

DAFTAR PUSTAKA

- A O'Broin, S Palmer (2006) *The Coach- Client Relationship and Contributions made by the Coach in Improving Coaching Outcome Psychologist*, dikutip dari:
https://s3.amazonaws.com/academia.edu.documents/31435758/The_coachclient_relationshipAOBSP.pdf?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1555757358&Signature=6sOvF3g63uw%2Ffh4bHaVpJl447P8%3D&responsecontentdisposition=inline%3B%20filename%3DO_Broin_A_and_Palmer_S._2006._.The_coac.pdf.
- Akbar P.S dan Usman. 2008. *Pengantar Statistika*, Jakarta : Bumi Aksara
- Allworth, E., & Hesketh, B. (1999). Construct-oriented biodata: Capturing change-related and contextually relevant future performance. *International Journal of Selection and Assessment*, 7(2), 97-111. Dikutip dari: <https://doi.org/10.1111/1468-2389.00110>
- Anderson, D. and Anderson, M. (2005), *Coaching That Counts*, Oxford: Elsevier Butterworth Heinemann, dikutip dari: buku.
- Arikunto, S. 2002. *Metodologi Penelitian Suatu Pendekatan Proposal*. Jakarta: PT. Rineka Cipta.
- Arikunto, S. 2006. *Metode Penelitian Kualitatif*. Jakarta: Bumi Aksara
- Asnawi & Masyhuri. 2011. *Metodologi Riset Manajemen Pemasaran*. Malang: UIN Maliki Press.
- Azwar, S. 2000. *Sikap Manusia, Teori dan Pengukurannya*. Jogjakarta: Pustaka Pelajar Jogja Offset.
- Baron, L., & Morin, L. (2009). The coach-coachee relationship in executive coaching: A field study. *Human Resource Development Quarterly*. Dikutip dari: <https://doi.org/10.1002/hrdq.20009>
- Bennett, J.L. (2006). An agenda for coaching-related research: A challenge for researchers. *Consulting Psychology Journal: Practice and Research*, 58, 240-249. Dikutip dari: https://www.researchgate.net/profile/John_Bennett19/publication/232511294_An_Agenda_for_CoachingRelated_Research_A_Challenge_for_Researchers/links/56cdb4f808ae4d8d64996245/An-Agenda-for-Coaching-Related-Research-A-Challenge-for-Researchers.pdf.
- Bowra, Z. A., Sharif, B., Saeed, A., & Niazi, M. K. (2012). Impact of human resource practices on employee perceived performance in banking sector of Pakistan. *African Journal of Business Management*, 6(1). Dikutip dari: https://www.researchgate.net/profile/Bilal/publication/283356906_Impact_o

f_human_resource_practices_on_employee_perceived_performance_in_banking_sector_of_Pakistan/links/56409cd108ae24cd3e4089b3/Impact-of-human-resource-practices-on-employee-perceived-performance-in-banking-sector-of-Pakistan.pdf

- Caliskan NE (2010). The impact of strategic human resource management on organizational performance. *J. Nav. Sci. Eng.*, 6(2): 100-116. Dikutip dari: https://s3.amazonaws.com/academia.edu.documents/31592578/066_Esra_Nemli1.pdf?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1557377401&Signature=AL0sxbxaiGl1BSE174uGSYwfNWU%3D&response-content-disposition=inline%3B%20filename%3Dresearch_papers.pdf
- Cavicchia, S. (2009). Toward a Relational Approach to Coaching: Integrating the Disavowed Aspects. *Gestalt Journal*. Dikutip dari: https://www.academia.edu/13647753/Towards_a_Relational_Approach_to_Coaching_-_Integrating_the_Disavowed_Aspects
- Chapman, M. (2005). Emotional intelligence and coaching: An exploratory study. *Evidence Based Coaching Volume 1: Theory, Research and Practice from the Behavioural Sciences*, 183. Dikutip dari: <https://search.informit.com.au/documentSummary;dn=043133772688330;res=IELBUS>
- Coleman, V. I., & Borman, W. C. (2000). Investigating the underlying structure of the citizenship performance domain. *Human resource management review*, 10(1), 25-44. Dikutip dari: [https://doi.org/10.1016/S1053-4822\(99\)00037-6](https://doi.org/10.1016/S1053-4822(99)00037-6)
- Delery JE, Doty DH (1996). Modes of theorizing in strategic human resource management: Tests of universalistic, contingency and configurational performance predictions. *Acad. Manage. J.*, 39 (4): 802-835. Dikutip dari: <https://doi.org/10.5465/256713>
- Ellinger, A. D. & Bostrom, R. (1999). Managerial Coaching Behaviors in Learning Organizations, *Journal of Management Development*, 18(9), 752-64., dikutip dari: <https://www.emeraldinsight.com/doi/pdfplus/10.1108/02621719910300810>.
- Ellinger, A. D., Ellinger, A. E., & Keller, S. B. (2003). Supervisory coaching behavior, employee satisfaction, and warehouse employee performance: A dyadic perspective in the distribution industry. *Human resource development quarterly*, 14(4). Dikutip dari: <https://doi.org/10.1002/hrdq.1078>
- Evered, R. D. and Selman, J. C. (1989), 'Coaching and the Art of Management', *Organizational Dynamics*, 18, 16-32. Dikutip dari: [https://doi.org/10.1016/0090-2616\(89\)90040-5](https://doi.org/10.1016/0090-2616(89)90040-5).

- Feldman Daniel C. and Lankau Melenie J. (2005) “ Executive Coaching: A Review and Agenda for Future Research” dikutip dari: <http://www.alessandropalazzini.it/pdf/Journal%20of%20Management.pdf>
- Ferrar, P. (2006), ‘The Paradox of Manager As Coach’, MA thesis, MA Coaching and Mentoring Practice, Oxford Brookes University.
- Garman, A. N., Whiston, D. L., & Zlatoper, K. W. (2000). Media perceptions of executive coaching and the formal preparation of coaches. *Consulting Psychology Journal: Practice and Research*, 52(3). Dikutip dari: <http://dx.doi.org/10.1037/1061-4087.52.3.201>
- Ghozali, Imam. 2002. *Aplikasi Analisis Multivariate dengan Program SPSS* (4th ed.). Semarang: Badan Penerbit-Undip.
- Ghozali, Imam. 2013. *Aplikasi Analisa Multivariate dengan Program SPSS*. Edisi ketujuh. Semarang: Badan Penerbit Universitas Diponegoro.
- Gilley, A., Gilley, J.W. & Kouider, E. (2010). Characteristics of Managerial Coaching, *Performance Improvement Quarterly*, 23(1), 53-70. Dikutip dari : <https://doi.org/10.1002/piq.20075>
- Good, D. (1993). Coaching Practices in the Business-to-Business Environment. *The Journal of Business and Industrial Marketing*, 8(2), 53-60. Dikutip dari: <https://doi.org/10.1108/08858629310041366>
- Goodstone, M. S., & Diamante, T. (1998). Organizational use of therapeutic change: Strengthening multisource feedback systems through interdisciplinary coaching. *Consulting Psychology Journal: Practice and Research*, 50(3), 152-163. Dikutip dari: <http://dx.doi.org/10.1037/1061-4087.50.3.152>
- Graham, S., Wedman, J. F. and Garvin-Kester, B. (1994), *Manager Coaching Skills: What Makes a Good Coach?* *Performance Improvement Quarterly*, 7, 2, 81-94. Dikutip dari : <https://doi.org/10.1111/j.1937-8327.1994.tb00626.x>
- Grant, A. M. (2007). Enhancing coaching skills and emotional intelligence through training. *Industrial and commercial training*. Dikutip dari: <https://doi.org/10.1108/00197850710761945>
- Green, L. S., Oades, L. G., & Grant, A. M. (2006). Cognitive-behavioral, solution-focused life coaching: Enhancing goal striving, well-being, and hope. *The Journal of Positive Psychology*, 1(3). Dikutip dari: <https://doi.org/10.1080/17439760600619849>
- Greene, J., & Grant, A. M. (2003). *Solution-focused coaching: Managing people in a complex world*. Pearson Education. Dikutip dari buku: https://books.google.co.id/books/about/Solution_focused_Coaching.html?id=EWi83_fchKMC&redir_esc=y

- Gregory, J. B., & Levy, P. E. (2010). Employee coaching relationships: Enhancing construct clarity and measurement. *Coaching: An International Journal of Theory, Research and Practice*, 3(2), 109-123. Dikutip dari: <https://doi.org/10.1080/17521882.2010.502901>
- Grewal, D., Roggeveen, Anne, & Jens Nordfalt, (2017) *The Future of Retailing*, Bobson college, United States, *Journal of Retailing*, dikutip dari : <https://doi.org/10.1016/j.jretai.2016.12.008>
- Griffin, B., & Hesketh, B. (2003). Adaptable behaviours for successful work and career adjustment. *Australian Journal of psychology*, 55(2). Dikutip dari: <https://www.tandfonline.com/doi/abs/10.1080/00049530412331312914>
- Grover S, Furnham A (2016) Coaching as a Developmental Intervention in Organisations: A Systematic Review of Its Effectiveness and the Mechanisms Underlying It. *PLoS ONE* 11(7): e0159137. <https://doi.org/10.1371/journal.pone.0159137>
- Guest DE (2001). „Human Resource Management: When Research Confronts Theory“. *Int. J. Hum. Res. Manage.* 12(7): 1092-1106. Dikutip dari: <https://doi.org/10.1080/09585190110067837>
- Gyllensten, K., & Palmer, S. (2007). The coaching relationship: An interpretive phenomenological analysis. *International Coaching Psychology Review*, 2(2), 168-177. Dikutip dari: https://www.researchgate.net/profile/Elaine_Cox2/publication/238769804_Coaching_with_emotion_How_coaches_deal_with_difficult_emotional_situations/links/5724622c08ae262228aa7d4c.pdf#page=56
- Hagen, M. S. (2012). Managerial coaching: A review of the literature. *Performance Improvement Quarterly*, 24(4). Dikutip dari: <https://doi.org/10.1002/piq.20123>
- Hannafey, F. T., & Vitulano, L. A. (2013). Ethics and executive coaching: An agency theory approach. *Journal of business ethics*, 115(3), 599-603. Dikutip dari: DOI: 10.1007/s10551-012-1442-z
- Harris, S. L. (2005), *What makes a manager reluctant to coach employees?* Unpublished MA Thesis, Oxford Brookes University.
- Heskett, J. L., Jones, T. O., Loveman, G. W., Sasser, W. E., Schelesinger, L. A., (1994), 'Putting the Service-Profit Chain to Work', *Harvard Business Review*, March-April. Dikutip dari : <https://hillcresteducationcenter.com/sites/default/files/cme-documents/Service%20Profit%20Chain%20copy.PDF>
- Heslin, P.A., VandeWalle, D., & Latham, G.P. (2006). Keen to help? Managers' implicit person theories and their subsequent employee coaching. *Personnel*

Psychology, 59, 871-902. Dikutip dari: <https://doi.org/10.1111/j.1744-6570.2006.00057.x>

Huselid MA (1995). The Impact of Human Resource Management practices on Turnover, productivity and corporate financial performance. *Acad. Manage. J.*, 38(3): 635-672. Dikutip dari: <https://doi.org/10.5465/256741>.

Ingram, T. N., LaForge, R., Locander, W., MacKenzie, S. and Podsakoff P. (2005). New Directions in Sales Leadership Research, *Journal of Personal Selling and Sales Management*, 25(2), 137-154. Dikutip dari: <https://doi.org/10.1080/08853134.2005.10749055>

Kent, B. (2016). IMPACT OF COACHING: FROM CUSTOMERS' PERCEPTIONS. *International Journal of Arts & Sciences*, 9(2), 125-134. Dikutip dari: <https://search.proquest.com/docview/1858849743?accountid=50674>

Kilburg, R. R. (1996). Toward a conceptual understanding and definition of executive coaching. *Consulting Psychology Journal: Practice and Research*, 48(2), 134-144. Dikutip dari: <http://dx.doi.org/10.1037/1061-4087.48.2.134>

Kozlowski, S. W., Gully, S. M., Brown, K. G., Salas, E., Smith, E. M., & Nason, E. R. (2001). Effects of training goals and goal orientation traits on multidimensional training outcomes and performance adaptability. *Organizational behavior and human decision processes*, 85(1), 1-31. Dikutip dari: <https://doi.org/10.1006/obhd.2000.2930>

Ladyshevsky, R. K., & Varey, W. (2005). Peer coaching: a practical model to support constructivist learning methods in the development of managerial competency. *Evidence-Based Coaching Volume 1: Theory, Research and Practice from the Behavioural Sciences*. Dikutip dari: <https://search.informit.com.au/documentSummary;dn=043003341889522;res=IELBUS>

Leedham, M. (2005). The coaching scorecard: An holistic approach to evaluating the benefits of business coaching. *International Journal of Evidence Based Coaching and Mentoring*, 3(2), 30-44. Dikutip dari: <http://www.authentic-change.com/wp-content/uploads/2017/03/coaching-scorecard.pdf>

Ling, Y. L., Abdullah, A. G. K., & Ali, A. J. (2016). Coaching Relationship and Coaching Communication: A Correlational Study. Dikutip dari: https://www.researchgate.net/profile/Ling_Ying-Leh/publication/311736473_Coaching_Relationship_and_Coaching_Communication_A_Correlational_Study/links/5858963f08aeabd9a589f8eb.pdf

London, M. (2003). *Job feedback: Giving, seeking, and using feedback for performance improvement*. Psychology Press. Dikutip dari: https://scholar.google.co.id/scholar?hl=id&as_sdt=0%2C5&q=London%2C+M.+%282003%29.+Job+feedback&btnG=

- London, M., & Smither, J. W. (2002). Feedback orientation, feedback culture, and the longitudinal performance management process. *Human Resource Management Review*, 12, 81-100. Dikutip dari: [https://doi.org/10.1016/S1053-4822\(01\)00043-2](https://doi.org/10.1016/S1053-4822(01)00043-2)
- Management, 31(7), 617-626. Dikutip dari: <https://doi.org/10.1177/0273475302242004>
- Managers Perspectives', *Journal of Personal Selling and Sales Management*, 28(1), 7-20. Dikutip dari: <https://doi.org/10.2753/PSS0885-3134280101>
- McLean, G., Yang, B., Kuo, M., Tolbert, A. & Larkin, C. (2005). Development and Initial Validation of an Instrument Measuring Managerial Coaching Skills, *Human Resource Development Quarterly*, 16(2), 157-178. Dikutip dari: <https://doi.org/10.1002/hrdq.1131>
- Motowidlo & Kell (2012). Job Performance, dikutip dari: <https://doi.org/10.1002/9781118133880.hop212005>
- Motowidlo, S. J., & Peterson, N. G. (2008). Effects of organizational perspective on implicit trait policies about correctional officers' job performance. *Human Performance*, 21(4). Dikutip dari: <https://doi.org/10.1080/08959280802347197>
- Motowidlo, S. J., Borman, W. C., & Schmit, M. J. (1997). A theory of individual differences in task and contextual performance. *Human Performance*, 10, 71–83. Dikutip dari: https://doi.org/10.1207/s15327043hup1002_1
- Natale, S. M., & Diamante, T. (2005). The five stages of executive coaching: Better process makes better practice. *Journal of Business Ethics*, 59(4), 361-374. Diktuip dari:
- Nawari. 2010. Analisis Regresi dengan MS Excel 2007 dan SPSS 17. Jakarta : PT. Elex Media Komputindo.Penerbit Gava Media. Yogyakarta.
- O'Broin, A., & Palmer, S. (2006). The coach-client relationship and contributions made by the coach in improving coaching outcome. *The Coaching Psychologist*. Dikutip dari: https://s3.amazonaws.com/academia.edu.documents/31435758/The_coach-client_relationshipAOBSP.pdf?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1558334016&Signature=1%2BIZVFQ%2FIFTDSVrY0c%2BR48tXzyE%3D&response-content-disposition=inline%3B%20filename%3DO_Broin_A._and_Palmer_S._2006._.The_coac.pdf
- O'Connor, J. and Lages, A. (2004), *Coaching with NLP*, London: Element.
- Parsloe, E. (1999), *The Manager as Coach and Mentor*, London: Institute of Personnel and Development. Dikutip dari: <https://books.google.co.id/books?hl=id&lr=&id=FkKZprbUYmsC&oi=fnd>

&pg=PT8&dq=The+Manager+as+Coach+and+Mentor&ots=Arn3zVgco7&sig=QrHK2OyWxW0kJ6-P7V0-b39e74&redir_esc=y#v=onepage&q=The%20Manager%20as%20Coach%20and%20Mentor&f=false

- Olivero G, Bane KD, Kopelman RE. (1997). Executive coaching as a transfer of training tool: Effects on productivity in a public agency. *Public Personnel Management*, 26, 461–469. Dikutip dari: <https://static1.squarespace.com/static/5b3095334eddec6c69802742/t/5c6e132fe2c4839f6985532e/1550717759389/Executive-Coaching-as-a-Transfer-of-Training-Tool.pdf>
- Parsloe, E. (1999). *The manager as coach and mentor*. CIPD Publishing. Dikutip dari: [https://books.google.co.id/books?hl=id&lr=&id=FkKZprbUYmsC&oi=fnd&pg=PT8&dq=Parsloe+\(1999\)&ots=Arn5B-cbq9&sig=EAF-Gh5ooYHVC_UQC2mRQ1vHNbg&redir_esc=y#v=onepage&q=Parsloe%20\(1999\)&f=false](https://books.google.co.id/books?hl=id&lr=&id=FkKZprbUYmsC&oi=fnd&pg=PT8&dq=Parsloe+(1999)&ots=Arn5B-cbq9&sig=EAF-Gh5ooYHVC_UQC2mRQ1vHNbg&redir_esc=y#v=onepage&q=Parsloe%20(1999)&f=false)
- Passmore, J. (2006). MBTI types and executive coaching. *The Coaching Psychologist*, 2(3). Dikutip dari: <http://jonathanpassmore.com/resources/Coaching%20Psychology%20Applying%20an%20integrated%20approach%20in%20education%202006.pdf>
- Pousa, C. & Mathieu, A. (2010). Sales Managers' Motivation to Coach Salespeople: An exploration using Expectancy Theory, *International Journal of Evidence Based Coaching and Mentoring*, 8(1), 34-50. Dikutip dari: <https://ssrn.com/abstract=2414138>
- Pousa, C. & Mathieu, A. (2014), *The Influence of Coaching on Employee Performance: Results From Two International Quantitative Studies*. *Performance Improvement Quarterly*, 27(3), 75–92. Dikutip dari: doi:10.1002/piq.21175
- Pousa, C. E. (2012). *The Impact of Coaching on Salesperson's Performance and the Mechanisms that regulate this Relationship*, doctoral dissertation, Faculté d'Administration, Université de Sherbrooke. Dikutip dari: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.900.9831&rep=rep1&type=pdf>.
- Pulakos, E. D., Arad, S., Donovan, M. A., & Plamondon, K. E. (2000). Adaptability in the workplace: Development of a taxonomy of adaptive performance. *Journal of applied psychology*, 85(4). Dikutip dari: <http://dx.doi.org/10.1037/0021-9010.85.4.612>
- Qureshi TM, Ramay MI, Marwat ZA (2006). Impact of human resource management practices on organizational performance in Pakistan. Dikutip dari: <https://s3.amazonaws.com/academia.edu.documents/4516597/resource10.pdf>

f?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1557379957&Signature=ZVXJ4EpOOqeRmTtcYTvzmp0uxyw%3D&response-content disposition=inline%3B%20filename%3DIMPACT_OF_HUMAN_RESOURCE_MANAGEMENT_HRM.pdf

- Renner, J. (2007). Coaching abroad: Insights about assets. *Coaching Psychology Journal: Practice and Research*, 59, 271-285. Dikutip dari: <http://dx.doi.org/10.1037/1065-9293.59.4.272>
- Rich, G. A. (1998), 'The constructs of sales coaching: supervisory feedback, role modeling and trust', *Journal of Personal Selling & Sales Management*, XVIII, 1, 53-63. Dikutip dari: DOI: 10.1080/08853134.1998.10754120
- Richardson, L. (2009). *Sales Coaching: Making the great leap from Sales Manager to Sales Coach*. New York: McGraw-Hill, 2nd edition. Dikutip dari: <https://doi.org/10.1108/jbim.2009.08024gae.001>
- Riduwan. (2013). *Skala Pengukuran Variabel-variabel Penelitian*. Bandung: Alfabeta
- Sackett, P. R. (2002). The structure of counterproductive work behaviors: Dimensionality and relationships with facets of job performance. *International Journal of Selection and Assessment*, 10, 5-11. Dikutip dari: <https://doi.org/10.1111/1468-2389.00189>
- Saputra, Agus. 2014. *Proyek Membuat Website Periklanan dengan PHP*. Jawa Barat: CV. ASFA Solution.
- Schmelz, D., Goebel, D. and Kennedy, K. (2008). 'What are the Characteristics of an Effective Sales Manager? An Exploratory Study Comparing Salesperson and Sales
- Schmelz, D., Kennedy, K. and Goebel, D. (2002). 'Understanding Sales Manager Effectiveness: Linking Attributes to Sales Force Values', *Industrial Marketing*
- Shannon, D. M., Twale, D. J., & Moore, M. S. (1998), "TA teaching effectiveness: The impact of training and teaching experience", *Journal of Higher Education*, Vol. 69, No. 4, pp. 440-446. Dikutip dari: <https://doi.org/10.1080/00221546.1998.11775144>
- Singarimbun, M dan Efendi,. 1995, *Metode Penelitian Survey*, Jakarta: PT. Pustaka LP3ES
- Smither, J. W., London, M., Flautt, R., Vargas, Y., & Kucine, I. (2003). Can working with an executive coach improve multisource feedback ratings over time? A quasi-experimental field study. *Personnel Psychology*, 56(1), 23-44. Dikutip dari: <https://doi.org/10.1111/j.1744-6570.2003.tb00142.x>

- Sonnentag, S., & Frese, M. (2003). Stress in organizations. *Handbook of psychology*. Dikutip dari: <https://doi.org/10.1002/0471264385.wei1218>
- Stober, D.R., & Parry, C. (2005). Current challenges and future directions in coaching research. In M. Cavanaugh, A.M. Grant, & T. Kemp (Eds.), *Evidence-based coaching* (pp. 13-19). Brisbane, Australia: Australian Academic Press. Dikutip dari: <https://search.informit.com.au/documentSummary;dn=042779746234424;res=IELBUS> ISBN: 187537857X.
- Subagyo, P. Joko, 2011, *Metode Penelitian Dalam Teori dan Praktik* Cetakan Keenam, Rineka Cipta, Jakarta.
- Sue-Chan, C., & Latham, G. P. (2004). The relative effectiveness of external, peer, and self-coaches. *Applied Psychology*, 53(2). Dikutip dari: <https://doi.org/10.1111/j.1464-0597.2004.00171.x>
- Sugiyono, (2008). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung Alfabeta.
- Sugiyono. (2009). *Metode Penelitian Bisnis*. Bandung : Alfabeta.
- Sugiyono. (2011). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung : Alfabeta
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta
- Sugiyono. 2010. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- Sukardi, (2004), *Metodologi Penelitian Pendidikan: Kompetensi dan Praktiknya*, Jakarta: Bumi Aksara.
- Sukardi. (2011). *Metodologi Penelitian Pendidikan*. Jakarta: Bumi Aksara.
- Suliyanto (2005), *Analisis Data Dalam Aplikasi Pemasaran*, Bogor: Ghalia Indonesia.
- Sunjoyo, R. S., Carolina, V., Magdalena, N., & Kurniawan, A. (2013). *Aplikasi SPSS untuk smart riset*. Bandung: Alfabeta.
- Suryabrata, Sumadi. (2004). *Psikologi Pendidikan*. Jakarta: Raja Grafindo Persada.
- Tessema MT, Soeters JL (2006). Challenges and practices of HRM in developing countries: testing the HRM-performance link in the Eritrean civil service. *Int. J.Hum. Res.*, 17(1): 86-105. Dikutip dari: <https://doi.org/10.1080/09585190500366532>

- Ting, S., & Riddle, D. (2006). A framework for leadership development coaching. In S. Ting & P. Scisco (Eds.), *The CCL handbook of coaching: A guide for the leader coach* (pp. 34-62). San Francisco, CA: Jossey-Bass. Dikutip dari: penelitian Levy (2010)
- Turner, C. A. (2004). *Executive coaching: The perception of executive coaching from the executive's perspective* (Doctoral dissertation, Pepperdine University). Dikutip dari: <https://search.proquest.com/openview/c70d394d882ec6f2f149f80dbdc10d0f/1?pq-origsite=gscholar&cbl=18750&diss=y>
- Viswesvaran, C., & Ones, D. S. (2000). Perspectives on models of job performance. *International Journal of Selection and Assessment*, 8, 216–226. Dikutip dari: <https://doi.org/10.1111/1468-2389.00151>
- Viswesvaran, C., Schmidt, F. L., & Ones, D. S. (2005). Is there a general factor in ratings of job performance? A meta-analytic framework for disentangling substantive and error influences. *Journal of Applied Psychology*, 90(1), 108. Dikutip dari: <http://dx.doi.org/10.1037/0021-9010.90.1.108>
- Wales, S. (2003). Why coaching? *Journal of Change Management*, 3, 275–282. Dikutip dari: <https://doi.org/10.1080/714042542>
- Wheeler, L. (2011). How does the adoption of coaching behaviours by line managers contribute to the achievement of organisational goals?. *International Journal of Evidence Based Coaching & Mentoring*. Dikutip dari: <http://ijebcm.brookes.ac.uk/documents/vol09issue1-paper-01.pdf>
- Whitmore, J. (2004), *Coaching for Performance*, London: Nicholas Brealey Publishing.
- Witherspoon, R., & White, R. P. (1997). *Four essential ways that coaching can help executives*. Greensboro, NC: Center for Creative Leadership. Dikutip dari: <https://www.amazon.com/Four-Essential-Ways-Coaching-Executives/dp/1882197267>
- Yalçõn, R. (2016). A COACHING BASED MANAGEMENT MODEL FOR ELIMINATING PERFORMANCE INTERFERENCES: PROBLEM-REALITY-ACTION (PRA). *International Journal of Arts & Sciences*, 9(3), 141. Dikutip dari: <https://search.proquest.com/openview/916bc302067061f93678d6c704e9413c/1?pq-origsite=gscholar&cbl=626342>
- Yan Luo-Beitler and Boris Djokic (2016) *Impact of Coaching From: Customers Perceptions*. Keiser University, United States. Dikutip dari: <https://search.proquest.com/docview/1858849743?accountid=50674>
- Yukl, G. A., & Yukl, G. (2002). *Leadership in organizations*.

Zeus, P and Skiffington, S. (2005b), *The Complete Guide to Coaching at Work*, Australia: McGraw Hill. Dikutip dari: <https://www.amazon.com/Complete-Guide-Coaching-Work/dp/0074708422>.

