truss, C. (2004). The Medium and the Message: Communicating Effectively during a Major Change Initiative. *Journal of Change Management*, *4*(3), 217–228. https://doi.org/10.1080/1469701042000255392

Greenstein, S., Lerner, J., & Stern, S. (2013). Copyright : What is the Agenda ? *Strategic Organization*, *11*(1), 110–121. https://doi.org/10.1177/1476127012460940

Hair, J. F. J., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis* (7 Edition). Pearson Education Limited.

Hair, J. F. J., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modelling (PLS-SEM)*. SAGE Publications, Inc.

Hair, J. F. J., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial Least Squares Structural Equation Modeling (PLS-SEM) : An Emerging Tool in Business Research. *European Business Review*, *26*(2), 106–121. https://doi.org/10.1108/EBR-10-2013-0128

Hayes, J. (2014). *The Theory and Practice of Change Management* (4 Edition). Palgrave Macmillan.

Heavin, C., & Power, D. J. (2018). Challenges for Digital Transformation – Towards a Conceptual Decision Support Guide for Managers. *Journal of Decision Systems*, *27*(1), 38–45. https://doi.org/10.1080/12460125.2018.1468697

Helfat, C. E., & Winter, S. G. (2011). Untangling Dynamic and Operational Capabilities : Strategy For the (N)Ever-Changing World. *Strategic Management Journal*, *32*(11), 1243–1250. https://doi.org/10.1002/smj

Holt, D. T., Armenakis, A. A., Feild, H. S., & Harris, S. G. (2007). Readiness for Organizational Change The Systematic Development of a Scale. *The Journal of Applied Behavioral Science*, *43*(2), 232–255. https://doi.org/10.1177/0021886306295295

Hoogendoorn, M., Jonker, C. M., Schut, M. C., & Treur, J. (2007). Modeling Centralized Organization of Organizational Change. *Computational and Mathematical Organization Theory*, (13), 147–184. https://doi.org/10.1007/s10588-006-9004-5

Hornung, S., & Rousseau, D. M. (2007). Active on the Job—Proactive in Change : How Autonomy at Work Contributes to Employee Support for Organizational Change. *The Journal of Applied Behavioral Science*, *43*(4), 401–426. https://doi.org/10.1177/0021886307307555

Huy, Q. N. (1999). Emotional Capability, Emotional Intelligence, and Radical Change. *Academy of Management Review*, *24*(2), 325–345. https://doi.org/10.5465/amr.1999.1893939

Jimmieson, N. L., Terry, D. J., & Callan, V. J. (2004). A Longitudinal Study of Employee Adaptation to Organizational Change : The Role of Change-Related Information and Change-Related Self-Efficacy. *Journal of Occupational Health Psychology*, *9*(1), 11–27. https://doi.org/10.1037/1076-8998.9.1.11

Kagermann, H. (2015). Change Through Digitization—Value Creation in the Age of Industry 4.0. In H. Albach, H. Meffert, A. Pinkwart, & R. Reichwald (Eds.), *Management of Permanent Change* (pp. 23–45). Springer Fachmedien

Wiesbaden. https://doi.org/10.1007/978-3-658-05014-6

Kessler, E. H. (2013). *Encyclopedia of Management Theory*. SAGE Publications, Inc.

Kiefer, T. (2002). Advances in Developing Human Resources Change : Evidence From a Merger. *Advances in Developing Human Resources*, *4*(1), 39–61. https://doi.org/10.1177/1523422302004001004

Kinicki, A., & Fugate, M. (2016). *Organizational Behavior : A Practical, Problem-Solving Approach* (1 Edition). New York: McGraw-Hill/Irwin.

Knowles, E. S., & Linn, J. A. (2004). *Resistance and Persuasion*. New Jersey: Lawrence Erlbaum Associates.

Kotter, J. P. (1995). Leading Change : Why Transformation Efforts Fail. *Harvard Business Review*, 59–67.

Kotter, J. P., & Schlesinger, L. A. (2008). Choosing Strategies for Change. *Harvard Business Review*.

Král, P., & Králová, V. (2016). Approaches to Changing Organizational Structure : The Effect of Drivers and Communication. *Journal of Business Research*, *69*, 5169–5174. https://doi.org/10.1016/j.jbusres.2016.04.099

Lau, C.-M., & Woodman, R. W. (1995). Understanding Organizational Change : A Schematic. *Academy of Management Journal*, *38*(2), 537–554. https://doi.org/10.2307/256692

Lewis, L. K. (1999). Disseminating Information and Soliciting Input During Planned Organizational Change : Implementers' Targets, Sources, and Channels for Communicating. *Management Communication Quarterly*, *13*(1), 43–75. https://doi.org/10.1177/0893318999131002

Lines, R. (2005). The Structure and Function of Attitudes Toward Organizational Change. *Human Resource Development Review*, *4*(1), 8–32. https://doi.org/10.1177/1534484304273818

Littlejohn, S. W., & Foss, K. A. (2009). *Encyclopedia of Communication Theory*. SAGE Publications, Inc.

Liu, D.-Y., Chen, S.-W., & Chou, T.-C. (2011). Resource Fit in Digital Transformation Lessons Learned from the CBC Bank Global. *Management Decision*, *49*(10), 1728–1742. https://doi.org/10.1108/00251741111183852

Mankiw, N. G. (2018). *Principles of Economics* (8 Edition). Cengange Learning.

Matt, C., Hess, T., & Benlian, A. (2015). Digital Transformation Strategies. *Business & Information Systems Engineering*, *57*(5), 339–343. https://doi.org/10.1007/s12599-015-0401-5

McKay, K., Kuntz, J. R. C., & Näswall, K. (2013). The Effect of Affective Commitment, Communication and Participation on Resistance to Change: The Role of Change Readiness. *New Zealand Journal of Psychology*, *43*(2), 29–40.

Miller, K. I., & Monge, P. R. (1985). Social Information and Employee Anxiety about Organizational Change. *Human Communication Research*, *11*(3), 365–386. https://doi.org/10.1111/j.1468-2958.1985.tb00052.x

Miller, V. D., Johnson, J. R., & Grau, J. (1994). Antecedents to Willingness to Participate in a Planned Organizational Change. *Journal of Applied Communication Research*, *22*, 59–80.

https://doi.org/10.1080/00909889409365387

Milliken, F. J. (1987). Three Types of Perceived Uncertainty about the Environment: State, Effect, and Response Uncertainty. *Academy of Journal Management*, *12*(1), 133–143. https://doi.org/10.2307/257999

Neuman, W. L. (2014). *Social Research Methods: Qualitative and Quantitative Approaches* (7th ed.). Pearson Education.

O'Connor, C. A. (1993). Resistance : The Repercussions of Change. *Leadership & Organization Development Journal*, *14*(6), 30–36. https://doi.org/10.1108/01437739310145615

OECD. (2017). *OECD Digital Economy Outlook 2017*. Paris. https://doi.org/10.1787/9789264276284-en

Oreg, S. (2006). Personality, Context, and Resistance to Organizational Change. *European Journal of Work and Organizational Psychology*, *15*(1), 73–101. https://doi.org/10.1080/13594320500451247

Otoritas Jasa Keuangan. (2017). *Roadmap Pengembangan Keuangan Syariah 2017-2019*.

Ouedraogo, N., & Ouakouak, M. L. (2018). Impacts of Personal Trust, Communication, and Affective Commitment on Change Success. *Journal of Organizational Change Management*, *31*(3), 676–696. https://doi.org/10.1108/JOCM-09-2016-0175

Piderit, S. K. (2000). Rethinking Resistance and Recognizing Ambivalence: A Multidimensional View of Attitudes toward an Organizational Change. *Academy of Management Review*, *25*(4), 783–794. https://doi.org/10.5465/amr.2000.3707722

Poole, M. S., & Van de Ven, A. H. (2004). *Handbook of Organizational Change and Innovation*. New York: Oxford University Press, Inc.

Purvis, R. L., Zagenczyk, T. J., & McCray, G. E. (2014). What's in it for me? Using Expectancy Theory and Climate to Explain Stakeholder Participation, its Direction and Intensity. *International Journal of Project Management*. https://doi.org/10.1016/j.ijproman.2014.03.003

Real, K., & Poole, M. S. (2005). Innovation Implementation : Conceptualization and Measurement in Organizational Research. *Research in Organizational Change and Development*, *15*, 63–135. https://doi.org/10.1016/S0897-3016(04)15003-9

Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior* (17th ed.). Pearson Education.

Russ, T. L. (2008). Communicating Change : A Review and Critical Analysis of Programmatic and Participatory Implementation Approaches. *Journal of Change Management*, *8*(3–4), 199–211. https://doi.org/10.1080/14697010802594604

Saunders, M., Lewis, P., & Thornhill, A. (2016). *Research Methods for Business Students*. Pearson Education.

Schalk, R., Campbell, J. W., & Freese, C. (1998). Change and Employee Behaviour. *Leadership & Organization Development Journal*, *19*(3), 157–163. https://doi.org/10.1108/01437739810210202

Schermerhorn, J. R. J., Hunt, J. G., Osborn, R. N., & Uhl-Bien, M. (2010).

Organizational Behavior (11th ed.). John Wiley & Sons, Inc.

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business : A Skill-Building Approach*. John Wiley & Sons Limited.

Smeltzer, L. R. (1991). An Analysis of Strategies for Announcing Organization-Wide Change. *Group & Organization Studies*, *16*(1), 5–24. https://doi.org/10.1177/105960119101600102

Szabla, D. B. (2007). A Multidimensional View of Resistance to Organizational Change : Exploring Cognitive , Emotional , and Intentional Responses to Planned Change Across Perceived Change Leadership Strategies. *Human Resource Development Quarterly*, *18*(4), 525–558. https://doi.org/10.1002/hrdq

van Dam, K. (2005). Employee Attitudes toward Job Changes : An Application and Extension of Rusbult and Farrell ' s Investment Model. *Journal of Occupational and Organizational Psychology*, *78*(2), 253–272. https://doi.org/10.1348/096317904X23745

van Dam, K., Oreg, S., & Schyns, B. (2008). Daily Work Contexts and Resistance to Organisational Change: The Role of Leader– Member Exchange, Development Climate, and Change Process Characteristics. *Applied Psychology*, *57*(2), 313–334. https://doi.org/10.1111/j.1464-0597.2007.00311.x

Wanberg, C. R., & Banas, J. T. (2000). Predictors and Outcomes of Openness to Changes in a Reorganizing Workplace. *Journal of Applied Psychology*, *85*(1), 132–142. https://doi.org/10.I037//0021-9010.85.1.132

Washington, M., & Hacker, M. (2005). Why Change Fails : Knowledge Counts. *Leadership & Organization Development Journal*, *26*(6), 400–411. https://doi.org/10.1108/01437730510607880

Weiner, B. J. (2009). A Theory of Organizational Readiness for Change. *Implementation Science*, *67*(4), 1–9. https://doi.org/10.1186/1748-5908-4-67

Wong, K. K.-K. (2013). Partial Least Squares Structural Equation Modeling (PLS-SEM) Techniques Using SmartPLS. *Marketing Bulletin*, *24*. https://doi.org/10.12691/jbms-4-6-3

Zaltman, R., & Duncan, R. (1977). *Strategies for Planned Change*. New York: Wiley.

Zorn, T. E., Page, D. J., & Cheney, G. (2000). Nuts About Change : Multiple Perspectives on Change-Oriented Communication in a Public Sector Organization. *Management Communication Quarterly*, *13*(4), 515–566. https://doi.org/10.1177/0893318900134001