
REFERENCES

Allen, S., William, P., Allen, D., 2018. 'Human resource professionals' competencies for pluralistic workplaces', *The International Journal of Management Education* 16. 309–320.

Athey, T. R., & Orth, M. S. (1999). Emerging competency methods for the future. *Human Resource Management*, 38(3), 215–225.

Atwater, L., & Brett, J. (2005). Antecedents and consequences of reactions to developmental 360 degree feedback. *Journal of Vocational Behavior*, 66, 532-548.

Atwater, L., & Brett, J. (2006). 360 degree feedback to managers: Does it result in changes in employee attitudes? *Group & Organization Management*, 31, 578-600.

Biggemann, S., Kowalkowski, C., Maley, J., and Brege, S. (2013) 'Development and implementation of customer solutions: A study of process dynamics and market shaping', *Industrial Marketing Management*.

Biggs, J., 1994. Learning outcomes: competence or expertise? *Aust. N. Z. J. Vocat. Educ. Res.* 2, 1–18.

Chlebovsky, V. (2016) 'Customer Solutions Management (CSM) Empirical Model based on European Machine Building Sector Experience', *Engineering Economics*, 2016, 27(5), 586–593.

Darmaji, Astalini, Kurniawan, D. A., Sari, N., Wiza, O. H., Putri, Y. E. (2020). "Investigation of Students' Psychology: The Relationship among Students' Attitudes, Persistence, Creativity, and Tolerance toward Natural Science Subjects". *Universal Journal of Educational Research* 8(4): 1155-1166.

Data Internal Company. (2018). Presiden Message. Indonesia.

Data Internal Company. (2019). Marketing Update 2020. Indonesia: Unitedtractors.

Data Internal Company. (2019). Opex to Sales 2019 - Final Report. Indonesia.

Data Internal Company. (2019). PT ABC CSI 2019 - Final Report. Indonesia.

Djarwanto dan Subagyo Pangestu. 2000. *Statistik Induktif*. Edisi Keempat. Cetakan Kelima. Yogyakarta: BPFE.

Guilford, J. P. (1956). *Fundamental Statistics in Psychology and Education*. New York: Mc Graw-Hill Book Co. Inc.

Gujarati, D. (2006). *Ekonometrika Dasar*. Terjemahan Sumarno Zain. Jakarta: Erlangga

Gulzar, M., Arshad, N., Mirza, E., Hafeez, M., Ehsane, N., 'The impact of employees' project commitment and its effect on IT industry of Pakistan' *Procedia Technology* 1 (2012) 258 – 261

Hager, P., Gonczi, A., 1996. What is competence? *Med. Teach.* 18, 15–18.

Hendricks, J. (2018) 'Individual Drivers and Outcomes of Envisioned Value in Use of Customer Solutions: An Empirical Study in the Electric Mobility Context', *Journal of Service Management Research*, Volume 2 · 3/2018 · p. 30–43.

Hilton, B., Hajihashemi, B., Henderson, C. H., Palmatier, R. W. Customer Success Management: The next evolution in customer management practice?. *Industrial Marketing Management*.

Hitchcock, D. (1996). What are People Doing Around Peer Reviews?. *Journal for Quality & Participation*.

Hoch, D (1999). *Birth of the Chaordic Age*. Berrett-Koehler: San Francisco, CA.

Hochstein, B., Rangarajan, D., Mehta, N., and Kocher, D. (2020). An Industry/Academic Perspective on Customer Success Management. *Journal of Service Research* 2020, Vol. 23(1) 3-7

<https://www.sahamok.com/grafik-harga-komoditi/batubara/>

Kotler, P. (2003). 'Marketing Management. International Edition. Eleventh Edition'. New Jersey: Prentice Hall

Lepsinger, R., & Lucia, A.D. (2004). Using 360 Degree Feedback in a Talent Management. In Berger, L. A & Berger, D. R (Eds). *Talent Management Handbook: Creating Organizational Excellence by Identifying, Developing, and Promoting Your Best People* (pp. 119-128). New York. McGraw-Hills Companies. Inc.

Leung, K., Trevena, L., Waters, D., 2016. 'Development of a competency framework for evidence-based practice in nursing', *Nurse Education Today*.

Messick, S., 1984. The psychology of educational measurement. *J. Educ. Meas.* 21, 215–237.

Neufeld, V., Norman, G., 1985. *Assessing Clinical Competence*. Springer Publication Co., New York.

Rapp, A. A., D. G. Bachrach, K. E. Flaherty, D. E. Hughes, A. Sharma, and C. M. Voorhees (2017), "The Role of the Sales-Service Interface and Ambidexterity in the Evolving Organization: A Multilevel Research Agenda," *Journal of Service Research*, 20 (1), 59-75.

Russ-Eft, D. (1995). Defining competencies: A critique. *Human Resource Development Quarterly*, 6(4), 329–335.

Saccani N., Johansson P. and Perona M. (2007). 'Configuring the after-sales service supply chain: A multiple case study' *International Journal of Production Economics*, 110 (1-2), pp. 52-69.

Sharma A., Gopalkrishnan R. Iyer. (2011) 'Are pricing policies an impediment to the success of customer solutions?', *Industrial Marketing Management* 40 (2011) 723–729.

Töllner, A., Blut, M., Holzmüller, H., H., (2011) 'Customer solutions in the capital goods industry: Examining the impact of the buying center', *Industrial Marketing Management*.

Yukl, G. (2006). *Leadership in Organizations Sixth Edition* . New Jersey: Pearson Education, Inc.

Zhang, J. Z., G. F. Iv Watson, R. W. Palmatier, and R. P. Dant (2016), "Dynamic Relationship Marketing," *Journal of Marketing*, 80 (5), 53-75.

