

## REFERENCES

- Abdul Khaliq Alvi, Mushtaq Ahmed Khan, Ali Adnan Ahmed & Mudassar Zulfiqar. 2014. "A Study of Employee Compensation and Employee Job Engagement on Banks of Lahore, Pakistan". *Sci.Int.(Lahore)*. Vol. 26, (5): p. 2411-2414
- Abdul Shukor, M. F., Mustaffa, F., Hassan, M. S., Yusof, N., & Wan Lokman, T. M. .2020. "Pengaruh Sikap Terhadap Penerimaan Terhadap Pasukan Kerja di Kolej Universiti Islam Melaka". *Jurnal Sains Sosial*, Vol. 5, (1): p. 78-86.
- Abdullah, H. 2009. "Definitions of HRD: Key Concepts from a National and International perspective". *Journal of European Social Sciences*. Vol.10, (4): p. 486-95.
- Abdulsalam, D., & Mawoli, M. A. 2012. "Motivation and Job Performance of Academic Staff of State Universities in Nigeria: The Case of Ibrahim Badamasi Babangida University, Lapai, Niger State". *International Journal of Business and Management*. Vol.7, (14): p.142-148.
- Abu bakr M. Suliman, Abdel Rahman A. Abdel Rahman & Adeija Abdalla. 2010. "Personality Traits and Work Performance in a Duty-Free Industry". *International Journal of Commerce and Management*. Vol. 20, (1): p. 64-82.
- Acuna, E., & Rodriguez, C. 2004. The treatment of missing values and its effect on classifier accuracy. In *Classification, Clustering, and Data Mining*, (1995), 1-9. [http://doi.org/10.1007/978-3-642-17103-1\\_60](http://doi.org/10.1007/978-3-642-17103-1_60)
- Adunola, O. 2011. *An Analysis of the Relationship Between Class Size and Academic Performance of Students*. Ogun State, Nigeria: Ego Booster Books.
- Agarwal, U. A., Datta, S., Blake-Beard, S., & Bhargava, S. 2012. "Linking LMX, Innovative Work Behaviour and Turnover Intentions: The Mediating Role of Work Engagement". *Career Development International*.
- Aguinis, H., & Kraiger, K. 2009. "Benefits of Training and Development for Individuals and Teams, Organisations, and Society". *Annual Review of Psychology*. Vol. 60, (1): p. 451-474.
- Ahmad, S., & Schroeder, R. G. 2003. "The Impact of Human Resource Management Practices on Operational Performance: Recognizing Country and Industry Differences". *Journal of Operations Management*. Vol. 21, (1): p. 19-43.
- Ahmat, N. H. C., Arendt, S. W., & Russell, D. W. 2019. "Examining Work Factors After Malaysia's Minimum Wage Implementation". *International Journal of Contemporary Hospitality Management*.

Ahmed, I., Ismail, W.K.W. and Amin, S.M. 2014. "Employee's Reciprocation of Organisational support And LMX". *Management Research Review*. Vol. 37, (11): p. 930-943

Akhtar, J. H., & Iqbal, I. 2017. "Impact of Motivation on Teachers' Job Performance: A Case Study of a Public Sector University". *Journal of Educational Sciences*, Vol. 4, (1): p. 54.

Akiri, A. A. & Ugborugbo, N. M. 2009. "Teachers' Effectiveness and Students' Performance in Public Secondary Schools in Delta State, Nigeria". *Stud Home Comm Sci*. Vol. 3, (2): p.107-113.

Albrecht, S. L., Bakker, A. B., Gruman, J. A., Macey, W. H., & Saks, A. M. 2015. "Employee Engagement, Human Resource Management Practices and Competitive Advantage: An Integrated Approach". *Journal of Organisational Effectiveness: People and Performance*. Vol. 2, (1): p.7-35.

Alfes, K., Shantz, A., Truss, C., & Soane, E. 2013a. "The Link Between Perceived Human Resource Management Practices, Engagement and Employee Behaviour: A Moderated Mediation Model". *The International Journal of Human Resource Management*. Vol. 24, (2): p. 330–351.

Alfred Presbitero, Banjo Roxas & Doren Chadee. 2016. "Looking Beyond HRM Practices in Enhancing Employee Retention In BPOS: "Focus On Employee–Organisation Value Fit". *The International Journal of Human Resource Management*. Vol. 27, (6): p. 635-652.

Alima & Faizuniah. 2018. "Mediating Role of Organisational Commitment in the Relationship Between Human Resource Management Practices and Employee Engagement, Does Black Box Stage Exist?". *International Journal of Sociology and Social Policy*. Vol. 38, (7/8): p. 606-636

Al-Qudah, M. K. M., Osman, A., Ab Halim, M. S., & Al-Shatanawi, H. A. 2014. "The Effect of Human Resources Planning and Training and Development on Organisational Performance in the Government Sector in Jordan". *International Journal of Academic Research in Business and Social Sciences*. Vol. 4, (4).

Aman, Z., & Abd Shukor, K. 2015. "Faktor-Faktor yang Mempengaruhi Prestasi Kerja dalam Kalangan Staf Sokongan Kolej Universiti Islam Antarabangsa Selangor". *Proceeding of the 2nd International Conference on Management and Muamalah 2015 (2ndICoMM), 16th – 17th November 2015*.

Anand, R., & Udaya Suriyan, G. 2010. "Emotional Intelligence and Its Relationship with Leadership Practices". *International Journal of Business and Management*. Vol. 5, (2): p. 65-76.

Anderson, J. C., & Gerbing, A. G. 1988. "Structural Equation Modeling in Practice: A Review and Recommended Two-Step Approach". *Psychological Bulletin*. Vol.103, (2): p. 411-423.

Anand, S, Hu, J., Liden, R.C., & Vidyarathi, P.R. 2001. "LMX: Recent Research Findings and Prospects for the Future". In A. Bryman, D. Collinson, K. Grint, B. Jackson and M. Uhl-Bien (Eds.), *The Sage Handbook of Leadership*. Thousand Oakes, CA: Sage: p.311-325

Andrew, O.C., & Sofian, S. 2011. "Engaging People Who Drive Execution and Organisational Performance". *American Journal of Economics and Business Administration*. Vol. 3, (3): p. 569-575.

Anitha J. 2014. "Determinants of Employee Engagement and Their Impact on Employee Performance". *International Journal of Productivity and Performance Management*. Vol.63, (3): p. 308 – 323. <http://dx.doi.org/10.1108/IJPPM-01-2013-0008>

Armstrong, M. & Taylor, S. 2013. *Armstrong Hand Book of Human Resource Management Practice* (13th ed.). London: Kogan Page.

Aslam, H.D, Sarwar, S., & Rasheed, M. I. (2010). Hindering Factors of Beginning Teachers' High Performance in Higher Education Pakistan (Case Study of IUB-The Islamia University of Bahawalpur). *International Journal of Education*. Vol. 2,(1): p. 1-13.

Atteya, N. M. 2012. "Testing the Impact of the Human Resource Management Practices on Job Performance: An Empirical Study in the Egyptian Joint Venture Petroleum Companies". *International Journal of Business and Social Science*. Vol. 3, (9).

Awais Imam, Dr. Abdus Sattar Abbasi, Dr. Saima Muneer. 2013. "The Impact of Islamic Work Ethics on Employee Performance: Testing Two Models of Personality X and Personality Y". *Sci.Int (Lahore)*. Vol. 25, (3): p. 611-617.

Awang, P. 2018. *Pendekatan Mudah SEM (Structural Equation Modeling)*.

Ayers, W. 2001. *To Teach. The Journey of a Teacher* (2nd ed.). New York, NY: Teachers College Press.

Azim, A. M. M., & Zaid, D. S. 2017. "Amalan Sumber Manusia dan Tingkah Laku Kewarganegaraan Organisasi dalam Kalangan Pensyarah". *Journal of Business Innovation*. Vol. 2, (2): p. 1.

Azlina Mohd. Kosnin & Shiqah Jantan. 2010. "Tahap Stres dan Tahap Kepuasan Kerja dalam Kalangan Pensyarah Universiti Teknologi Malaysia". Working Paper. Universiti Teknologi Malaysia, Skudai, Johor

Baba, V.V., Tourigny, L., Wang, X. and Liu, W. 2009. "Proactive Personality and Work Performance in China: The Moderating Effects of Emotional Exhaustion and Perceived Safety Climate". *Canadian Journal of Administrative Sciences*. Vol. 26, (1): p. 23-37.

Babakus, E., Yavas, U., Karatepe, O. and Avci, T. 2003. "The Effect of Management Commitment to Service Quality on Employees Affective and Performance Outcomes". *Journal of the Academy of Marketing Science*. Vol. 20, (10): p. 1-15.

Babin, B., Carr, J., Griffin, M., & Zikmund, W. 2013. *Business Research Methods* (9th ed.). Mason, OH: Thomson.

Bailey, C., Madden, A., Alfes, K., Fletcher, L. 2017. "The Meaning, Antecedents and Outcomes of Employee Engagement: A Narrative Synthesis". *International Journal of Management Reviews*. Vol. 19, (1): p. 31-53.

Bakker, A. B. 2011. "An Evidence-Based Model of Work Engagement". *Current Directions in Psychological Science*. Vol. 20, (4): p. 265-269.

Bakker, A. B., & Bal, M. P. 2010. "Weekly Work Engagement and Performance: A Study Among Starting Teachers". *Journal of Occupational and Organisational Psychology*. Vol. 83, (1): p. 189-206.

Bakker, A. B., & Demerouti, E. 2007. "The Job Demands-Resources Model: State of the Art". *Journal of Managerial Psychology*. Vol. 22, (3): p. 309-328. <http://dx.doi.org/10.1108/02683940710733115>

Bakker, A. B., & Demerouti, E. 2008. "Towards A Model of Work Engagement". *Career Development International*. Vol. 13, (3): p. 209-223.

Bakker, A. B., & Demerouti, E. 2014. Job Demands–Resources Theory. In C. Cooper & P. Chen (Eds.). *Well-being. A Complete Reference Guide*: p. 37–64.

Bakker, A. B., & Demerouti, E. 2016. "Job Demands–Resources Theory: Taking Stock and Looking Forward". *Journal of Occupational Health Psychology*. Advance Online Publication. <https://doi.org/10.1037/ocp0000056>.

Bakker, A. B., Demerouti, E., & Euwema, M. C. 2005. "Job Resources Buffer the Impact of Job Demands on Burnout". *Journal of Occupational Health Psychology*. Vol. 10, (2): p. 170-180.

Bakker, A. B., Demerouti, E., & Schaufeli, W. B. 2003. "Dual Processes at Work in a Call Centre: An Application of The Job Demands-Resources Model". *European Journal of Work and Organisational Psychology*. Vol. 12: p. 393-417.

Bakker, A. B., Hakanen, J. J., Demerouti, E., & Xanthopoulou, D. 2007. "Job Resources Boost Work Engagement, Particularly When Job Demands are High". *Journal of Educational Psychology*. Vol. 99, (2): p. 274-284.

Bakker, A.B. & Leiter, M.P. (Eds). 2010. *Work Engagement: A Handbook of Essential Theory and Research*. New York, NY: Psychology Press.

Barkhuizen, N., Rothmann, S., & Vijver, F. J. 2014. "Burnout and Work Engagement of Academics in Higher Education Institutions: Effects of Dispositional Optimism". *Stress and Health*. Vol. 30, (4): p. 322-332.

Barnett, B. R., & Bradley, L. 2007. "The Impact of Organisational Support for Career Development on Career Satisfaction". *Career Development International*. Vol. 12, (7): p. 617-636.

Baron, R., & Kenny, D. 1986. "The Moderator-Mediator Variable Distinction in Social Psychological Research". *Journal of Personality and Social Psychology*. Vol. 51,(6): p. 1173-1182. <http://doi.org/10.1037/0022-3514.51.6.1173>

Barrick, M.R. & Ryan, A.M. A.M. (Eds). 2003. *Personality and Work: Reconsidering the Role of Personality in Work*. San Francisco, CA : Jossey-Bass,.

Batt, R. 2002. "Managing Customer Services: Human Resource Practices, Quit Rates, and Sales Growth". *Academy of Management Journal*. Vol. 45, (3): p. 587-597.

Bauer, T.N. and Green, S.G. 1996. "Development of LMX: A Longitudinal Test". *Academy of Management Journal*. Vol. 39, (6): p. 1538-1567.

Beauregard, T. A., & Henry, L. C. 2009. "Making the Link Between Work–Life Balance Practices and Organisational Performance". *Human Resource Management Review*. Vol. 19: p. 9-22.

Bell, J. 2005. *Doing Your Research Project: A Guide for First-Time Researchers in Education, Health and Social Science*. Maidenhead: Open University Press.

Bellas, M.L. & Toutkoushion, R.K. 1999. "Faculty Time Allocations and Research Productivity: Gender, Race and Family Effects". *The Review of Higher Education*. p. 367-390

Beniger, J. R., Barnett, V., & Lewis, T. 1980. "Outliers in Statistical Data". *Contemporary Sociology*. Vol. 9: p. 560. <http://doi.org/10.2307/2066277>

Benjamin, B. & Ahmad, P. 2012. "Motivational Factors of Employee Retention and Engagement in Organisations". *International Journal of Advances in Management and Economics*. Vol. 1, (6): p. 88-95.

Berawi, F. M. 2017. *Metodologi Penyelidikan*. Sintok: Penerbit Universiti Utara Malaysia.

Bergeron, D.M., Schoreder, T.D. & Martinez, H.A. 2014. "Proactive Personality at Work: Seeing More to Do and Doing More?" *Journal of Business and Psychology*. Vol. 29, (1): p. 71-86.

Bernadin, H.J. 2007. *Human Resource Management: an Exponential Approach* (4th ed.). New York: McGraw-Hill Irwin. p. 253-277.

Bevan, S. 2012. *Good Work, High Performance and Productivity*. The Work Foundation.

Bhal, K.T. & Ansari, M.A. 2007. "LMX-Subordinate Outcomes Relationship: Role of Voice and Justice". *Leadership and Organisation Development Journal*. Vol. 28, (1): p. 20-35.

Bhatti, M. A., Alshagawi, M., & Juhari, A. S. 2018. "Mediating the Role of Work Engagement between Personal Resources (Self-Efficacy, the Big Five Model) and Nurses: Job Performance". *International Journal of Human Rights in Healthcare*. Vol. 11: p. 176-191.

Biao, L. U. O., & Cheng, S. 2014. "LMX, Efficacy and Job Performance: A Cognitive Perspective Interpretation". *Canadian Social Science*. Vol. 10, (5): p. 244-248.

Bieschke, K.J. 2006. "Research Self-Efficacy Beliefs And Research Outcome Expectations: Implications for Developing Scientifically Minded Psychologists". *Journal of Career Assessment*. Vol. 14, (1): p. 77-91.

Blau, P. M. (1964). *Exchange and Power in Social Life*. New York: John Wiley and Sons

Blumberg M, & Pringle CD. 1982. "The Missing Opportunity on Organisational Research: Some Implication for a Theory of Work Performance". *The Academy of Management Review*. Vol. 7: p. 560-569

Boles, J.S., Wood, J.A. & Johnson, J. 2003. "Interrelationships of Role Conflict, Role Ambiguity, and Work-Family Conflict with Different Facets of Job Satisfaction and the Moderating Effects of Gender". *Journal of Personal Selling and Sales Management*. Vol. 23,(2): p. 99-113.

Bolt, J. F. (1989). *Executive Development: A Strategy for Corporate Competitiveness*. New York: Harper & Row.

Boon, C., & Kalshoven, K. 2014. "How High-Commitment HRM Relates to Engagement and Commitment: The Moderating Role of Task Proficiency". *Human Resource Management*. Vol. 53, (3): p. 403- 420.

Borman WC, Motowidlo SJ. 1997. "Task Performance and Contextual Performance: The Meaning for Personnel Selection Research". *Hum. Perform.* Vol. 10: p. 99-109.

Borman, W.C., & Motowidlo, S.J. 1993. "Expanding the Criterion Domain to Include Elements of Contextual Performance". In N. Schmitt and W.C. Borman (eds.), *Personnel Selection in Organisations* (p. 71±98). San Francisco, CA: Jossey Bass.

Borman, W.C., Penner, L.A., Allen, T.D. & Motowidlo, S.J. 2001. "Personality Predictors of Citizenship Performance". *International Journal of Selection and Assessment*. Vol. 9, (1-2): p. 52-69.

Bowen, D. E., & Ostroff, C. 2004. "Understanding HRM–Firm Performance Linkages: The role of the "strength" of the HRM System". *Academy of Management Review*. Vol. 29, (2): p. 203-221.

Boxall, P. & Purcell, P. 2008. *Strategy and Human Resource Management* (2nd ed.). Palgrave Macmillan, Basingstoke.

Boyd, C. M., Bakker, A. B., Pignata, S., Winefield, A. H., Gillespie, N., & Stough, C. 2011. "A longitudinal Test of the Job Demands-Resources Model Among Australian University Academics". *Applied Psychology*. Vol. 60, (1): p. 112-140.

Bozionelis, N. 2004. "The Relationship Between Disposition and Career Success: A British Study". *Journal of Occupational and Organisational Psychology*. Vol. 77: p. 403-420

Breevaart, K., Bakker, A. B., Demerouti, E., & Van Den Heuvel, M. 2015. "LMX, Work Engagement, and Job Performance". *Journal of Managerial Psychology*.

Brown, M. W., & Cudeck, R. 1993. Alternative Ways of Assessing Model. In K. A. Bollen, & J. S. Long. *Testing Structural Equation Models* (p.136±162). Newbury Park, CA: Sage.

Bryman, A., & Bell, E. 2011. *Business Research Methods* (3rd ed.). New York: Oxford University Press Inc.

Bryman, A., and Bell, E. 2003. *Business Research Methods*. NY: Oxford University Press.

Byrne, B. M. 2010. *Structural Equation Modeling with AMOS: Basic Concepts, Applications, and Programming* (2nd ed.). London: Lawrence Erlbaum Associates.

Campbell JP, Knapp DJ, eds. 2001. *Exploring the Limits in Personnel Selection and Classification*. Mahwah, NJ: Erlbaum

Campbell JP. 2012. *Behaviour, Performance, and Effectiveness in the Twenty-First Century*.

Campbell JP. 2013. Leadership, the Old, the New, and the Timeless: A Commentary. See Rumsey: p. 401-22

Campbell, D.J. 2000. "The Proactive Employee: Managing Workplace Initiative". *Academy of Management Executive*. Vol. 14, (1): p. 52-66.

Campbell, J. K., & Yen, S. H. 2014. "Workplace Spirituality and Organisational Commitment Influence on Job Performance among Academic Staff". *Jurnal Pengurusan*, Vol. 40: p. 115–123.

Campbell, J. P., McCloy, R. A., Oppler, S. H., & Sager, C. E. 1993. *A Theory of Performance*. Personnel Selection in Organisations: p. 35-70

Cania, L. 2014. "The Impact of Strategic Human Resource Management on Organisational Performance". *Economia. Seria Management*. Vol. 17, (2): p. 373-383.

Carlson, R. 1971. Where is the Person in Personality Research? *Psychological Bulletin*. Vol. 75, (3): p. 203-219.

Cascio, W.F. 2003. *Managing Human Resources: Productivity, Quality of Work, Life, Profits* (6th ed.). New York: McGraw Hill Higher Education.

Chan, S. C. H., & Mak, W. M. 2012. "Benevolent Leadership and Follower Performance: The Mediating Role of Leader-member Exchange (LMX)". *Asia Pacific Journal of Management*. Vol. 29, (2): p. 285-301.

Chao, G. T., Walz, P. M., & Gardner, P. D. 1992. "Formal and Informal Mentorships: A Comparison on Mentoring Functions and Contrast with Nonmentored Counterparts". *Personnel Psychology*. Vol. 45: p. 619-636

Charmaz, K. 2006. *Constructing Grounded Theory*. Thousand Oaks, CA: Sage.

Chen, J.C., & Silverthorne, C. 2005. "Leadership Effectiveness, Leadership Style and Employee Readiness". *Leadership and Organisation Development Journal*. Vol. 26: p. 280-288.

Chen, T.Y., Chang, P.L. & Yeh, C.W. 2004. "An Investigation of Career Development Programs, Job Satisfaction, Professional Development and Productivity: The Case of Taiwan". *Human Resource Development International*. Vol. 7, (4): p. 441-463, Doi: 10.1080/1367886042000246049.

Chen, W., & Hirschheim, R. 2004. "A Paradigmatic and Methodological Examination of Information Systems Research from 1991 to 2001". *Information Systems Journal*. Vol. 14,(3): p. 197-235.

Chen, Z., Lam, W., Zhong, J. A. 2007. "LMX and Member Performance: A New Look at Individual-Level Negative Feedback-Seeking Behaviour and Team-Level Empowerment Climate". *Journal of Applied Psychology*. Vol. 92, (1): p. 202.

Cheng, Y., Wang, Q., & Liu, N. C. 2014. How World-Class Universities Affect Global Higher Education. In *How World-Class Universities Affect Global Higher Education* (pp. 1-10). SensePublishers, Rotterdam.

Cheng-Liang, Y. & Mark, H. 2014. "Personality Traits and Simultaneous Reciprocal Influences Between Job Performance and Job Satisfaction". *Chinese Management Studies*. Vol. 8, (1): p. 6-26.

Cheung, M.F. & Wu, W. 2012. "LMX and Employee Work Outcomes in Chinese Firms: The Mediating Role of Job Satisfaction". *Asia Pacific Business Review*. Vol.18, (1): p. 65-76.

Chiu, R. K., Luk, V. W., & Tang, T. L. 2002. "Retaining and Motivating Employees: Compensation Preferences in Hong Kong and China". *Personal Review*. Vol. 31, (4): p. 402-432.

Choy, J., McCormack, D., & Djurkovic, N. 2016. "LMX and Job Performance: The Mediating Roles of Delegation and Participation". *Journal Of Management Development*.

Christian, M.S., Garza, A.S. & Slaughter, J.E. 2011. "Work Engagement: A Quantitative Review and Test of Its Relations with Task and Contextual Performance". *Personnel Psychology*. Vol. 64, (1): p. 89-136.

Chua Bee Seok. 2011. "Personaliti, Motivasi dan Prestasi Kerja dalam Kalangan Belia Malaysia". *Siri Kertas Penyelidikan Psikologi dan Kesihatan Sosial*. Vol. 2.

Churchill, G. A.; Ford, N. M.; Hartley, S. W.; and Walter, C. O. 1985. "The Determinants of Salesperson Performance: A Meta-Analysis". *Journal of Marketing Research*. Vol.22 (May): p.103-118.

Churchill, G.A. 2001. *Basic Marketing Research* (4th ed.). USA: Thomson Learning.

Clandinin, D. J., & Connelly, F. M. 2000. *Narrative Inquiry: Experience and Story in Qualitative Research*. San Francisco: Jossey-Bass.

Clarke, D. 2004. "Neuroticism: moderator or mediator in the relation between locus of control and depression?". *Personality and Individual Differences*. Vol. 37(2): p. 245-258.

Clark, K. B. (1989). *Dark Ghetto: Dilemmas of Social Power*. Wesleyan University Press

Clarke, M., Koch, L., & Hill E. 2004. "The Work-Family Interface: Differentiating Balance and Fit". *Family and Consumer Sciences Research Journal*. Vol. 33, (2).

- Clark, S. 2000. "Work-Family Border Theory: A New Theory of Work-Life Balance". *Human Relations*. Vol.53: p.747-770.
- Cohen, J. 1988. *Statistical Power Analysis for the Behavioural Sciences* (2nd ed.). Lawrence Erlbaum, Hillsdale, NJ.
- Coldwell, D. & Herbst, F. 2004. *Business Research* (1st ed.). Cape Town: Juta and Co Ltd.
- Collis, J., & Hussey, R. 2013. *Business Research: A Practical Guide for Undergraduate and Postgraduate Students*. Pan Macmillan.
- Cooper, J. O., Heron, T. E., & Heward, W. L. 2007. *Applied Behaviour Analysis*. Upper Saddle River, NJ: Pearson/Merrill-Prentice Hall.
- Corbin, J. M., & Strauss, J. M. 2007. *Basics of Qualitative Research: Techniques and Procedures For Developing Grounded Theory* (3rd ed.). Thousand Oaks, CA: Sage.
- Corbin, J. M., & Strauss, J. M. 2015. *Techniques and Procedures for Developing Grounded Theory* (4th ed.). Thousand Oaks, CA: Sage.
- Crant, J.M. 2000. "Proactive Behaviour in Organisations". *Journal of Management*. Vol. 26, (3): p. 435-462.
- Crawford, E. R., LePine, J. A., & Rich, B. L. 2010. "Linking Job Demands and Resources to Employee Engagement and Burnout: A Theoretical Extension and Meta-analytic Test". *Journal of Applied Psychology*. Vol. 95, (5): p.834.
- Creswell, J. W. 2009. *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. United States of America: Sage publications.
- Creswell, J. W. 2018. *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed.). Sage publications.
- Creswell, J. W., & Poth, C. N. 2018. *Qualitative Inquiry and Research Design: Choosing Among Five Approaches* (4th ed.). Thousand Oaks, CA: Sage.
- Cropanzano, R., & Mitchell, M. S. 2005. "Social Exchange Theory: An Interdisciplinary Review". *Journal of Management*. Vol. 31, (6): p.874-900.
- Cross & Carbery. 2013. *Human Resource Management-a Concise Introduction*. Palgrave Macmillan.

Cullen, K.L., Edwards, B.D., Casper, W.C., Gue, K.R. 2014. "Employees' Adaptability and Perceptions of Change-Related Uncertainty: Implications for Perceived Organisational Support, Job Satisfaction, and Performance". *Journal of Business and Psychology*. Vol. 29, (2): p. 269-280.

Czaja, R. & Blair, J. 1996. *Designing Surveys: A Guide to Decisions and Procedures*. Thousand Oaks, USA: Pine Forge Press.

Dai, Y.D., Chen, K.Y. & Zhuang, W.L. 2016. "Moderating Effect of Work-Family conflict on the Relationship Between LMX and Relative Deprivation: Links to Behavioural Outcomes". *Tourism Management*. Vol. 54: p. 369-382.

Dansereau, F. 1995. "A Dyadic Approach to Leadership: Creating and Nurturing this Approach Under Fire". *The Leadership Quarterly*. Vol. 6 (4): p. 479-490.

Dansereau, F., Graen, G.B., & Haga, W. 1975. "A Vertical Dyad Linkage Approach to Leadership in Formal Organisations". *Organisational Behaviour and Human Performance*. Vol. 13: p. 46-78.

Day, D. V., & Miscenko, D. 2015. Leader-member Exchange (LMX): Construct Evolution, Contributions, and Future Prospects for Advancing Leadership Theory. In T. N. Bauer & B. Erdogan (Eds.), *The Oxford Handbook of Leader-Member Exchange*. Oxford, England: Oxford University Press

De Boer, H. & Goedegebuure, L. 2009. "The Changing Nature of the Academic Deanship". *Leadership*. Vol.5, (3): p. 347-364.

de Oliveira, L. B., & da Silva, F. F. R. A. 2015. "The Effects of High-Performance Work Systems and LMX Quality on Employee Engagement: Evidence from A Brazilian Non-Profit Organisation". *Procedia Computer Science*. Vol. 55: p. 1023-1030.

de Villiers, J.R. & Stander, M.W. 2011. "Psychological Empowerment, Work Engagement and Turnover Intention: The Role of Leader Relations and Role Clarity in a Financial Institution". *Journal of Psychology in Africa*. Vol. 21, (3): p. 405-412.

Deci, E. L., & Ryan, R. M. 1985. *Intrinsic Motivation and Self-Determination in Human Behaviour*. New York: Plenum.

Delery, J. E., & Doty, D. H. 1996. "Modes of Theorizing In Strategic Human Resource Management: Tests of Universalistic, Contingency, and Configurational Performance Predictions". *Academy of Management Journal*. Vol. 39, (4): p. 802-835.

Demerouti, E., & Bakker, A. B. 2011. "The Job Demands-Resources Model: Challenges for Future Research". *SA Journal of Industrial Psychology*. Vol. 37: p. 1-9. <https://doi.org/10.4102/sajip.v37i2.974>

Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. 2001. "The Job Demands-Resources Model of Burnout". *Journal of Applied Psychology*. Vol. 86: p. 499-512.

Dessler, G. 2006. *A Framework for Human Resource Management*. Pearson Education. India.

Dienesch, R.M. & Liden, R.C. 1986. "LMX Model of Leadership: A Critique and Further Development". *Academy of Management Review*. Vol. 11, (3): p. 618-634.

Drucker P. 2006. *The Practice of Management*. Harper Business; Reissue Edition.

Duchon, D., Green, S. G., & Taber, T. D. (1986). "Vertical Dyad Linkage: A Longitudinal Assessment of Antecedents, Measures, and Consequences". *Journal of Applied Psychology*. Vol. 71: p. 56-60.

Dulebohn, J. H., Bommer, W. H., Liden, R. C., Brouer, R. L., & Ferris, G. R. 2012. "A Meta- Analysis of Antecedents and Consequences of LMX: Integrating the Past with an Eye Toward the Future". *Journal of Management*. Vol. 38, (6): p. 1715-1759. <https://doi.org/10.1177/0149206311415280>

Dunkin, R. 2005. The HR Challenge: Some More Thoughts. Paper Presented at the OECD Conference on HR Issues, Paris, France: p. 25-26.

Dwyer, D. J., & Fox, M. L. 2006. "The Relationship Between Job Demands and Key Performance Indicators: Moderating Effects of Job Resources in Call Centers". *Journal of Business and Management*. Vol. 12: p. 127-145.

Easterby-Smith, M., Thorpe, R., & Jackson, P. 2012. *Management Research* (4th ed.). London: Sage.

Eggen, P. & Kauchak, D. 2002. *Strategies for Teachers: Teaching Content and Thinking Skills* (4th ed.). Needham Heights: M.A. Allyn and Bacon.

Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P.D. & Rhoades, L. 2001. "Reciprocation of Perceived Organisational Support". *Journal of Applied Psychology*. Vol. 86, (1): p. 42-51.

Elliott, A. C., & Woodward, W. A. 2007. *Statistical Analysis Quick Reference Guidebook: with SPSS Example*. Sage Publication. <http://doi.org/10.4135/9781412985949>

Emerson, R. 1976. "Social Exchange Theory". *Annual Review of Sociology*. Vol. 2: p. 335-362.

Epitropaki, O., & Martin, R. 2005. "From Ideal to Real: A Longitudinal Study of the Role of Implicit Leadership Theories on LMXs and Employee Outcomes". *Journal of Applied Psychology*. Vol. 90, (4): p. 659-676. <https://doi.org/10.1037/0021-9010.90.4.659>

Erdogan, B., & Bauer, T. N. 2010. "Differentiated LMXs: The Buffering Role of Justice Climate". *Journal of Applied Psychology*. Vol. 95: p. 1104-1120.

Erdogan, B., & Enders, J. 2007. "Support From the Top: Supervisors' Perceived Organisational Support as A Moderator of LMX to Satisfaction and Performance Relationships". *Journal of Applied Psychology*. Vol. 92, (2): p. 321.

Falk, R.F., Miller, N.B., 1992. *A Primer for Soft Modeling*. Akron, Ohio: The University of Akron.

Feist, J. & Feist, G.J. 2006. *Theories of Personality*. Boston, MA: McGraw-Hill Education.

Ferris, G. R., Liden, R. C., Munyon, T. P., Summers, J. K., Basik, K. J., & Buckley, M. R. 2009. "Relationships at Work: Toward a Multidimensional Conceptualization of Dyadic Work Relationships". *Journal of Management*. Vol. 35: p. 1379-1403.

Fisher, R., Boyle, M.V. & Fulop, L. 2010. "How Gendered is Organisational Commitment? The Case of Academic Faculty". *International Journal of Organisational Analysis*. Vol. 18, (3): p. 280-294.

Folan, P. & Browne, J. 2005. "A Review of Performance Measurement: Towards Performance Management". *Computers in Industry*. Vol. 56, (7): p. 663-680.

Foon, Y.S., Yin, J.H.S. & Fah, B.C.Y. 2012. "Student Evaluation of Lecturer Performance Among Private University Students". *Canadian Social Science*. Vol. 8, (4): p. 238-243.

Fornell, C., & Larcker, D. F. 1981. *Structural Equation Models with Unobservable Variables And Measurement Error: Algebra and Statistics*: p. 382-388.

Fowler, F. J. 2014. *Survey Research Methods* (5th ed.). Thousand Oaks, CA: Sage.

Franco-Santos, M., Lucianetti, L., & Bournea, M. 2012. "Contemporary Performance Measurement Systems: A Review of Their Consequences and a Framework for Research". *Management Accounting Research*. Vol. 23, (2): p. 79-119.

Frese M. 2008. "The Word is Out: We Need an Active Performance Concept for Modern Workplaces". *Ind. Organ. Psychol*. Vol. 1: p. 67-69

Gall, M.D., Gall, J.P. and Borg, W. 2006. *Educational Research: An Introduction* (8th ed.). New York: Longman.

Gerhart, B. A., Milkovich, G. T., & Murray, B. (1992). "Pay, Performance, and Participation; Competitiveness as the Match that Lights the Fire". *Journal of Personnel Psychology*. Vol. 16, (2): p. 77-90.

Gerstner, C. R., & Day, D. V. 1997. "Meta-Analytic Review of LMX Theory: Correlates and Construct Issues". *Journal of Applied Psychology*. Vol. 82: p. 827-844.

Gerstner, R. & Day, D. 1997. "Meta-Analytic Review of LMX Theory: Correlates and Construct Issues". *Journal of Applied Psychology*. Vol. 82, (6): p. 827-844.

Ghuri, P. & Gronhaug, K. 2002. *Research Methods in Business Studies*. Harlow: Pearson Education Limited.

Giannikis, S.K. and Mihail, D.M. 2011. "Modelling Job Satisfaction in Low-Level Jobs: Differences between Full-Time and Part-Time Employees in the Greek Retail Sector". *European Management Journal*. Vol. 29: p. 129-143.

Gill, J. & Johnson, P. 2002. *Research Methods for Managers* (3rd ed.). London: SAGE Publications Ltd.

Gill, J. Johnson, P. & Clark, M. 2010. *Research Methods for Managers* (4th Ed.). Los Angeles: SAGE

Giorgi, A. 2009. *The Descriptive Phenomenological Method in Psychology: A Modified Husserlian Approach*. Pittsburgh, PA: Duquesne University Press.

Goldberg, L.R. 1990. "An Alternative 'Description of Personality': The Big-Five Factor Structure". *Journal of Personality and Social Psychology*. Vol. 59, (6): p. 1216-1229.

Goldberg, L. R. 1999. A Broad-Bandwidth, Public Domain, Personality Inventory Measuring the Lower-Level Facets of Several Five-Factor Models. *Personality Psychology In Europe*. Vol. 7,(1): p. 7-28.

Goleman, D. 1998. *Working with Emotional Intelligence*. New York: Bantam.

Gomez -Mejia, L.R., Balkin, D.B., & Cardy, R.L. 2006. *Managing Human Resources*. New Jersey: Pearson Prentice Hall.

Goodman PS, Devadas R, Griffith-Hughson TL. 1988. Groups and Productivity: Analyzing the Effectiveness of Self-Management Teams. In JP Campbell, RJ Campbell. *Productivity in Organisations: New Perspectives from Industrial and Organisational Psychology* (p. 295- 327). San Francisco: Jossey-Bass

Gordon, G., & Whitchurch, C. 2007. "Managing Human Resources in Higher Education: The Implications of a Diversifying Workforce". *Higher Education Management and Policy*, 19(2), 135-155.

Graen, G. & Uhl-Bien, M. 1995. "Relationship-Based Approach to Leadership: Development of Leader-member Exchange (LMX) Theory of Leadership Over 25 Years: Applying a Multi-Level Multi-Domain Perspective". *The Leadership Quarterly*. Vol. 6, (2): p. 219-247

Graen, G. B., & Cashman, J. F. 1975. A Role-Making Model of Leadership in Formal Organisations: A Developmental Approach. In J. G. Hunt & L. L. Larson (Eds.), *Leadership Frontiers* (p.143- 165). Kent, Ohio: Kent State University Press.

Blumberg M, & Pringle CD. 1982. "The Missing Opportunity on Organisational Research: Some Implication for a Theory of Work Performance". *The Academy of Management Review*. Vol. 7: p. 560-569

Graen, G. B., & Wakabayashi, M. 1994. Cross-Cultural Leadership Making: Bridging American and Japanese Diversity for Team Advantage. In H. C. Triandis, M. D. Dunnette, & L. M. Hough (Eds.). *Handbook of Industrial and Organisational Psychology* (p. 415–446). Chicago: Rand-McNally.

Graen, G. B., Orris, D., & Johnson, T. 1973. "Role Assimilation Processes in a Complex Organisation". *Journal of Vocational Behaviour*. Vol. 3: p. 395-420.

Graen, G.B. & Scandura, T.A. 1987. Toward a Psychology of Dyadic Organizing. In Cummings, L.L. and Staw, B.M. (Eds), *Research in Organisational Behaviour* (p. 175-208), Vol. 9, JAI Press, Greenwich, CT.

Graen, G.B. Liden, R.C., & Hoel, W. 1982a. "Role of Leadership in the Employee Withdrawal Process". *Journal of Applied Psychology*. Vol. 67, (6): p. 868-872.

Greguras, G.J. & Diefendorff, J.M. 2010. "Why Does Proactive Personality Predict Employee Life Satisfaction and Work Behaviours? A field Investigation of the Mediating Role of the Self-Concordance Model". *Personnel Psychology*. Vol.63, (3): p. 539-560.

Gruman, J.A. & Saks, A.M. 2011. "Performance Management and Employee Engagement". *Human Resource Management Review*. Vol. 21, (2): p. 123-136

Guba, E. G., & Lincoln, Y. S. (1994). Competing Paradigms in Qualitative Research. *Handbook of Qualitative Research*. Vol. 2 (163-194), 105.

Guchait, P. 2007. *Human Resource Management Practices and Organisational Commitment and Intention to Leave: The Mediating Role of Perceived Organisational*

*Support and Psychological Contracts* (Master's Thesis). Retrieved from ProQuest Dissertations and Theses Database.

*Guidelines to Good Practice Academic Staff*. 2014. Malaysian Qualifications Agency.

Haddock-Millar, J., Sanyal, C., & Müller-Camen, M. 2016. "Green Human Resource Management: A Comparative Qualitative Case Study of a United States Multinational Corporation". *The International Journal of Human Resource Management*. Vol. 27, (2): p.192-211.

Hair JF, Anderson RE, Tatham RL & Black WC. 2014. *Multivariate Data Analysis*. Englewood Cliffs, NJ: Prentice-Hall.

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. 2010. *Multivariate Data Analysis*. Prentice Hall.

Hair, J. F., Money, A. H., Samouel, P., & Page, M. 2007. "Research Methods for Business". *Education + Training*. Vol. 49, (4): p. 336-337. <http://doi.org/10.1108/et.2007.49.4.336.2>

Hair, J. F., Money, A. H., Samouel, P., & Page, M. 2007. "Research Methods for Business". *Education + Training*. Vol. 49, (4): p. 336-337. <http://doi.org/10.1108/et.2007.49.4.336.2>

Hair, J. F., Ringle, C. M., & Sarstedt, M. 2011. "PLS-SEM: Indeed, a Silver Bullet". *The Journal of Marketing Theory and Practice*. Vol. 19, (2): p. 139-152. <http://doi.org/10.2753/MTP1069-6679190202>

Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. 2012. "An Assessment of the Use of Partial Least Squares Structural Equation Modeling in Marketing Research". *Journal of the Academy of Marketing Science*. Vol. 40, (3): p. 414-433. <http://doi.org/10.1007/s11747-011-0261-6>

Hair, J.F., Black, W.C., Babin, B.J., Anderson, R.E. & Tatham, R.L. 2006, *Multivariate Data Analysis* (6th ed.). Englewood Cliffs, NJ: Pearson Prentice Hall.

Hair, J.F., Jr, Anderson, R.E., Tatham, R.L. & Black, W.C. 1998. *Multivariate Data Analysis* (5th ed.). Prentice-Hall, NJ.

Hakanen, J. J., Bakker, A. B., & Schaufeli, W. B. 2006. "Burnout and Work Engagement Among Teachers". *Journal of School Psychology*. Vol. 43, (6): p. 495-513.

Hakim, W., & Fernandes, A. 2017. "Moderation Effect of Organisational Citizenship Behaviour on the Performance of Lecturers". *Journal of Organisational Change Management*. Vol. 30, (7): p. 1136-1148.

Hannam, R. L., & Jimmieson, N. L. 2007. *The Impact of Organisational Citizenship Behaviour and Non-Material Rewards on Dimensions of Employee Burnout: Evidence from the Teaching Profession*.

Hansen, L. S. 1976. "Career Development Education: Humanizing Focus for Educators". *Journal of Career Education*. Vol. 3, (1): p. 42-48.

Harris, A. 2015. *Critical Reflections on Educational Effectiveness and Improvement in Asia*. THF Workshop Reports: The HEAD Foundation.

Harris, K. J., Wheeler, A. R., & Michele Kacmar, K. 2009. "LMX and Empowerment: Direct and Interactive Effects on Job Satisfaction, Turnover Intentions, and Performance". *The Leadership Quarterly*. Vol. 20, (3): p. 371-382.

Hartel, C. E. J., Fujimoto, Y., Strybosh, V. E., & Fitzpatrick, K. 2007. *Human Resource Management: Transforming Theory into Innovative Practice*. Frenchs Forest, NSW: Person Education Australia

Harter, J. K., Schmidt, F. L., & Hayes, T. L. 2002. "Business-Unit-Level Relationship Between Employee Satisfaction, Employee Engagement, and Business Outcomes: A Meta-Analysis". *Journal of Applied Psychology*. Vol. 87, (2): p. 268.

Hassan, S. 2016. "Impact of HRM Practices on Employee's Performance". *International Journal of Academic Research in Accounting, Finance and Management Sciences*. Vol. 6.(1): p. 15-22.

Harzing, A. 2008. *Google Scholar-A New Data Source for Citation Analysis*. University of Melbourne, available at: [www.harzing.com/pop\\_gs.htm](http://www.harzing.com/pop_gs.htm)

Hassan, S., Wright, B.E. & Park, J. 2016. "The Role of Employee Task Performance And Learning Effort in Determining Empowering Managerial Practices: Evidence From A Public Agency". *Review of Public Personnel Administration*. Vol. 36, (1): p. 57-79.

Hatch, N.W. & Dyer J.H. 2004. "Human Capital and Learning as a Source of Sustainable Competitive Advantage". *Strategic Management Journal*. Vol. 25: p. 1155-1178.

Henseler, J., Ringle, C. M., & Sinkovics, R. R. 2009. "The Use of Partial Least Squares Path Modeling. In *International Marketing New Challenges o International Marketing* (p. 277-319): Emerald Group Publishing Limited.

Hill, E. J., Ferris, M. & Mårtinson, V. 2003. "Does It Matter Where You Work? A Comparison of How Three Work Venues (Traditional Office, Virtual Office, and Home Office) Influence Aspects of Work and Personal/Family Life". *Journal of Vocational Behaviour*. Vol. 63: p. 220-241.

Hinrichs, J. R., & Hollenbeck, G. P. 1991. Leadership Development. In K. N. Wexley (Ed.). *Developing Human Resources* (p. 221-258). Washington, D.C.: Bureau of National Affairs.

Hirschheim, R., & Klein, H. K. 1992. "Paradigmatic Influences on Information Systems Development Methodologies: Evolution and Conceptual Advances". *Advances in Computers*. Vol. 34: p 293-392.

Ho, V. T., Wong, S. S., & Lee, C. H. 2011. "Tale of Passion: Linking Job Passion and Cognitive Engagement to Employee Work Performance". *Journal of Management Studies*. Vol. 48, (1): p. 26-47

Hogan J, Hogan R, Kaiser RB. 2011. Management Derailment.

Hooda, S., & Singh, K. 2014. "Determining Job Satisfaction Among the Faculty Members in Private Education Institutions" *Global Journal of Enterprise Information System*. Vol. 6, (1): p. 13-17.

Hoon Song, J., Hun Lim, D., Gu Kang, I. & Kim, W. 2014. "Team Performance in Learning Organisations: Mediating Effect of Employee Engagement". *The Learning Organisation*. Vol. 21, (5): p. 290-309

Horng, J.S., Tsai, C.Y., Yang, T.C., Liu, C.H. & Hu, D.C. 2016. "Exploring the Relationship Between Proactive Personality, Work Environment And Employee Creativity Among Tourism and Hospitality Employees" *International Journal of Hospitality Management*. Vol. 54, (1): p. 25-34.

<https://www.moe.gov.my/en/pemberitahuan/announcement/setara-2019>

<https://www.studymalaysia.com/international/the-national-education-system/the-malaysian-higher-education-system-an-overview>

Hu, L. T., & Bentler, P. M. 1999. "Cutoff Criteria for Fit Indexes in Covariance Structure Analysis: Conventional Criteria Versus New Alternatives". *Structural Equation Modeling: A Multidisciplinary Journal*. Vol. 6, (1): p. 1-55.

Hu, Y., Smeyers-Verbeke, J., & Massart, D. L. 1990. "Outlier Detection in Calibration". *Chemometrics and Intelligent Laboratory Systems*. Vol. 9: p. 31-44. [http://doi.org/10.1016/0169-7439\(90\)80051-7](http://doi.org/10.1016/0169-7439(90)80051-7)

Hudson Resourcing. 2005. *The Case for Work/Life Balance: Closing the Gap Between Policy and Practice*. Hudson Australia and New Zealand available on [www.hudson.com](http://www.hudson.com)

Hui, C., Law, K.S., & Chen, Z. X. 1999. "A Structural Equation Model of the Effects of Negative Affectivity, Leader-Member Exchange, and Perceived Job Mobility on In-role

and Extra-role Performance: A Chinese Case". *Organisational Behaviour and Human Decision Processes*. Vol. 77, (1): p. 3-21.

Humborstad, S. I. W., Nerstad, C. G., & Dysvik, A. 2014. "Empowering Leadership, Employee Goal Orientations and Work Performance: A Competing Hypothesis Approach". *Personnel Review*. Vol. 43: p. 246-271. doi:10.1108/PR-01-2012-0008

Humphrey, R. H. 2002. "The Many Faces of Emotional Leadership". *The Leadership Quarterly*. Vol. 13: p. 493-504.

Huselid, M. A. 1995. "The Impact of Human Resource Management Practices on Turnover, Productivity, and Corporate Financial Performance". *Academy of Management Journal*. Vol. 38, (3): p. 635-672

Ibukunoluwa, O. E., Anuoluwapo, A. G., & Agbude, G. A. 2015. "Benefits of Organisational Citizenship Behaviours for Individual Employees". *Covenant International Journal of Psychology*, Vol. 1, (1).

Ichniowski, C., Shaw, K., & Prennushi, G. 1997. "The Effects of Human Resource Practices on Manufacturing Performance: A Study of Steel Finishing Lines". *American Economic Review*. Vol. 87, (3): p. 291-313.

Ilies, R., Nahrgang, J.D., & Morgeson, F.P. 2007. "LMX and Citizenship Behaviours: A Meta-Analysis". *Journal of Applied Psychology*, 92, 269-277.

Ingarianti & Tri Muji. 2014. Hubungan antara Kepribadian (The Big Five Factor Personality) dengan Organisationsl Citizenship Behaviour Pada Karyawan.

Ioannis Nikolaou. 2003. "Fitting the Person to The Organisation: Examining the Personality-Job Performance Relationship from a New Perspective". *Journal of Managerial Psychology*. Vol.18, (7): p. 639-648.

Iqbal, M. 2012. "Impact of Job Satisfaction and Job Control on Organisational Commitment: A Case Study of Air Traffic Controllers of Pakistan Civil Aviation Authority". *Journal of Managerial Sciences*. Vol. 6, (2): p. 139-154.

Ismajli, N., Krasniqi, I., & Qosja, E. 2015. "Career Development and Advancement of Human Resources- How They Influence the Performance Qualities of Local Government Administration". *Issues in Business Management and Economics*. Vol. 3, (2): p.17-23.

Ivašković, I. 2014. "The effect of HRM Quality on Trust and Team Cohesion". *Economic and Business Review*. Vol. 16, (3): p. 5.

Jacob, M. S. & Idah, N. 2014. "Academic Staff Retention as a Human Resource Factor: University Perspective". *International Business and Economic Research Journal*, Vol. 13(2): p. 1- 10.

Jacobs, J. A. & Winslow, S.E. 2004. "Over Worked Faculty: Job Stresses and Family Demands". *The ANNALS of the American Academy of Political and Social Science*. Vol. 596, (1): p.104.

Janib, J., Mohd Rasdi, R., Omar, Z., Alias, S. N., Zaremohzzabieh, Z., & Ahrari, S. 2021. "The Relationship Between Workload and Performance of Research University Academics in Malaysia: The Mediating Effects of Career Commitment and Job Satisfaction". *Asian Journal of University Education*, Vol. 17, (2): p. 85-99.

Janudin, S. E., Maelah, R., Mohd Amir, A. & Abdullah, N. A. 2015. "Performance Measurement System and Lecturers' Performance: Testing the Mediation Role of Competency in Malaysian Research Universities". *International Business Education Journal*, Vol. 8, (1): p. 105-120.

Jiang, K., Lepak, D.P., Han, K., Hong, Y., Kim, A. & Winkler, A.L. 2012. "Clarifying the Construct of Human Resource Systems: Relating Human Resource Management to Employee Performance". *Human Resource Management Review*, Vol. 22, (2): p. 73-85.

Johlke MC, Iyer R. A. 2013. "Model of Retail Job Characteristics, Employee Role Ambiguity, External Customer Mind-Set, and Sales Performance". *Journal of Retailing and Consumer Services*. Vol. 20, (1): p. 58-67.

John, O.P. & Srivastava, S. 1999. *The Big Five Trait Taxonomy: History, Measurement, And Theoretical Perspectives*. Handbook of Personality: Theory and Research. p. 102-138.

John, Oliver P. & Sanjay Srivasava. 2014. Big five personality.

Johnson, T., & Graen, G. B. 1973. "Organisational Assimilation and Role Rejection". *Organisational Behaviour and Human Performance*. Vol. 10: p. 72-87.

Johnstone, D.B. 2011. The Challenge of University Leadership in Developing World. In Altbach, P.G. (Ed.). *Leadership for World-class Universities: Challenges for Developing Countries* (p. 176-186.). Rotterdam: Sense Publishers.

Joseph, F. H. J., Black, W. C., Babin, B. J., Anderson, R. E. 1998. *Multivariate Data Analysis with Readings* (7th ed.). Englewood Cliffs: Prentice-Hall/Macmillan Publishing Company.

Joseph, F., Barry, B., Arthur H. and Phillip, S. 2003. *Essentials of Business Research Methods* (1<sup>st</sup> ed.). Danvers: John Wiley and Sons, Inc.

Kahn, W. A. 1990. "Psychological Conditions of Personal Engagement and Disengagement at Work". *Academy of Management Journal*. Vol. 33, (4): p. 692-724.

Kallio KM & Kallio TJ .2014. "Management-By-Results and Performance Measurement in Universities–Implications for Work Motivation". *Studies in Higher Education*. Vol. 39, (4): p. 574-589.

Kappagoda, U.W.M.R. & Sampath. 2013. "The Impact of Five Factor Model Personality on Organisational Citizenship Behaviour of Non-Manual Employees in the Banking Sector in Sri Lanka". *International Journal of Research in Computer Application and Management*. Vol. 3, (6): p. 168-173

Karasek, R. 1979. "Job Demands, Job Decision Latitude and Mental Strain: Implications for Job Redesign". *Administrative Science Quarterly*. Vol.24: p. 285-306.

Karatepe, O.M., Yavas, U. & Babakus, E. 2007. "The Effects of Customer Orientation and Job resources on Frontline Employees' Job Outcomes". *Services Marketing Quarterly*. Vol.29, (1): p. 61-79.

Katou, A., & Budhwar, P. 2014. HRM and Firm Performance. In J. R. Crawshaw, B. Budhwar, & A. Daviss. *Human Resource Management: Strategic and International Perspectives* (p. 26–47). London: Sage.

Kawedar W. 2015. *Effects of Participatory Budgeting, Remuneration and Organisational Culture on Management Performance by Sharing Knowledge as a Mediation Variable*. (Dissertation). Postgraduate Faculty of Economics and Business, Universitas Brawijaya (unpublished).

Kefeli, Z., Ahmad, N., Sabri, F., Johari, F., Samsudin, S. & Kang, C. Y. 2021. "Job Performance of Academicians in Public University: Does Health Status Matter?". *The International Islamic Economic System Conference – The 9th I-iECONS 2021*

Kehoe, R. R., & Wright, P. M. 2013. "The Impact of High-Performance Human Resource Practices on Employees' Attitudes and Behaviours". *Journal of Management*. Vol. 39, (2): p. 366-391. <http://doi.org/10.1177/0149206310365901>

Keppel, G. 1991. *Design and Analysis: A Researcher's Handbook* (3rd ed.). Englewood Cliffs, NJ: Prentice Hall.

Khong, J.Z., Liem, G.A.D. & Klassen, R.M. 2017. "Task Performance in Small Group Settings: The Role of Group Members' Self-Efficacy and Collective Efficacy and Group's Characteristics". *Educational Psychology*. Vol. 37, (9): p. 1082-1105.

Kim, M. S., & Koo, D. W. 2017. "Linking LMX, Engagement, Innovative Behaviour, and Job Performance in Hotel Employees". *International Journal of Contemporary Hospitality Management*.

Kirk, J.J., Downey, B., Duckett, S., Woody, C. 2000. "Name Your Career Development Intervention". *Journal of Workplace Learning*. Vol. 12, (5): p. 205-216.

Klein, H. K., & Myers, M. D. 1999. "A Set of Principles for Conducting and Evaluating Interpretive Field Studies in Information Systems. *MIS Quarterly*. Vol. 23, (1): p. 67-93.

Kline, R. B. 2005. *Principles and Practice of Structural Equation Modeling*. 2<sup>nd</sup> edition. New York, NY: The Guilford Press.

Kluemper, D.H., DeGroot, T. & Choi, S. 2013. "Emotion Management Ability: Predicting Task Performance, Citizenship, and Deviance". *Journal of Management*. Vol. 39, (4): p. 878-905.

Komarraju, M., Karau, S. J., & Schmeck, R. R. 2009. "Role of the Big Five personality traits in predicting college student's academic motivation and achievement". *Learning and individual differences*. Vol. 19(1): p. 47-52.

Kominis, G., & Emmanuel, C. R. 2009. "Exploring the Reward Preferences for Middle-Level Managers". *Qualitative Research in Accounting and Management*. Vol.2, (1): p. 54-76.

Kramer, M. W. 1995. "A Longitudinal Study of Superior-Subordinate Communication During Job Transfers". *Human Communication Research*. Vol. 22, (1): p. 39-64.

Krejcie, R. V., & Morgan, D. W. 1970. "Determining Sample Size for Research Activities". *Educational and Psychological Measurement*. Vol. 30, (3): p. 607-610.

Kumar, A., Prakasan, E.R., Mohan, L., Kademani, B.S. & Kumar, V. 2009. "Bibliometric and Scientometric Studies in Physics and Engineering: Recent Ten Years Analysis". *National Conference on 'Putting Knowledge to Work: Best Practices in Librarianship*. Navi Mumbai. p. 214-229.

Lagace, R. R., Castleberry, S. B., & Ridnour, R. E. 1993. "An Exploratory Salesforce Study of the Relationship between Leader-Member Exchange and Motivation, Role Stress, and Manager Evaluation". *Journal of Applied Business Research*. Vol. 9: p. 110-119.

Lang, J.W., Goh, Z., De Voogt, A. & Bliese, P. 2018. "Yay or Nay? Effects of Mindfulness on Task Performance in a Safety-Critical Aviation Environment". *Academy of Management Proceedings*. New York, NY.

Larkin, I., Pierce, L. & Gino, F. 2012. "The Psychological Costs of Pay-For performance: Implications for the Strategic Compensation of Employees". *Strategic Management Journal*. Vol.33, (10): p. 1194-1214.

Lattin, J. M., Carroll, J. D., & Green, P. E. 2003. *Analyzing Multivariate Data* (Vol. 1). Pacific Grove, CA: Thomson Brooks/Cole.

Lattin, J., Carroll, J.D., & Green, P.E. 2003. *Analyzing Multivariate Data*. Pacific Grove, CA: Brooks/Cole-Thompson Learning.

Law, K. S.Wang, H., & Hui, C. 2010. "Currencies of Exchange and Global LMX: How They Affect Employee Task Performance and Extra-Role Performance". *Asia Pacific Journal of Management*. Vol 27, (4): p. 625-646.

Lazar, I., Osoian, C., & Ratiu, P. 2010. "The Role of Work-Life Balance Practices in Order to Improve Organisational Performance". *European Research Studies Journal*. Vol. 13, (1): p. 201-214.

Leana, C.R. 1986. "Predictors and Consequences of Delegation". *Academy of Management Journal*. Vol. 29, (4): p.754-774.

Lee, D. G., Kelly, K. R., & Edwards, J. K. 2006. "A closer look at the relationships among trait procrastination, neuroticism, and conscientiousness". *Personality and Individual Differences*. Vol. 40, (1): p. 27-37.

Lee, K., Ashton, M. C., & de Vries, R. E. 2005. "Predicting Workplace Delinquency and Integrity with the HEXACO and Five-Factor Models of Personality Structure". *Human Performance*. Vol.18, (2): p. 179-197.

Lee, Y., Kwon, K., Kim, W., & Cho, D. 2016. "Work Engagement and Career: Proposing Research Agendas Through a Review of The Literature". *Human Resource Development Review*. Vol.15: p. 29-54.

Leiter, M.P., 2010. A Meta-Analysis of Work Engagement: Relationships with Burnout, Demands, Resources, and Consequences. In: Halbesleben, J.R.B., Bakker, A.B. (Eds.), *Work Engagement: A Handbook of Essential Theory and Research*. Psychology Press, New York: p.102–117.

Altinay, L., Dai, Y. D., Chang, J., Lee, C. H., Zhuang, W. L., & Liu, Y. C. 2019. "How to Facilitate Hotel Employees' Work Engagement; The Roles of LMX, Role Overload and Job Security". *International Journal of Contemporary Hospitality Management*. Vol. 31, (3): p. 1525-1542.

Li, N., Liang, J. and Crant, J.M. 2010. "The Role of Proactive Personality in Job Satisfaction and Organisational Citizenship Behaviour: A Relational Perspective. *Journal of Applied Psychology*. Vol. 95 (2): p. 395-404

Li, X., Sanders, K. & Frenkel, S. 2012. "How LMX, Work Engagement and HRM Consistency Explain Chinese Luxury Hotel Employees' Job Performance". *International Journal of Hospitality Management*. Vol. 31, (4): p. 1059-1066.

Liao, H., Toya, K., Lepak, D. P., & Hong, Y. 2009. "Do They See Eye To Eye? Management and Employee Perspectives of High-Performance Work Systems and Influence Processes on Service Quality". *Journal of Applied Psychology*, 94, 371- 391.

Liden, R. C., & Maslyn, J. M. 1998. "Multidimensionality of LMX: An Empirical Assessment Through Scale Development". *Journal of Management*. Vol. 24: p. 43-72.

Liden, R. C., Sparrowe, R. T., & Wayne, S. J. 1997. Leader–Member Exchange Theory: The Past and Potential for the Future. In G. Ferris (Ed.). *Research in Personnel and Human Resources Management* (p. 47–119). Greenwich, CT: JAI Press.

Liden, R.C., Erdogan, B., Wayne, S.J. & Sparrowe, R.T. 2006. "LMX, Differentiation, and Task Interdependence: Implications for Individual and Group Performance". *Journal of Organisational Behaviour*. Vol. 27, (6): p. 723-746.

Liguori, E.W., McLarty, B.D. & Muldoon, J. 2013. "The Moderating Effect of Perceived Job Characteristics on the Proactive Personality- Organisational Citizenship Behaviour Relationship". *Leadership and Organisation Development Journal*. Vol. 34, (8): p. 724-740

Ling Suan, C. & Mohd Nasurdin, A. 2014. "An Empirical Investigation into the Influence of Human Resource Management Practices on Work Engagement: The Case of Customer-Contact Employees in Malaysia". *International Journal of Culture, Tourism and Hospitality Research*. Vol. 8, (3): p. 345-360.

Locke, E. A., & Latham, G. P. 2002. "Building a Practically Useful Theory of Goal Setting and Task Motivation: A 35-Year Odyssey". *American Psychologist*. Vol. 57, (9): p. 705-717

Long, C. S., Xuan, S. S., Ismail, W. K. W., Rasid, S. Z. A., & Kowang, T. O. 2014. "An Analysis on Academicians Job Satisfaction in the Perspective of HRD Practices". *International Education Studies*. Vol. 7, (7): p. 85-95.

Luo, B., & Cheng, S. P. 2014. "LMX, Eff efficacy and Job Performance: A Cognitive Perspective Interpretation". *Canadian Social Science*. Vol. 10, (5). DOI: <http://dx.doi.org/10.3968/4984>

Luthans, F., Norman, S. M., Avolio, B. J., & Avey, J. B. 2008. "The Mediating Role of Psychological Capital in the Supportive Organisational Climate-Employee Performance Relationship". *Journal of Organisational Behaviour: The International Journal of Industrial, Occupational and Organisational Psychology And Behaviour*. Vol. 29, (2): p. 219-238.

MacDuffie, J. P. 1995. "Human Resource Bundles and Manufacturing Performance: Organisational Logic and Flexible Production Systems in the World Auto Industry". *Industrial and Labor Relations Review*. Vol. 48, (2): p.197-221.

Macey, W.H., Schneider, B., Barbera, K.M. & Young, S.A. 2009. *Employee Engagement: Tools for Analysis, Practice and Competitive Advantage*. New York, NY: Wiley-Blackwell.

Majumder, M. T. H. 2012. "Human Resource Management Practices and Employees' Satisfaction Towards Private Banking Sector in Bangladesh". *International Review of Management and Marketing*. Vol. 2, (1): p. 52-58.

Mallen, F., Chiva, R., Alegre, J., & Guinot, J. 2015. "Organicity and Performance in Excellent HRM Organisations: The Importance of Organisational Learning Capability". *Review of Managerial Science*. <http://doi.org/10.1007/s11846-014-0164-2>

Martin, R., Epitropaki, O., Thomas, G., & Topakas, A. 2010. "A Critical Review of Leader-Member Relationship (LMX) Research: Future Prospects and Directions". *International Review of Industrial and Organisational Psychology*. Vol. 25: p. 61-91.

Martin, R., Guillaume, Y., Thomas, G., Lee, A. & Epitropaki, O. 2016. "Leader-Member Exchange (LMX) and Performance: A Meta-Analytic Review". *Personnel Psychology*. Vol. 69, (1): p. 67-121.

Martin, R., Thomas, G., Legood, A., & Dello Russo, S. 2018. "Leader-Member Exchange (LMX) Differentiation and Work Outcomes: Conceptual Clarification and Critical Review". *Journal of Organisational Behaviour*. Vol. 39, (2): p. 151-168.

Maslyn, J.M. & Uhl-Bien, M. 2001. "Leader-Member Exchange and Its Dimensions: Effects of Self-Effort and Other's Effort on Relationship Quality". *Journal of Applied Psychology*. Vol. 86, (4): p.697-708.

Mawoli, M.A. & Babandako, A.Y. 2011. "An Evaluation of Staff Motivation, Dissatisfaction and Job Performance in an Academic Setting". *Australian Journal of Business and Management Research*. Vol.1: p. 1-13

May, D. R., Gilson, R. L., & Harter, L. M. 2004. "The Psychological Conditions of Meaningfulness, Safety and Availability and The Engagement of the Human Spirit at Work". *Journal of Occupational and Organisational Psychology*. Vol. 77, (1): p. 11-37.

McCall, M. W., Lombardo, M. M., & Morrison, A. M. 1988. *The Lessons of Experience*. Lexington, MA: Lexington.

McCleskey, J. 2014. "Situational, Transformational, and Transactional Leadership and Leadership Development". *Journal of Business Studies Quarterly*. Vol.5: p.117-130. Retrieved from <http://jbsq.org/>

McCrae, R. R., Herbst, J. H., & Masters III, H. L. 2001. Gender Differences in Personality Traits Among African-Americans. In RR McCrae (Chair), *Cross-cultural perspectives on*

*Gender Differences in Personality Traits. Symposium conducted at the Second Annual Meeting of the Society for Personality and Social Psychology, San Antonio, TX.*

McCrae, R.R. & Costa, P.T. Jr. 1999. *A Five-Factor Theory of Personality. Handbook of Personality: Theory and Research*. New York, NY: Guilford Press.

McDonald & Hite. 2015. *Career Development: A Human Resource Development Perspective* (1st ed.). Routledge, New York. <https://doi.org/10.4324/9781315767406>

McGuire, D. & Cseh, M. 2006. "The Development of the Field of HRD: A Delphi Study". *Journal of European Industrial Training*. Vol. 30, (8): p. 653-67.

McKenzie, G., Powell, J., & Usher, R.(Eds). 1997. *Understanding Social Research: Perspectives on Methodology and Practice*. London: Falmer Press.

McNamara, C. 2008. *Employee Benefits and Compensation: Basics About Employee Motivation: Nuts-And-Bolts Guide to Leadership and Supervision in Business*. Minneapolis, Minnesota: Authenticity Consulting LLC.

Mehmet Kahya & Faruk Şahin. 2018. 'The Effect of Leader Personality on Follower Behaviour the Mediating Role of LMX'. *Leadership and Organisation Development Journal*. Vol. 39 (1): p.14-33.

Meltz, N.M. 1989. "Job security in Canada". *Industrial Relations*. Vol. 44, (1): p.149-160.

Mendes, F., & Stander, M. W. 2011. "Positive Organisation: The Role of Leader Behaviour in Work Engagement and Retention". *Journal of Industrial Psychology*. Vol. 37, (1): p.1-13.

Meng, X. 2013. "Scalable Simple Random Sampling and Stratified Sampling". *Proceedings of the 30th International Conference on Machine Learning*. Vol. 28, (1): p. 1-9.

Mercer, J. & Pogonian, V. 2013. "Higher Education Leadership in Russia: A Case Study of Mid-Level Academic Management at an Elite State University". *Compare*, Vol. 43, (2): p.184-202.

Mesran, M. H., & Jakaria, N. A. 2019. "Hubungan Penghayatan Nilan Ihsan dengan Prestasi Kerja Pensyarah di Kolej Universiti Islam Melaka". *Jurnal Maw'izah*, Vol. 2: p. 23-30.

Messick, D. M. 2004. On the Psychological Exchange between Leaders and Followers. In *The Psychology of Leadership* (p. 95-110). Psychology Press.

Miller, R. L., & Brewer, J. D. (Eds.). 2003. *The AZ of Social Research: A Dictionary of Key Social Science Research Concepts*. London: Sage Publications Ltd.

Ministry of Education. 2015. Executive Summary Malaysia Education Blueprint 2013-2025 (Preschool to Post-Secondary Education). Retrieved from [http://www.moe.gov.my/cms/upload\\_files/articlefile/2013/articlefile\\_file\\_003114.pdf](http://www.moe.gov.my/cms/upload_files/articlefile/2013/articlefile_file_003114.pdf)

Mira, M., Choong, Y., & Thim, C. 2019. "The Effect of HRM Practices and Employees' Job Satisfaction on Employee Performance". *Management Science Letters*. Vol. 9, (6): p. 771-786.

Moberg, P.J. 2001. "Linking Conflict Strategy to the Five-Factor Model: Theoretical And Empirical Foundations". *International Journal of Conflict Management*. Vol.12, (1): p. 47-68.

Moehariono. 2012. *Competency-based Performance Measurement*. Bogor. Ghalia Indonesia Publishers.

Mohapatra, M. & Sharma, B.R. 2010. "Study Of Employee Engagement and Its Predictors in an Indian Public Sector Undertaking". *Global Business Review*, Vol. 11, (2): p. 281-301.

Mohammadi, S. & Karupiah, P. 2020. "Quality of Work Life and Academic Staff Performance: A Comparative Study in Public and Private Universities in Malaysia". *Studies in Higher Education*, Vol. 45, (6): p. 1093-1107.

Mohammed Aboramadan, Belal Albashiti, Hatem Alharazin, Khalid Abed Dahleez. (2019). "Human Resources Management Practices and Organisational Commitment in Higher Education. The Mediating Role of Work Engagement". *International Journal of Educational Management*.

Mondy, R. W. 2010. *Human Resource Management* (11th ed.). Upper Saddle River, New Jersey, Pearson/Prentice Hall.

Monique, Hennink, M., Hutter, I., & Bailey, A. 2011. In-depth interviews. *Qualitative Research Methods*. London: Sage: p.108-134.

Montez, J.M., Wolverton, M. & Gmelch, W.H. 2002. "The Roles and Challenges of Deans". *The Review of Higher Education*. Vol. 26, (2): p. 241-266.

Morrow, P., Suzuki, Y., Crum, M., Ruben, R. & Pautsch, G. 2005. "The Role of LMX in High Turnover Work Environments". *Journal of Managerial Psychology*. Vol. 20, (8): p. 681-95.

Mossholder, K. W., Bennett, N., Kemery, E. R., & Wesolowski, M. A. 1998. "Relationships Between Bases of Power and Work Reactions: The Mediatonal Role of Procedural Justice". *Journal of management*, Vol. 24, (4): p. 533-552.

Motowidlo, S. J., Borman, W. C., Schmit, M. J. 1997. "A Theory of Individual Differences in Task and Contextual Performance". *Human Performance*. Vol. 10, (2): p. 71-83.

Motowidlo, S.J., & Scotter, J.R. Van. 1994. "Evidence That Task Performance Should Be Distinguished from Contextual Performance". *Journal of Applied Psychology*. Vol. 79, (4): p. 475-480. <https://doi.org/10.1037/0021-9010.79.4.475>.

Mount, M. K., Barrick, M. R., & Stewart, G. L. 1998. "Five-Factor Model of Personality and Performance in Jobs Involving Interpersonal Interactions". *Human Performance*. Vol.11: p. 145-165.

Moustakas, C. 1994. *Phenomenological Research Methods*. Thousand Oaks, CA: Sage.

Moyle, W., Skinner, J., Rowe, G., & Gork, C. 2003. "Views of Job Satisfaction and Dissatisfaction in Australian Long-Term Care". *Journal of Clinical Nursing*. Vol. 12, (2): p. 168-176.

Nachtigall, V. J., Kroehne, U., Funke, F., & Steyer, R. 2003. "(Why) Should We Use SEM? Pros and Cons of Structural Equation Modelling". *Methods of Psychological Research*. Vol. 8: p. 1-22.

Nagasangari. 2018. "Factors Affecting Job Expectation and Job Satisfaction Among Academic Professionals in a Private Institution of Higher Learning in Selangor". *Asian Journal of University Education*. Vol. 14, (2).

Nahrgang, J. D., Morgeson, F. P., & Ilies, R. 2009. "The Development of Leader–Member Exchanges: Exploring How Personality and Performance Influence Leader and Member Relationships Over Time". *Organisational Behaviour and Human Decision Processes*. Vol.108: p. 256-266.

Nailah Ayub, Suzan M. AlQurashi & Wafa A. Al-Yafi. 2017. "Personality Traits and Conflict Management Styles in Predicting Job Performance and Conflict". *International Journal of Conflict Management*. Vol. 28, (5): p. 671-694.

Nasution, H. 2010. *Pengaruh Aspek Tingkah Laku dan Hasil Kerja Terhadap Motivasi dan Prestasi Kerja Pensyarah Universiti Sumatera Utara*. (PhD Dissertation). Universiti Utara Malaysia, Kedah.

Nataraja, S., & Alamri, M. S. 2016. "Strategic Human Resource Management in Saudi Arabia's Service Sector". *Journal of Competitiveness Studies*. Vol. 24, (1-2): p. 91-102.

Nausheen, S. & Sahar, B. 2015. "Factors Influencing Employee Retention: An Integrated Perspective". *Journal of Resources Development and Management*. Vol. 6, (32): p. 2422-8397.

Neuman, S. B., & McCormick, S. (Eds.). 1995. *Single-Subject Experimental Research: Applications for Literacy*. Newark, DE: International Reading Association.

Neuman, W. L. (2007). *Basics of Social Research: Qualitative and Quantitative Approaches* (2th ed.). Boston: Pearson.

Nikolaou, I., & Robertson IV, I. T. 2001. The Five-Factor Model of Personality and Work Behaviour in Greece. *European Journal of Work and Organisational Psychology*. Vol. 10, (2): p. 161-186.

Noe, R. A., Wilk, S. L., Mullen, E. J., & Wanek, J. E. 1997. Employee Development: Issues in Construct Definition and Investigation of Antecedents. *Improving Training Effectiveness in Work Organisations*: p.153-189.

Nor Arpizah Atan. 2016. *Organisational Culture, Human Resource Practices and Employee Engagement Among Academic Staff Of Universiti Utara Malaysia*. (Theses) School of Business Management College of Business Universiti Utara Malaysia.

Norris, M., & Lecavalier, L. 2010. "Evaluating the Use of Exploratory Factor Analysis in Developmental Disability Psychological Research". *Journal of Autism and Developmental Disorders*. Vol. 40, (1): p. 8-20.

Nunnally, J. C., & Bernstein, I. H. 1994. *Psychometric Theory* (3rd ed.). New York: McGraw-Hill.

O'Neill, T. A., Lewis, R. J., & Carswell, J. J. 2011. "Employee Personality, Justice Perceptions, and the Prediction of Workplace Deviance". *Personality and Individual Differences*. Vol. 51, (5): p. 595-600.

Odunlade, R.O. 2012. "Managing Employee Compensation and Benefits for Job Satisfaction in Libraries and Information Centres in Nigeria". *Library Philosophy and Practice (e-journal)*, 714. <https://digitalcommons.unl.edu/libphilprac/714>

Ogunyomi, P., & Bruning, N. S. 2015. "Human Resource Management and Organisational Performance of Small and Medium Enterprises (SMEs) in Nigeria". *The International Journal of Human Resource Management*. Vol. 5192, (December): p.1- 23.

O'Laughlin, E. M. & Bischoff, L. G. 2005. "Balancing Parenthood and Academia: Work/Family Stress as Influenced by Gender and Tenure Status". *Journal of Family*. Vol. 26: p. 79-106.

Olukemi O. Sawyerr, Shanthi Srinivas & Sijun Wang. 2009. "Call Center Employee Personality Factors and Service Performance". *Journal of Services Marketing*. Vol. 23, (5): p. 301-317.

Omar, M. S., Ahmad Selo, S. & Rafie, N. 2020. "Factors Affecting Job Performance among Polytechnic Academic Staff". *Asian Journal of Research in Business and Management*, Vol. 2, (3): p. 48-55.

Onwuegbuzie, A. J., & Leech, N. L. 2005. "Taking the "Q" Out of Research: Teaching Research Methodology Courses Without the Divide between Quantitative and Qualitative Paradigms". *Quality and Quantity*. Vol. 39, (3): p. 267-295.

Organ, D.W. 1997. "Organisational Citizenship Behaviour: It's Construct Clean-Up Time". *Human Performance*. Vol. 10: p. 85-97.

Oxford Learner's Dictionaries Online.

Paglis, L. L., Green, S. G., & Bauer, T. N. 2006. 'Does Adviser Mentoring Add Value? A Longitudinal Study of Mentoring and Doctoral Student Outcomes'. *Research in Higher Education*. Vol. 47, (4): p. 451-476.

Pallant, J. 2013. *SPSS Survival Manual: A Step-by-Step Guide to Data Analysis Using SPSS*. McGrawHill.

Parker, P. & Arthur, M.B. 2002. "Bringing 'New Science' into Careers Research, Special Issue: Careers and the New Science". *Management*. Vol. 5, (1): p. 105-125.

Parni, N. D., & Khair, Z. 2020. "Hubungan antara Kerja Fleksibel dan Prestasi Kerja Dalam Kalangan Pensyarah di Universiti Tun Hussein Onn Malaysia". *Jurnal Kemanusiaan*, Vol. 18, (2): p.145-154.

Patton, W. & McMahon, M. 2006. *Career Development and Systems Theory: Connecting Theory and Practice* (2nd ed.). Rotterdam: Sense Publishers.

Paunonen, S.V. and Ashton, M.C. 2001. "Big Five Factors and Facets and the Prediction of Behaviour." *Journal of Personality and Social Psychology*. Vol. 81, (3): p. 524-539.

Pavan, K., & Reddy, T. L.N. 2016. "HR Practices and Its Impact on Employee Job Satisfaction in IT Companies: A Case Study of Bangalore IT Companies". *Clear International Journal of Research in Commerce and Management*. Vol. 7,(10): p. 74-77.

Pfeffer, J. 1998. "Seven Practices of Successful Organisations". *California Management Review*. Vol. 40, (2): p. 96-124.

Pfeffer, J., & Villeneuve, F. 1994. *Competitive Advantage Through People: Unleashing the Power of the Work Force* (Vol. 61). Boston, MA: Harvard Business School Press.

Pienaar, C. & Bester, C. 2006. "Typical Career Dilemmas of Academic Staff During the Early Career Phase Within a Changing South African Higher Education Institution". *South African Journal of Education, (Online)*. Vol. 26, (4): p. 581-594.

Pirola-Merlo, A., Härtel, C., Mann, L., & Hirst, G. 2002. 'How Leaders Influence the Impact of Affective Events on Team Climate and Performance in R&D Teams'. *The Leadership Quarterly*. Vol. 13, (5): p. 561-581.

Poropat, A. E. 2009. "A Meta-Analysis of the Factor Model of Personality and Academic Performance". *Psychological Bulletin*. Vol. 35: p. 322-338.

Power, R. L. (2013). "LMX theory in higher and distance education". *International Review of Research in Open and Distributed Learning*. Vol. 14, (4): p. 277-284.

Presbitero, A. 2017. 'How Do Changes in Human Resource Management Practices Influence Employee Engagement? A Longitudinal Study in a Hotel Chain in The Philippines'. *Journal of Human Resources in Hospitality and Tourism*. Vol. 16, (1): p. 56-70.

Rafnsdottir, G.L. & Heijstra, T.M. 2011. *Balancing Work - Family Life in Academia: The Power of Time. Gender Work and Organisation*. Blackwell Publishing Ltd, p.1-14.

Rai, A., Ghosh, P., Chauhan, R. & Mehta, N.K. 2017. "Influence of Job Characteristics on Engagement: Does Support at Work Act as Moderator?". *International Journal of Sociology and Social Policy*. Vol. 37, (1/2): p. 86-105. <https://doi.org/10.1108/IJSSP-10-2015-0106>

Raja, U., Johns, G., & Bilgrami, S. 2011. "Negative Consequences of Felt Violations: The Deeper the Relationship, the Stronger the Reaction". *Applied Psychology: An International Review*. Vol. 60: p. 397-420.

Raza, H., Anjum, M., & Zia, S. M. 2014. "The Impacts of Employee's Job Performance Behaviour and Organisational Culture on Organisational Productivity in Pharmaceutical Industries in Karachi". *Interdisciplinary Journal of Contemporary Research in Business*. Vol. 5, (12): p. 385-400.

Razimi, M.S.B.A., Noor, M.M. & Daud, N.M. 2014. "The Concept of Dimension in Human Resource Management from Islamic Management Perspective". *Middle-East Journal of Scientific Research*. Vol. 20, (9): p. 1175-1182.

Rehmat, W., Aaltio, I., Agha, M., & Khan, H. R. 2015. "Is Training Effective? Evaluating Training Effectiveness in Call Centers". *EJBO: Electronic Journal of Business Ethics and Organisation Studies*. Vol. 20, (1): p. 4-13.

Reio, T.G. Jr & Wiswell, A. 2000. "Field Investigation of the Relationship Between Adult Curiosity, Workplace Learning, and Job Performance". *Human Resource Development Quarterly*. Vol. 11, (1): p. 1-36.

Rhee, J., Zhao, X., & Kim, C. 2014. "Effects of HRM Practices on Chinese Firms' Organisational Performance: The Moderating Effect of CEO Support". *Asian Social Science*. Vol. 10, (13): p. 210-221. <http://doi.org/10.5539/ass.v10n13p210>

Rich, B.L., Lepine, J.A. & Crawford, E.R. 2010. "Job Engagement: Antecedents and Effects on Job Performance". *Academy of Management Journal*. Vol. 53, (3): p. 617-35.

Riessman, C. K. 2008. *Narrative Methods for the Human Sciences*. Thousand Oaks, CA: Sage.

Robbins Stephen P, Judge Timothy A. 2017. *Organisation Behaviour* (17th ed.). Pearson Education Edinburgh Gate.

Roberson, L., Kulik, C. & Pepper, M. 2003. "Using Needs Assessment to Resolve Controversies in Diversity Training Design". *Group and Organisation Management*. Vol. 28, (1): p. 148-174.

Robertson, I.T. & Callinan, M. 1998. "Personality and Work Behaviour". *European Journal of Work and Organisational Psychology*. Vol. 7: p. 317-36.

Rockstuhl, T., Dulebohn, J. H., Ang, S., & Shore, L. M. 2012. "Leader-member Exchange (LMX) and Culture: A Meta-Analysis of Correlates of LMX Across 23 Countries". *Journal of Applied Psychology*. Vol. 97, (6): p. 1097-1130.

Rodjam, C., Thanasrisuebwong, A., Suphuan, T., & Charoenboon, P. 2020. "Effect of Human Resource Management Practices on Employee Performance Mediating by Employee Job Satisfaction". *Systematic Reviews in Pharmacy*. Vol. 11, (3): p. 37-47.

Rogg, K., Schmidt, D.B., Shull, C. & Schmitt, N. 2001. "Human Resource Practices, Organisational Climate, and Customer Satisfaction". *Journal of Management*. Vol. 27, (4): p. 79.

Rothbard, N.P. 2001. "Enriching or Depleting? The Dynamics of Engagement in Work and Family Roles". *Administrative Science Quarterly*. Vol. 46, (4): p. 655-684.

Rothmann, S., & Jordaan, G. M. E. 2006. "Job Demands, Job Resources and Work Engagement of Academic Staff in South African Higher Education Institutions". *SA Journal of Industrial Psychology*. Vol. 32, (4): p. 87.

Rousseau, D. M. 1989. "Psychological and Implied Contracts in Organisations". *Employee Responsibilities and Rights Journal*. Vol. 8: p. 121-139.

Rousseuw, P. J., & Hubert, M. 2011. "Robust Statistics for Outlier Detection". *Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery*. Vol. 1: p. 73-79. <http://doi.org/10.1002/widm.2>

Runhaar, P., Konermann, J. & Sanders, K. 2013. "Teachers' Organisational Citizenship Behaviour: Considering the Roles of Their Work Engagement, Autonomy and LMX". *Teaching and Teacher Education*. Vol. 30, (1): p.99-108.

Ružić, M. D. 2015. "Direct and Indirect Contribution of HRM Practice to Hotel Company Performance". *International Journal of Hospitality Management*. Vol. 49: p. 56-65.

Saeed, K.A. 2013. *Management Concepts and Cases*. Lahore: Khawaja Publications.

Sahbudin, F. & Abdul Halim, M. N. 2017. "Work Stress and Job Performance: The Case Study Among Malaysian Polytechnics Academic Staff". *International Journal of Scientific and Engineering Research*, Vol. 8, (1): p. 919-928.

Said Sife, A and Tandilwoga, E. 2014. "Publication Productivity and Scholarly Impact of Academic Librarians in Tanzania: A Scientometric Analysis". *New Library World*. Vol. 115, (11/12): p. 527-541.

Saks, A. M. 2006. "Antecedents and Consequences of Employee Engagement". *Journal of Managerial Psychology*. Vol. 21, (7): p. 600-619.

Salanova, M., Agut, S. & Peiró, J.M. 2005. "Linking Organisational Resources and Work Engagement to Employee Performance and Customer Loyalty: The Mediation of Service Climate". *Journal of Applied Psychology*. Vol. 90, (6): p. 1217-1227.

Salleh, M. J., & Mohamad, N. 2012. "Islamic principles of administration: implications on practices in organisation". *Unpublished manuscript, International Islamic University, Malaysia*.

Santos, G. G. & Cardoso, C.C. 2008. "Work-Family Culture in Academia: A Gendered View of Work-Family Conflict and Coping Strategies". *Gender in Management: an International Journal*. Vol. 23: p. 442-457.

Saroglou, V. 2010. "Religiousness as a Cultural Adaptation of Basic Traits: A Five-Factor Model Perspective". *Personality and Social Psychological Review*. Vol. 14, (1): p. 108-125.

Saunders, M., Lewis, P., & Thornhill, A. 2011. *Research Methods for Business Students* (5th ed.). Essex, England: Prentice Hall.

Saunders, M., Lewis, P., & Thornhill, A. 2012. *Research Methods for Business Students* (6th ed.). Pearson Custom Publishing.

Sawyer, O. O., Srinivas, S., & Wang, S. 2009. "Call center employee personality factors and service performance". *Journal of Services Marketing*.

Scandura, T. A. 1999. "Rethinking LMX: An Organisational Justice Perspective". *The Leadership Quarterly*. Vol. 10: p. 25-40.

Scandura, T.A. & Pellegrini, E.P. 2008. "Trust and Leader Member Exchange: A Closer Look at Relational Vulnerability". *Journal of Leadership and Organisational Studies*. Vol.15, (2): p. 101-111.

Schafer, J. L. 1999. "Multiple Imputation: A Primer". *Statistical Methods in Medical Research*, 8(1), 3–15. <http://doi.org/10.1191/096228099671525676>

Schafer, J. L., & Graham, J. W. 2002. "Missing Data: Our View of the State of the Art". *Psychological Methods*. Vol. 7: p. 147-177.

Schaufeli, W. B., & Taris, T. W. 2014. A Critical Review of the Job Demands resources Model: Implications for Improving Work and Health. In *Bridging Occupational, Organisational and Public Health* (p. 43-68). Springer, Dordrecht

Schaufeli, W. B., Bakker, A. B., & Salanova, M. 2006. "The Measurement of Work Engagement with a Short Questionnaire: A Cross-National Study". *Educational and Psychological Measurement*. Vol. 66, (4): p. 701-716.

Schaufeli, W. B., Taris, T. W., & Bakker, A. B. 2006. Dr Jekyll or Mr Hyde? On the Differences Between Work Engagement and Workaholism. *Research Companion to Working Time and Work Addiction*. p. 193.

Schaufeli, W.B., Salanova, M., Gonzalez-Roma V., Bakker, A.B. 2002. "The Measurement of Engagement and Burnout: A Two Sample Confirmatory Factor Analytic Approach". *Journal of Happiness Studies*. Vol. 3, (1): p. 71-92.

Schlesinger, L.A. and Heskett, J.L. 1991. "The Service-Driven Service Company". *Harvard Business Review*. Vol. 69, (5): p. 71-81.

Schreiber, J. B., Nora, A., Stage, F. K., Barlow, E. A., & King, J. 2006. "Reporting Structural Equation Modeling and Confirmatory Factor Analysis Results: A Review". *The Journal of Educational Research*. Vol. 99, (6): p. 323-338.

Schriesheim, C. A., Castro, S. L., & Cogliser, C. C. 1999. "Leader-member Exchange (LMX) Research: A Comprehensive Review of Theory, Measurement, and Data Analytic Practices". *Leadership Quarterly*. Vol. 10: p. 63-113.

Schyns, B. 2006. "Are Group Consensus in Leader-Member Exchange (LMX) and Shared Work Values Related to Organisational Outcomes?". *Small Group Research*. Vol. 37: p. 20-35.

Schyns, B., Maslyn, J. M., & van Veldhoven, M. P. M. (2012). 'Can Some Leaders Have a Good Relationship with Many Followers? The Role of Personality in the Relationship between Leader-Member Exchange and Span of Control'. *Leadership and Organisation Development Journal*. Vol. 33, (6): p. 594-606.

Schyns, B., Paul, T., Mohr, G., & Blank, H. 2005. "Comparing Antecedents and Consequences of LMX in a German Working Context to Findings in the US". *European Journal of Work and Organisational Psychology*. Vol. 14, (1): p. 1-22.

Sekaran, U. & Bougie, R. 2013. *Research Methods for Business: A Skill-Building Approach* (6th ed.). West Sussex: John Wiley & Sons.

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

Sekiguchi, T. 2010. *Career Development of College Students Through Parttime Work: The Role of LMX and Taking Charge Behaviour*. Discussion Papers in Economics and Business, OSIPP, Osaka University, Osaka.

Seyed, F. J., Al-Haji Umar, Y., & Al-Hajji, M. 2004. Determinants of business faculty research productivity in the Middle East. In *Academy of World Business, Marketing and Management Development Conference, Gold Coast, Qld, July*.

Shaffer, J. A., Li, A., & Bagger, J. 2015. "A Moderated Mediation Model of Personality, Self-Monitoring, and OCB". *Human Performance*. Vol. 28, (2): p. 93-11.

Shannon DM, Davenport MA. 2001. *Using SPSS to Solve Statistical Problems: A Self-Instruction Guide*. Prentice-Hall Inc, Upper Saddle River, NJ

Shantz, A., Alfes, K., Arevshatian, L. 2016. "HRM in Healthcare: The Role of Work Engagement". *Personnel Review*. Vol. 45, (2): p. 274-295.

Sherief, M.A. 1975. *Ghazali's Theory of Virtue*. Washington: State University of New York press.

Shreya Garg, Rajib Dhar. 2017. "Employee Service Innovative Behaviour: The Roles of Leader-member Exchange (LMX), Work Engagement, and Job Autonomy". *International Journal of Manpower*. Vol. 38, (2): p. 242-258, <https://doi.org/10.1108/IJM-04-2015-0060>

Siegrist, J. 1996. "Adverse Health Effects of High-Effort/ Low-Reward Conditions". *Journal of Occupational Health Psychology*. Vol. 1: p.27-41.

Sikul, R., Harun, A., Mohtar, T. M. & Datu Eranza, D. R. (2015). "Factors Influencing Job Performance: A Case Study Amongst Teaching Staff in Kota Kinabalu Polytechnic". *Malaysian Journal of Business and Economics*, Vol. 2, (2): p.41-58

Singh, S., & Koradia, K. 2017. "Psychological Well-Being and Work -Life Balance of Working Women a Correlation Study". *International Journal of Scientific and Engineering Research*.

Skyrme, P., Wilkinson, L., Abraham, J.D. & Morrison, J.D. 2005. "Using Personality to Predict Outbound Call Center Job Performance". *Applied HRM Research*. Vol.10, (2): p. 89-98.

Smith, C.A., Organ, D.W. and Near, J.P. 1983. "Organisational Citizenship Behaviour: Its Nature and Antecedents". *Journal of Applied Psychology*. Vol. 68, (4): p. 653-663.

Smither, R. & Khorsandi, A. 2009. "The Implicit Personality Theory of Islam". *Psychological of Religion and Spirituality*. Vol. 1: p. 81-96.

Snell, S. and Bohlander, G. 2013. *Managing Human Resources*. South-Western: Cengage Learning.

Sparrowe, R.T. & Liden, R.C 1997. "Process and Structure in LMX". *Academy of Management Review*. Vol. 22, (2): p. 522-52.

Spector, P. 1997. *Job Satisfaction: Application, Assessment, Causes, and Consequences*. USA: Sage Publications Inc

Spitzmuller, M., Sin, H., Howe, M., & Fatimah, S. 2015. "Investigating the Uniqueness and Usefulness of Proactive Personality in Organisational Research: A Meta-Analytic Review". *Human Performance*. Vol. 28, (4): p. 351-379.

Srivastava, E. & Agarwal, N. 2012. "The Emerging Challenges in HRM". *International Journal of Scientific and Technology Research*. Vol. 1, (6): p. 46-48.

Srivastava, S., McGonigal, K.M., Richards, J.M., Butler, E.A. & Gross, J.J. 2006. "Optimism in Close Relationships: How Seeing Things in a Positive Light Makes Them So". *Journal of Personality and Social Psychology*. Vol. 91, (1): p. 143-153.

Stake, R. E. 1995. *The Art of Case Study Research*. Thousand Oaks, CA: Sage.

Stevens, J. P. 2009. *Applied Multivariate Statistics for Social Science* (5th ed.). Mahwah, NJ: Lawrence Erlbaum Association.

Su, F., & Wood, M. 2012. "What Makes a Good University Lecturer? Students' Perceptions of Teaching Excellence". *Journal of Applied Research in Higher Education*.

Sun, L., Aryee, S., & Law, K. S. 2007. "High-Performance Human Resource Practices, Citizenship Behaviour, and Organisational Performance: A Relational Perspective". *Academy of Management Journal*. Vol. 50, (3): p. 558-577.

Swati Chaurasia & Archana Shukla. 2013. "The Influence of Leader-Member Exchange Relations on Employee Engagement and Work Role Performance". *International Journal of Organisation Theory and Behaviour*. Vol.16, (4): p. 465-493.

Tabachnick, B. G. & Fidell, L. S., 2013. *Using Multivariate Statistics* (6th ed.). Boston: Pearson/Ally & Bacon.

Tabachnick, B. G., & Fidell, L. S. 2007. *Using Multivariate Statistics*. New York: Pearson.

Tabiu, A., Pangil, F., & Othman, S. Z. 2016. "Examining the Link between HRM Practices and Employees' Performance in Nigerian Public Sector". *Management Science Letters*. Vol. 6: p. 395-408.

Tabiu, A., & Nura, A. A. 2013. "Assessing the Effects of Human Resource Management (HRM) Practices on Employee Job Performance: A Study of Usmanu Danfodiyo University Sokoto". *Journal of Business Studies Quarterly*. Vol. 5, (2): p. 247

Tadesse, Z. 2018. *The Effect of Bank Regulation on Performance of Private Commercial Banks in Ethiopia*. (Master Dissertation) (June).

Taghipour, A., & Dejban, R. 2013. "Job Performance: Mediate Mechanism of Work Motivation". *Procedia-Social and Behavioural Sciences*. Vol. 84: p. 1601-1605.

Takeuchi, R., Chen, G. & Lepak, D.P. 2009. "Through the Looking Glass of a Social System: Cross-Level Effects of High-Performance Work Systems on Employees' Attitudes". *Personnel Psychology*. Vol. 62, (1): p. 1-29.

Takeuchi, R., Chen, G. & Lepak, D.P. 2009. "Through the Looking Glass of a Social System: Cross-Level Effects of High-Performance Work Systems on Employees' Attitudes". *Personnel Psychology*. Vol. 62, (1): p. 1-29.

Tan, C. L., & Nasurdin, A. M. 2011. "Human Resource Management Practices and Organisational Innovation: Assessing the Mediating Role of Knowledge Management Effectiveness". *Electronic Journal of Knowledge Management*. Vol. 9, (2): p. 155.

Tansky, J. W., & Cohen, D. J. 2001. "The Relationship between Organisational Support, Employee Development, and Organisational Commitment: An Empirical Study". *Human Resource Development Quarterly*. Vol. 12: p. 285-300.

Tanton, S. 2007. *Talent Management in the Role of Employee Retention*. Pretoria: Unisa.

Tanveer, M., Karim, D., & Mahbub, A. 2018. "Higher Education Institutions and the Performance Management". *Library Philosophy and Practice (e-journal)*. p.2183.

Tashakkori, A., & Teddlie, C. (Eds.). 2010. *Handbook of Mixed Methods in Social and Behavioural Research* (2nd ed.). Thousand Oaks, CA: Sage.

Tavakol, M., & Dennick, R. 2011. "Making Sense of Cronbach's Alpha". *International Journal of Medical Education*. Vol. 2: p. 53-55. doi: 10.5116/ijme.4dfb.8dfd

Tayeb, M. 1997. "Islamic Revival in Asia and Human Resource Management". *Employee Relations*. Vol. 19, (4): p. 352-364.

Tengah, A., Mohamad Husin, N. H., & Mohamad Zan, U. M. S. 2022. "The Study of Academician's Job Performance in Higher Learning Institutions". *Proceeding of the 9<sup>th</sup> International Conference on Management and Muamalah 2022 (ICoMM 2022)*.

Thakore, D. 2013. "Training - A Strategic HRM Function". *International Letters of Social and Humanistic Sciences*. Vol. 11: p. 84-90.

Thomas, G., Martin, R., & Riggio, R. E. 2013b. "Leading Groups: Leadership as a Group Process". *Group Processes and Intergroup Relations*. Vol. 16: p. 3-16.

Tourangeau, A. E., Cummings, G., Cranley L. A., Ferron, E. M., and Harvey, S. 2010. "Determinants of Hospital Nurse Intention to Remain Employed: Broadening Our Understanding". *Journal of Advanced Nursing*. Vol. 66, (1): p. 22-32.

Truckenbrodt, Y. B. 2000. "The Relationship between LMX and Commitment and Organisational Citizenship Behaviour". *Acquisition Review Quarterly*. p. 233-244.

Turban, D.B. & Jones, A.P. 1988. "Supervisor-Subordinate Similarity: Types, Effects, and Mechanisms". *Journal of Applied Psychology*. Vol. 73, (2): p. 228-234.

Turban, D.B., Jones, A.P. & Rozelle, R.M. 1990. "Influences of Supervisor Liking of a Subordinate and the Reward Context on the Treatment and Evaluation of that Subordinate". *Motivation and Emotion*. Vol. 14, (3): p. 215-233

Tymon, W.G. Jr, Stumpf, S.A. & Doh, J.P. 2010. "Exploring Talent Management in India: The Neglected Role of Intrinsic Rewards". *Journal of World Business*. Vol. 45, (2): p. 109-121.

Ullman, J. B. 2006. "Structural Equation Modeling: Reviewing the Basics and Moving Forward". *Journal of Personality Assessment*. Vol. 87, (1): p. 35-50.

Van Breukelen, W., Schyns, B., & Le Blanc, P. 2006. "LMX Theory and Research: Accomplishments and Future Challenges". *Leadership*. Vol. 2: p. 295-316.

Van De Voorde, K. & Beijer, S. 2015. "The Role of Employee HR Attributions in The Relationship between High-Performance Work Systems and Employee Outcomes". *Human Resource Management Journal*. Vol. 25, (1): p. 62-78.

Van De Voorde, K., Paauwe, J. & Van Veldhoven, M. 2012. "Employee Well-Being and the HRM-Organisational Performance Relationship: A Review of Quantitative Studies". *International Journal of Management Reviews*. Vol. 14, (4): p. 391-407.

Van Dyne, L., Kamdar, D. & Joireman, J. (2008). "In-Role Perceptions Buffer the Negative Impact of Low LMX on Helping and Enhance the Positive Impact of High LMX on Voice". *Journal of Applied Psychology*. Vol. 93, (6): p. 1195-1207.

Van Maanen, J., & Schein, E. H. 1977. Career Development. In J. R. Hackman & J. L. Suttle (Eds.). *Improving Life at Work* (p. 30-95). Santa Monica, CA: Goodyear.

Van Scotter, J.R. & Motowidlo, S.J. 1996. "Interpersonal Facilitation and Job Dedication as Separate Facets of Contextual Performance". *Journal of Applied Psychology*. Vol. 81, (5): p. 525-531.

Vecchio, R. P., & Gobdel, B. C. 1984. "The Vertical Dyad Linkage Model of Leadership: Problems and Prospects". *Organisational Behaviour and Human Performance*. Vol. 34, (1): p. 5-20.

Verma, J. P. 2013. *Data Analysis in Management with SPSS Software*. Springer Science & Business Media.

Viswesvaran, C., & Ones, D. S. 2000. "Perspectives on Models of Job Performance". *International Journal of Selection and Assessment*. Vol. 8, (4): p. 216-226.

Volmer, J., Spurk, D. & Niessen, C. 2012, "Leader-member Exchange (LMX), job autonomy, and creative work involvement". *The Leadership Quarterly*. Vol. 23, (3): p. 456-465.

Wall, T. & Wood, S. 2005. "The Romance of Human Resource Management and Business Performance and the Case for Big Science". *Human Relations*. Vol. 58, (4): p. 429-62.

Walumbwa, F. O., & Wernsing, T. 2013. From Transactional and Transformational Leadership to Authentic Leadership (p. 392-400). *The Oxford Handbook of Leadership*.

Walumbwa, F.O., Avolio, B.J., Gardner, W.L., Wernsing, T.S. & Peterson, S.J. 2008, "Authentic Leadership: Development and Validation of a Theory-Based Measure". *Journal of Management*. Vol. 34, (1): p. 89-126.

Walumbwa, F.O., Cropanzano, R. & Goldman, B. M. 2011. "Ho Leader Member Exchange Influences Effective Work Behaviours: Social Exchange and Internal-External Efficacy Perspectives". *Personnel Psychology*. Vol. 64: p. 739-770.

Wang, C. J., & Tseng, K. J. 2019. "Effects of selected positive resources on hospitality service quality: The mediating role of work engagement". *Sustainability Journal*. Vol. 11, (8): p. 2320.

Wang, X. & McLean, G.N. 2007. "The Dilemma of Defining International Human Resource Development". *Human Resource Development Review*. Vol. 6 (1): p. 96-108.

Wardhani Hakim, Adji Fernandes. 2017. "Moderation Effect of Organisational Citizenship Behaviour on the Performance of Lecturers." *Journal of Organisational Change Management*, Vol. 30, (7): p.1136-1148.

Whittington, J.L., & Galpin, T.J. 2010. "The Engagement Factor: Building a High-Commitment Organisation in a Low-Commitment World." *Journal of Business Strategy*. Vol. 31, (5): p. 14-24.

Williams, L.J., Vandenberg, R.J., Edwards, J.R. 2009. Structural Equation Modeling in Management Research: A Guide for Improved Analysis. *Acad. Manag. Ann.* Vol. 3, (1): p. 543–604.

Winkler, I. 2010b. Leader-Member Exchange Theory. In I. Winkler (Ed.). *Contemporary Leadership Theories: Enhancing the Understanding of the Complexity, Subjectivity and Dynamic of Leadership* (p. 47-55). Berlin: Springer.

Wisecarver MM, Carpenter TD, Kilcullen RN. 2007. "Capturing Interpersonal Performance in a Latent Performance Model". *Mil. Psychol.* Vol. 19: p. 83–101

Xiaoling Song, Wen Wu, Shengyue Hao, Xiaohua Lu, Yihua Zhang & Yuhuan Liu. (2017). "On-Work or Off-Work Relationship? An Engagement Model of How and When Leader-Member Exchange and Leader-Member Guanxi Promote Voice Behaviour". *Chinese Management Studies*. Vol. 11, (3): p. 441-462.

Yamamoto, H. 2013. "The Relationship between Employees' Perceptions of Human Resource Management and Their Retention: From the Viewpoint of Attitudes Toward Job Specialties". *The International Journal of Human Resource Management*. Vol. 24, (4): p. 747-767.

Yang, Q., & Wei, H. (2017). Ethical Leadership and Employee Task Performance: Examining Moderated Mediation Process. *Management Decision*.

Yang, H. & Fu, H. 2009. "Contemporary Human Resource Management Issues and Concerns in The Hotel Industry: Identifying the Priorities". *International Journal of Organisational Innovation*. Vol. 2, (1): p. 201-224.

Yavas, U., Karatepe, O.M. & Babakus, E. 2010. "Relative Efficacy of Organisational Support and Personality Traits in Predicting Service Recovery and Job Performances: A Study of Frontline Employees in Turkey". *Tourism Review*. Vol. 65, (3): p. 70-83.

Yee, L. C. (2018). An Analysis on the Relationship between Job Satisfaction and Work Performance among Academic Staff in Malaysian Private Universities. *Journal of Arts and Social Sciences*, Vol. 1, (2): p. 64-73.

Yin, R. K. 2009. *Case Study Research: Design and Methods* (4th ed.). Thousand Oaks, CA: Sage

Yin, R. K. 2012. *Applications of Case Study Research* (3rd ed.). Thousand Oaks, CA: Sage.

Yin, R. K. 2014. *Case Study Research* (5th ed.). Thousand Oaks, CA: Sage.

Yong, K. L. & Hamdan Saidi. 2008. "Kualiti Kehidupan Staf Akademik di Universiti Teknologi Malaysia. In *Seminar Penyelidikan Pendidikan Pascaijazah*, 26– 34. Johor: Universiti Teknologi Malaysia. <http://eprints.utm.my/7900/>.

Yukl, G. 2010. *Leadership In Organisations* (7th ed.). Upper Saddle River, NJ: Pearson.

Zhang, L. F. (2003). "Does The Big Five Predict Learning Approaches?". *Personality and Individual Differences*. Vol. 34, (8): p. 1431-1446.

Zhang, X., Li, N. & Harris, T.B. 2015. "Putting Non-Work Ties to Work: The Case of Guanxi in Supervisor-Subordinate Relationships". *The Leadership Quarterly*. Vol. 26 (1): p. 37-54.

Zhang, Z., Wang, M. & Shi, J. 2012. "Leader-Follower Congruence in Proactive Personality and Work Outcomes: The Mediating Role of LMX". *Academy of Management Journal*, Vol. 55, (1): p. 111-130.

Zikmund, W. 2003. *Business Research Methods*. Mason, OH: Thomson/South-Western.

Zikmund, W., Babin, B., Carr, J., & Griffin, M. 2012. *Business Research Methods* (9th ed.). South-Western College: Cengage Learning.