

## บรรณานุกรม

## บรรณานุกรม

- กัลยา วานิชย์บัญชา. (2549). *การใช้ SPSS for Windows ในการวิเคราะห์ข้อมูล*. (พิมพ์ครั้งที่ 8). กรุงเทพฯ: โรงพิมพ์จุฬาลงกรณ์มหาวิทยาลัย.
- เทพนม เมืองแมน และสวีน สุวรรณ. (2540). *พฤติกรรมองค์กร*. (พิมพ์ครั้งที่ 2). กรุงเทพฯ: สำนักพิมพ์ไทยวัฒนาพานิช.
- ลัดดาวัลย์ เพชรโรจน์ และอัจฉรา ชานีประศาสน์. (2545). *ระเบียบวิธีการวิจัย*. กรุงเทพฯ: พิมพ์ดีการพิมพ์.
- สมภาร พรหมทา. (2545). การบริหารความขัดแย้ง: มุมมองทางพุทธศาสนา. *สารสภาคณาจารย์*, 32 (1).
- สุภมาส อังสุโชติ, สมถวิล วิจิตรวรรณนา และ รัชนิกุล ภิญโญภาณุวัฒน์. (2551). *สถิติวิเคราะห์สำหรับการวิจัยทางสังคมศาสตร์และพฤติกรรมศาสตร์: เทคนิคการใช้โปรแกรม LISREL*. (พิมพ์ครั้งที่ 2), กรุงเทพฯ : เจริญดีมีนคองการพิมพ์.
- Abbas A.R., Ola G., & Hsien L.M. (2012). Effects of ISO 9001 Certification and KAAE on Performance of Jordanian Firms. *Jordan Journal of Mechanical & Industrial Engineering*, 6(1), pp. 45-53.
- Akhtar S., Arif A., Rubi E., & Neveed S. (2011). Impact of Organizational Learning on Organizational Performance: Study of Higher Education Institutes. *International Journal of Academic Research*, 3(5).
- Allen, N.J., & Hecht, T.D. (2004). The ‘romance of teams’: Toward an understanding of its psychological underpinnings and implications. *Journal of Occupational and Organizational Psychology*, 77, pp. 439–461.
- Allen, D.G., Shore, L.M., & Griffeth, R.W. (2003). The Role of Perceived Organizational Support and Supportive Human Resource Practices in the Turnover Process. *Journal of Management*, 29(1), pp. 99-118.
- Altindis, S. (2011). Job motivation and organizational commitment among the health professionals: A questionnaire survey. *Africa Journal of Business Management*, 5(21), pp. 8601-8609.

- Amason, A.C. (1996). Distinguishing the effects of functional and dysfunctional conflict on strategic decision making: Resolving a paradox for top management teams. *Academy of Management Journal*, *39*(1), pp. 123-148.
- Amason, A.C., & Sapienza, H. J. (1997). The Effects of Top Management Team Size and Interaction Norms on Cognitive and Affective Conflict. *Journal of Management*, *23*(4), pp. 495-516.
- Amason, A.C., & Schweiger, D. (1997). *The effect of conflict on strategic decision-making effectiveness and organizational performance*. London: Sage.
- Amason, A.C., et al. (1995). Conflict: An important dimension of successful management teams. *Organizational Dynamics*, *24*(2), pp. 20–34.
- Anakwe, U., & Greenhaus J. (1999). Effective Socialization of Employees: Socialization Content Perspective, *Journal of Managerial*, *11*(3), pp. 315-330.
- Ancona, D.G., & Caldwell, D.F. (1992). Bridging the Boundary: External Activity and Performance in Organizational Teams. *Administrative Science Quarterly*, *37*(4), pp. 634-65.
- Andrew, D.S. (2012). *Leadership and team effectiveness*. Doctoral dissertation of Education, The University of Pennsylvania.
- Angle, H.L., & Perry, J.L. (1981). An Empirical Assessment of Organizational Commitment and Organizational Effectiveness. *Administrative Science Quarterly*, *26*, pp. 1–14.
- Antoni C.H., (2005). Management by Objectives- an Effective Tool for Teamwork? *International Journal of Human Resource Management*, *16*(2), pp. 174-84.
- Aquino, K.R., Griffeth, D.A., & Hom, P. (1997). Integrating Justice Constructs into the Turnover Process: A Test of a Referent Cognitions Model. *Academy of Management Journal*, *40*(5), pp. 1208-1227.
- Argyris, C. (1977). Double loop learning in organizations. *Harvard Business Review*, *55*(5), pp. 115–25.
- Argyris, C., & Schön, D. (1978). *Organizational Learning: A Theory of Action Perspective Reading*. Boston, MA: Addison-Wesley.
- \_\_\_\_\_. (1996). *Organizational learning II: Theory, method and practice*. (Vol. 1). Boston: Addison-Wesley.

- Armstrong, J.S., & Overton, T.S., (1997). Estimating nonresponse bias in mail surveys. *Journal of Marketing Research*, *14*, pp. 396–402.
- Arnold, J., & Feldman, C. (1986). *Organizational behavior*. New York: McGraw Hill Book.
- Aslam H. D., Javaid T., Tanveer A., Khan M., & Shabbir F. (2011). A Journey from Individual to Organizational Learning (Exploring the linking bridge: Team Learning). *International Journal of Academic Research*, *3*(3).
- Baird, K., Harrison G., & Reeve R. (2007). Success of activity management practices: the influence of organizational and cultural factors. *Accounting and Finance*, pp. 47-67.
- Baker, E.I., (1980), Managing organizational culture. *Management Review*, July, pp. 8-13.
- Balay, R. (2012). Effect of Learning Organization Perception to the Organizational Commitment: A Comparison between Private and Public University. *Educational Sciences: Theory & Practice*, *12*(4), pp. 2474-2486.
- Barrick, M.R., Steward, G.L., Neubert, M.J., & Mount, M.K. (1998). Relating member ability and personality to work-team process and team effectiveness, *Journal of Applied Psychology*, *83*, pp. 377-391.
- Bass, B.M. (1980). Team productivity and individual member competence. *Small Group Behavior*, *11*(4), pp. 431-504.
- Beal, D.J., Cohen, R.R., Burke, M.J. & McLendon, C.L. (2003). Cohesion and performance in groups: a meta-analytic clarification of construct relations. *Journal of Applied Psychology*, *88*(6), pp. 989-1004.
- Beck, D., Fisch, R., & Bergander, W. (1999). Functional Roles in Work Groups – An Empirical Approach to the Study of Group Role Diversity. *Psychologische Beiträge*, *41* (3), pp. 288-308.
- Beckhard, R., & Pritchard, W. (1992), *Changing the Essence: The Art of Creating and Leading Fundamental Change in Organizations*. San Francisco, CA: Jossey-Bass.
- Bell ST. (2007). Deep-level composition variables as predictors of team performance: A meta-analysis. *Journal of Applied Psychology*, *92*, pp. 595–615.
- Ben-Baker, K., Al-Shammari, E.S., Jefri, O.A., & Prasad, J.N. (1994). Organizational Commitment, Satisfaction, and Turnover in Saudi Organizations: A Predictive Study. *The Journal of Socio-Economics*, *23*(4), pp. 449–56.

- Benkhoff, B. (1997). Disentangling Organizational Commitment: The Dangers of the OCQ for Research and Policy. *Personnel Review*, 26(1-2), pp. 114-31.
- Bennett, R. (1999). *Corporate strategy* (2nd ed.). London: Financial Times Pitman Publishing.
- Bennis, W.G., & Shepard, H.A. (1956). A Theory of Group Development. *Human Relations*, pp. 415-437.
- Bettenhausen, K.L. (1991). Five year of groups research: What we have learned and what need to be addressed. *Journal of Management*, 17, pp. 345-381.
- Bhuiyan, S.N., Al-Shammari, E.S. & Jefri, O.A. (1994). Organizational Commitment, Job Satisfaction and Job Characteristics: An Empirical Study of Expatriates in Saudi Arabia. *International Journal of Commerce & Management*, 6(3/4), pp. 57-69.
- Billingham, R. E., & Sack, A. R. (1987). Conflict tactics and the level of emotional commitment among unmarrieds. *Human Relations*, 40, pp.59-74.
- Bitterman, J., & Van der Veen, R. (2000). *From the learning organization to learning communities: Toward a new learning society*. Information Series No. 382, ERIC Clearinghouse on Adult, Career, and Vocational Education, Columbus, OH.
- Blake, R. R., & Mouton, J. S. (1962). *The managerial grid laboratory-seminar materials*. Austin, TX: Scientific Methods, Inc.
- \_\_\_\_\_. (1964). *The managerial grid*. Houston, TX: Gulf Publishing Company.
- \_\_\_\_\_, (1984). *Solving costly organizational conflicts*. San Francisco: Jossey-Bass.
- Blake, R. R., & Mouton, J. S. (1975). An overview of the Grid. *Training and Development Journal*, 29(5), pp. 29-37.
- Blanchard, K. & Miller, M. (2001). *The Secret: What Great Leaders Know and Do*. San Francisco, CA: Berrett-Koehler Publisher.
- Blau, G.J. (1986). Job Involvement and Organizational Commitment as Interactive Predictors of Tardiness and Absenteeism. *Journal of Management*, 12, pp. 577-84.
- Bluedon, A.C. (1982). A Unified Model of Turnover from Organizations. *Human Relations*, 35(2), pp. 135-53.
- Booth, S., & Hammer, K. (2007). Labor turnover in the retail industry. *International Journal of Retail and Distribution Management*, 35(4), pp. 289-307

- Boyar, S., Maertz, C. Jr., Pearson, A., & Keough, S. (2003). Work-Family Conflict: A Model of Linkages Between Work and Family Domain Variables and Turnover Intentions. *Journal of Managerial Issues*, *15* (2), pp. 175-190.
- Bradley, J., White, B.J., & Menneke, B.E., (2003). Eams and tasks: A temporal framework for the effects of Interpersonal interventions on team performance. *Small Group Research*, *34* (3), pp. 353-387.
- Breugst N., Patzelt H., Shepherd D., & Aguinis H. (2012). Relationship Conflict Improves Team Performance Assessment Accuracy: Evidence From a Multilevel Study. *Academy of Management Learning & Education*, *11* (2), pp. 187–206.
- Brewer, P.C. (1994). *Implementation an activity-based cost management system: A cross cultural field study*. Ph.D. Dissertation. The University of Tennessee, Knoxville. TN.
- Brown, L.D. (1983). *Managing conflict at organizational interfaces*. MA: Addison-Wesley.
- Buchanan, B. (1974). Building Organizational Commitment: The Socialization of Managers in Work Organizations. *Administrative Science Quarterly*, *14*, pp. 533–46.
- Callanan, G. A., & Perri, D. F. (2006). Teaching conflict management using a scenario-based approach. *Journal of Education for Business*, *81*(3), pp. 131-139.
- Campbell, C., and Swift. C. (2006). Attributional Comparisons Across Biases and Leader-Member Exchange. *Journal of Managerial*, *18* (3), pp. 393-410.
- Carless, S.A., & DePaola, C.D. (2000). The measurement of cohesion in work teams. *Small Group Research*, *31*(1), pp. 71-88.
- Carson J.B., Tesluk P.E., & Marrone J.A. (2007). Shared leadership in teams: An investigation of antecedent conditions and performance. *Academy of Management Journal*, *50*, pp. 1217–1234.
- Cartwright, D., & Zander, A., (1968). *Group dynamics – research and theory*. Harper and Row, England.
- Caudron, S. (1994). Diversity Ignites Effective Work Teams. *Personnel Journal*, *73*, pp. 54-63.
- Chan, C. C. A., Monroe, G., Ng, J., & Tan, R. (2006). Conflict management styles of male and female junior accountants. *International Journal of Management*, *23*(2), pp. 289-295.
- Chanin, M.N., & Schneer, J.A. (1984). A Study of the relationship between Jungian personality dimensions and conflict-handling behavior. *Human Relations*, *37*, pp. 863-879.

- Chatman, J. A., & Flynn, F. J. (2001). The Influence of Demographic Heterogeneity on the Emergence and Consequences of Cooperative Norms in Work Teams. *Academy of Management Journal*, *44*, pp. 956-974.
- Chattopadhyay, P. (2003). Can Dissimilarity Lead to Positive Outcomes? The Influence of Open Versus Closed Minds. *Journal of Organizational Behavior*, *24* (3), pp. 295-312.
- Chemers, M. M., S. Oskamp, and M. A. Costanzo. (1995). *Diversity in Organizations: New Perspectives for a Changing Workplace*. Thousand Oaks, CA: Sage.
- Chen, J. & Silverthorne, C. (2005). Leadership Effectiveness, Leadership Style and Employee Readiness. *Leadership and Organizational Development*, *26* (4), pp. 280-288.
- Cheng L., Wang Z.M., & Zhang W. (2011). The effects of conflict on team decision making. *Social Behavior and Personality*, *39*(2), pp. 189-198.
- Cheung, S. O., Yiu, T. W. Y., & Yeung, S. (2006). A study of styles and outcomes in construction dispute negotiation. *Journal of Construction Engineering & Management*, *132*(8), pp. 805-814.
- Choi Y. (2013). The Influence of Conflict Management Culture on Job Satisfaction. *Social Behavior and Personality*, *41* (4), pp. 687-692.
- Choi, J.N. (2002). External activities and team effectiveness. *Small Group Research*, *33*(2), pp. 181-208.
- Clegg, C.W. (1983). Psychology of Employee Lateness, Absence and Turnover: A Methodological Critique and Empirical Study. *Journal of Applied Psychology*, *68*, pp. 88-101.
- Cronbach, Lee. J. (1990). *Essentials of Psychology Testing*. (5th ed.). New York : Harper Collins Publishers Inc.
- Cohen S.G., & Bailey D.E. (1997). What makes teams work: Group effectiveness research from the shop floor to the executive suite. *Journal of Management*, *23*, pp. 239-290.
- Cohen, A. (1993). Organizational Commitment and Turnover: A Meta-Analysis. *Academy of Management Journal*, *36*(5), pp. 1140-57.
- \_\_\_\_\_. (2000). Does culture socialization predict multiple bases and foci of commitment. *Journal of Management*, *26*(1), pp. 5-31.
- Cohen, S.G., & Bailey, D.E. (1997). What Makes Teams Work: Group Effectiveness Research From the Shop Floor to the Executive Suite. *Journal of Management*, *23*, pp. 239-264.

- Commings, T. (1978). Self-regulated work groups: A socio-technical synthesis. *Academy of Management Review*, *3*, pp. 525-634.
- Conshas, E. (2000). Company profits tied to employee commitment. *Dallas Business Journal*, *2* (29), pp. 37-48.
- Coser, L.A. (1956). *The functions of social conflict*. New York: Free Press.
- Cotton, J.L., & Tuttle, J.M. (1986). Employee Turnover: A Meta-Analysis and Review With Implications for Research. *Academy of Management Review*, *11*, pp. 55–70.
- Cox, T., & Nkomo, S. (1990). Invisible Men and Women: A Status Report on Race as a Variable in Organization Behavior Research. *Journal of Organizational Behavior*, *11*, pp. 419-431.
- Cunningham, G.B., & Sagas, M. (2004). The Effect of Group Diversity on Organizational Commitment. *International Sports Journal*, *8* (1), pp. 124-131.
- David A. G., (1993). Building a learning organization. *Harvard Business Review*, *71* (4), pp.78.
- Davis, D., & Daley, B. J. (2008). The learning organization and its dimensions as key factors in firms' performance. *Human Resource Development International*, *11*(1), pp. 51-66.
- Day D.V., Gronn P., & Salas E. (2004). Leadership capacity in teams. *The Leadership Quarterly*, *15*, pp. 857–880.
- DeChurch, L.A., & Marks, M.A. (2001). Maximizing the benefits of task conflict: The role of conflict management. *International Journal of Conflict Management*, *12*(1), pp. 5-22.
- De Dreu, C.K., & Weingart, L.R. (2003). Task versus relationship conflict, team performance, and team member satisfaction: A meta-analysis. *Journal of Applied Psychology*, *88*(4), pp. 741-749.
- DeCottis, T.A., & Summers, T.P. (1987). A Path Analysis of a Model of the Antecedents and Consequences of Organizational Commitment. *Human Relations*, *4*(7), pp. 455–70.
- Desivilya H.S., & Yagil D. (2001). The Roles of Emotions in Conflict Management: The case of Work Teams. *The International Journal of Conflict Management*, *16*(1), pp. 55-69.
- Deutsch, M. (1949). A theory of cooperation and competition. *Human Relations*, *2*, 129–152.
- Deutsch, M. (1973). *Conflict resolution: Constructive and destructive processes*. New Haven, CT: Yale University Press.
- \_\_\_\_\_. (2000). *The handbook of conflict resolution: Theory and practice*. San Francisco: Jossey-Bass, pp. 1-17.



- DiBella, A.J. (2003). *Organizations as learning portfolios Handbook of Organizational Learning and Knowledge Management*. London, Oxford: Blackwell Publishing, pp. 145–60.
- Dion, K.L. (2000). Group Cohesion: From ‘Field of Forces’ to Multidimensional construct. *Group Dynamics: Theory and Research and Practice*, 4(1), pp. 7-26.
- Dirani, K.M. (2009). Exploring socio-cultural factors that influence HRD practices in Lebanon. *Human Resource Development International*, 9(1), pp. 85–98.
- Dixon M.L., & Hart L.K. (2010). The Impact of Path-Goal Leadership Styles on Work Group Effectiveness and Turnover Intention. *Journal of Management*, 22(1), pp. 52-69.
- Dunphy, D., Turner, D., & Crawford, M. (1997). Organizational learning as the creation of corporate competencies. *Journal of Management Development*, 16(4), pp. 232-244.
- Eckert, J. A., & Rinehart, L. M. (2005). Constructive conflict outcomes: Conceptualization, measurement and initial validity. *The Marketing Management Journal*, 15(2), pp. 144-157.
- Egan, T., Yang, B., & Bartlett, K.R. (2004). The effects of organizational learning culture and job satisfaction on motivation to transfer learning and turnover intention. *Human Resource Development Quarterly*, 15(3), pp. 279–302.
- Elangovan, A.R. (2001). Causal Ordering of Stress, Satisfaction and Commitment, and Intension to Quit: A Structural Equations Analysis. *Leadership and Organization Development Journal*, 22(4), pp. 159–65.
- Elbanna, S. (2009). The impact of affective conflict on firm performance. *Management Research News*, 32(9), pp. 789-803.
- Ellinger, A. D., Ellinger, A. E., Yang, B., & Howton, S.W. (2002). The relationship between the learning organization concept and firms’ financial performance: An empirical assessment. *Human Resource Development Quarterly*, 13(1), pp. 5–21.
- Ely, R.J. & Thomas , D.A. (2001). Cultural Diversity at Work: The Effects of Diversity Perspectives on Work Group Processes and Outcomes. *Administrative Science Quarterly*, 46(2), pp. 229-273.
- Farrell, D., & Rusbult, C. (1981). Exchange variables as predictors of job satisfaction, commitment and turnover: the impact of rewards, costs, alternatives and investments. *Organisational Behavior and Human Performances*, 28, pp.78-95.

- Fieg, J.P. (1989), *A Common Core: Thais and Americans*, Intercultural Press, Yarmouth, ME.
- Finkelstein M.A., (2012). Individualism / Collectivism and Organizational Citizenship Behavior: An Integrative Framework, *Social Behavior and Personality*, **40**(10), pp. 1633-1644.
- Foldy, E.G. (2004). Learning from Diversity: A Theoretical Exploration. *Public Administration Review*, **64** (5), pp. 529-538.
- Follett, M. P. (1940). *Constructive conflict*. In H. C. Metcalf & L. Urwick (Eds.), *Dynamic administration: The collected papers of Mary Parker Follett* (pp. 30–49). New York: Harper & Row. [originally published 1926]
- Fornell, C., & Larcker, D. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error, *Journal of Marketing Research*, **18**(1), pp. 39-50.
- Frucot, V., & Shearon, W.T. (1991). Budgetary participation, locus of control, and Mexican managerial performance and job satisfaction. *The Accounting Review*, **66**: pp. 80-98.
- Garrahan, P., & Stewart, P. (1992). *The Nissan Enigma: Flexibility at work in a local economy*, London: Mansett.
- Garvin, D.A. (2000). *Learning in Action: A Guide to Putting the Learning Organization to Work*. Boston, MA: Harvard Business School Press.
- Geiger, G. (1998). The impact of culture values on escalation of commitment. *International Journal of Organisational Analysis*, **6**(2), pp. 165-77.
- Gersick, C.J. (1988). Time and transition in work teams: Toward a new model of group development. *Academy of Management Journal*, **31**(1), pp. 9–41.
- Gil, F., Rico, R., Alcover, C., & Barrasa, A. (2005). Change-oriented Leadership, Satisfaction and Performance in Work Groups: Effects of Team Climate and Group Potency. *Journal of Managerial Psychology*, **20**(3/4), pp. 312-328.
- Gilley, J.W., & Maycunich, A. (2000). *Organizational learning, performance and change: An introduction to strategic human resource development*. Cambridge, MA: Perseus.
- Gilley, J.W., & Maycunich A. (2000). *Organizational learning performance, and change: An introduction to strategic HRD*. Cambridge, MA: Perseus Publishing.
- Giriego, O.V., Geroy, G.D., & Wright, P.C. (2000). Predictors of learning organizations: A human resource development practitioner's perspective. *The Learning Organization*, **7**(1), pp. 5-12.

- Gladstein, D.L. (1984). A model of task group effectiveness. *Administrative Science Quarterly*, **29**, pp. 499–517.
- Gold, J. (1997). Learning and story telling: The next stage in the journey for the learning organization. *Journal of Workplace Learning*, **9**(4), pp. 133-141.
- Gregson, T. (1992). An investigation of the casual ordering of job satisfaction and organisational commitment in turnover models in accounting. *Behavioral Research in Accounting*, **4**, pp. 80-95.
- Gist, M. E., Schwoerer, C., & Rosen, B. (1989). Effects of alternative training methods on self-efficacy and performance in computer software training. *Journal of Applied Psychology*, **74**(6), pp. 884–891.
- Gupta, P.P., Dirsmith, M.W., & Fogarty, T.J. (1994). Coordination and Control in a Government Agency: Contingency and Institutional Theory Perspectives on GAO Audits. *Administrative Science Quarterly*, **39**, pp. 264-84.
- Guzzo, R.A., & Dickson, M.W. (1996). Teams in Organizations: Recent research on performance and effectiveness. *Annual Review of Psychology*, **47**, pp. 307-338.
- Hall, A. (1996). *Igneous petrology*. (2<sup>nd</sup> ed). Essex: Longman Group Ltd.
- Hackman, J.R. (1987). *The design of work team*. NJ: Printice-Hall, pp. 35-342.
- Hackman, J.R., & Morris, C.G. (1975). *Group tasks, group interaction process, and group performance effectiveness: A review and proposed integration*. San Diego, CA: Academic Press.
- Hackman, J. R., & Walton, R. E. 1986. *Leading groups in organizations*. In P. S. Goodman & Associates (Eds.), *Designing effective work groups*: pp. 72-119.
- Hambrick, D.C. & D'Aveni, R.A. (1992). Top Team Deterioration as Part of the Downward Spiral of Large Corporate Bankruptcies. *Management Science*, **38**(10), pp. 1445-66.
- Hare, A.P. (1976), *Handbook of small group research*. New York: The free press.
- Harrison, D., Price, K., & Bell, M. (1998). Beyond Relational Demography: Time and the Effects of Surface and Deep-Level Diversity on Work Group Cohesion. *Academy of Management*, **41**(1), pp. 96-108.
- Harrison, R. (1972). Understanding your organization's character. *Harvard Business Review*, **4**, pp. 119-28.

- Ho, S. K. M. (1999). Total learning organization. *The Learning Organization*, 6 (3), pp. 116-120.
- Hobman, E. V., Bordia, P., & Gallois, C. (2003). Consequences of Feeling Dissimilar from Others in a Work Team. *Journal of Business and Psychology*, 17, pp. 301-304.
- \_\_\_\_\_, (2004). Perceived Dissimilarity and Work Group Involvement: The Moderating Effects of Group Openness to Diversity. *Group & Organizational Management*, 29, pp. 560-567.
- Hocker, J. L., & Wilmot, W. W. (1991). *Interpersonal conflict (3rd ed.)*. Dubuque, IA: Wm. C. Brown.
- Hofstede, G. (1980). *Cultures' Consequences: International Difference in Work Related Values*, Beverly Hills, CA: Sage.
- \_\_\_\_\_, (1984). Culture dimension in management and planning. *Asia Pacific Journal of Management*, January, pp. 81-99.
- Hoigaard, R., Safvebom, R., & Tonnessen F.E. (2006), Perceived social loafing in soccer team, *Small Group Research*, 37(3), pp. 217-232.
- Hollenbeck, J.R., Colquit, J.A., Ilgen, D.R., LePine, J.A., & Hedlund, J. (1998). Accuracy decomposition and team decision making: Testing theoretical boundary conditions. *Journal of Applied Psychology*, 83, pp. 494-500.
- Hollenbeck, J.R., Ilgen, D.R., Sego, D.J., Hedlund, J., Major, D.A., & Phillips, J. (1995). Multilevel theory of team decision making: Decision performance in teams incorporating distributed expertise. *Journal of Applied Psychology*, 80, pp. 292-316.
- Hom, P.W., Katerberg, R., & Hulin, C.L. (1979). Comparative Examination of Three Approaches to the Prediction of Turnover. *Journal of Applied Psychology*, 64, pp. 280-90.
- Hostager, T. & DeMeuse, K. (2002). Assessing the Complexity of Diversity Perceptions: Breadth, Depth, and Balance. *Journal of Business and Psychology*. 17(2), pp. 189-206.
- House, R.J. and Dessler, G. (1974). *Path-Goal Theory of Leadership: Some Post Hoc and a Priori Tests*. Carbondale, IL: Southern Illinois University Press.
- Huang C.C., You C.S., & Tsai M.T. (2012). A Multidimensional analysis of ethical climate, Job satisfaction, Organizational commitment, and Organizational citizenship behaviors. *Nursing Ethics*, 19(4), p.513-529.

- Huang T.C., & Hsiao W.J. (2007). The causal Relationship between Job Satisfaction and Organizational Commitment. *Social Behavior and Personality*, *35*(9), pp. 1265-1276.
- Huang, J.C. (2012). The relationship between conflict and team performance in Taiwan: the moderating effect of goal orientation. *International Journal of Human Resource Management*, *23*(10), pp.2126-2143.
- Ingram, T.N., & Lee, K.S. (1990). Sales Force Commitment and Turnover. *Industrial Marketing Management*, *19*(2), pp. 149–54.
- Iverson, R. (1996). Employees acceptance of organisational change: the role of organisational commitment. *International Journal of Human Resources*, *7*(1), pp. 122-49.
- Jehn K.A., & Chatman J.A. (2000). The Influence of Proportional and Perceptual Conflict Composition on Team Performance. *The International Journal of Conflict Management*, *11*(1), pp. 56-73.
- Jehn, K. (1994). Enhancing effectiveness: An investigation of advantages and disadvantages of value-based intragroup conflict. *International Journal of Conflict Management*, *5*, pp. 223–238.
- \_\_\_\_\_, (1995). A multi-method examination of the benefits and detriments of intragroup conflict. *Administrative Science Quarterly*, *40*, pp. 256–282.
- \_\_\_\_\_, (1997). Affective and cognitive conflict in work groups: Increasing performance through value-based intragroup conflict. London: Sage. (pp. 87–100).
- \_\_\_\_\_, (2010), The effects of conflict asymmetry on work group and individual outcomes, *Academy of Management Journal*, *53*(3), pp. 596-616.
- Jehn, K.A., Northcraft, G.B., & Neale, M.A., (1999). Why Difference Makes a Difference: A Field Study of Diversity, Conflict, and Performance in Workgroups. *Administrative Science Quarterly*, *44*(4), pp. 741-764.
- Jehn, K., & Mannix, E. (2001). The dynamic nature of conflict: A longitudinal study of intragroup conflict and group performance. *Academy of Management Journal*, *44*(2), pp. 238-251.
- Jehn, K., Chatwick, C., & Thatcher, S.M.B. (1997). To agree or not to agree: The effects of value congruence, individual demographic dissimilarity, and conflict on workgroup outcomes. *International Journal of Conflict Management*, *8*, pp. 287–305.

- Jehn, K., Northcraft, G.B., & Neale, M.A., (1999). Why difference make a difference: A field study of diversity, conflict, and performance in work groups. *Administrative Science Quarterly*, **44**, pp. 741-763.
- Joplin, J. and Daus, C. (1997). Challenges of Leading a Diverse Workforce. *The Academy of Management Executive*, **11**(3), pp. 32-48.
- Kaiser, R.B., Hogan, R., & Craig, S.B. (2008). Leadership and the fate of organizations. *American Psychologist*, **63**(2).
- Karasek, R. & Theorell, T. (1990). *Healthy Work: Stress, Productivity and the Reconstruction of Working Life*. New York, Basic Books.
- Kathman, J., McGee and Kathman, M.D. (1998). Conflict management in the academy library. *Leadership*, **16**(3), pp. 145-149.
- Katz D., & Kahn R.L. (1978). *The social psychology of organizations*. (2nd ed.). NewYork: Wiley.
- Katz, N.H., & Lawyer, J.W. (1993). *Conflict resolution: building bridges*. Thousand Oaks, CA: Corwin Press.
- Katzenbach, J.R. (1997). The myth of the top management team. *Harvard Business Review*, Nov-Dec, pp. 83-91.
- Katzenbach, J.R., & Smith, D.K. (1993). The discipline of teams. *Harvard Business Review*, March-April.
- Kelly, J. (1970). Make conflict work for you. *Harvard Business Review*, **48**, pp. 103-113.
- Ketchand, A.A., & Strawser, J.R. (2001). Multiple dimensions of organizational commitment: Implications for future accounting research. *Behavioral Research in Accounting*, **13**(3), pp. 221-51.
- Keyton, J. & Springston, J. (1990). Redefining Cohesiveness in Groups. Small Group Research. *International Journal of Theory Investigation and Application*. **21**(2), pp. 234-54.
- Khatri, N., Fern, C., & Budhwar, P. (2001). Explaining Employee Turnover in an Asian Context. *Human Resource Management Journal*, **11**(1), pp. 54-75.
- Kilmann R.H., & Thomas K.W. (1975). Interpersonal Conflict-Handling Behavior as Reflections of Jungian Personality Dimensions. *Psychological Reports*, **37**, pp. 971-980.
- Mirvis, P.H., & Kanter, D.L.(1991). Beyond demography: A psychographic profile of the workforce. *Human Resource Management*, **30**(1), pp. 45-68.

- Klimoski, R. & Mohammed, S. (1994). Team Mental Model: Construct or Metaphor? *Journal of Management*, *20*(2), pp. 403-37.
- Kline, R.B. (2005). *Principles and Practice of Structural Equation Modeling*. (Second Edition), New York: The Guilford Press.
- Knudson, R. M., Sommers, A. A., & Golding, S. L. (1980). Interpersonal perception and mode of resolution in marital conflict. *Journal of Personality and Social Psychology*, *38*, 751–763.
- Koch, J.L., & Steers, R.M. (1978). An Empirical Analysis of Organizational Identification. *Academy of Management Journal*, *14*, pp. 213–26.
- Kochan, T., Bezrukova, K., Ely, R., Jackson, S., Joshi, A. & Jehn, K. (2003). The Effects of Diversity on Business Performance. *Society of Human Resource Management*, *42*, pp. 3-33.
- Komin, S. (1995). *Cross-cultural management communication in Thailand*. paper presented at the SEAMEO's RELC Regional Seminar on Exploring Language, Culture, and Literature in Language Learning, SEAMEO Regional Language Center, Singapore, 17-19 April.
- Kozlowski S.J.W., & Bell B.S. (2003). Work groups and teams in organizations. *Industrial and organizational psychology*, *2*, pp. 333-375.
- Kozlowski S.W.J., & Klein K.J. (2000). *A multilevel approach to theory and research in organizations*. San Francisco, CA: Jossey-Bass, pp. 3–90.
- Kreder, M., & Zeller, M. (1988). Control in German and US companies. *Management International Review*, *28*(3). pp. 58-66.
- Kuo, C. (2004). Research on the Impact of Team Leadership on Team Effectiveness. *Journal of American Academy of Business*. *5*(1), pp. 266-277.
- Larson, C., & LaFasto, F. (1988). *Teamwork: What must go right / what can go wrong*. Newbury Park, CA: Sage.
- Larson, E.W., & Fukami, C.V. (1984). Relationships between Worker Behavior and Commitment to the Organization and Union. *Proceedings of the Academy of Management*, pp. 222–6.
- Latham, G. P., & Wexley, K.N., (1977). Behavioural Observation Scales For Performance Appraisal Purposes. *Personnel Psychology*, *30*(2), pp. 255-268.

- Laurent, A. (1983), The cultural diversity of western conceptions of management, *International Studies of Management and Organization*, *13*, pp. 75-96.
- Lawrence, P. R., & Lorsch, J. W. (1967b). *Organization and environment*. Homewood, IL: Irwin-Dorsey.
- Lee, S.M. (1971). An Empirical Analysis of Organizational Identification. *Academy of Management Journal*, *14*, pp. 213–26.
- Leonard, D. (1998). *Wellsprings of knowledge: Building and sustaining the sources of innovation*. Boston: Harvard Business School Press.
- Levine J.M. & Moreland, R.L. (1990). Progress in Small Group Research. *Annual Revision Psychology*, *41*, pp. 585-634.
- Levine, D.I. & Tyson, L. (1990). *Participation, Productivity, and the Firm's Environment*. Washington, DC: Brookings Institution.
- Levine, J., Resnick, L., & Higgins, E.T. (1993). Social foundations of cognition. *Annual Review of Psychology*, *44*, pp. 585–612.
- Lien, B. Y., Hung, R. Y., Yang, B., & Li, M. (2006). Is the learning organization a valid concept in the Taiwanese context? *International Journal of Manpower*, *27*(2), pp. 189–203.
- Litterer, J. A. (1966). Conflict in organization: A re-examination. *Academy of Management Journal*, *9*, pp. 178-186.
- Locke, E.A. (1968). Towards a Theory of Task Motivation and Incentives. *Organizational Behavior and Human Performance*, *3*, pp. 157-89
- Locke, E.A., Cartledge, N., & Koeppel, J. (1968). Motivational Effects of Knowledge of Results: A Goal Setting Phenomenon? *Psychological Bulletin*, *70*, pp. 474-85.
- Locke, E.A., Smith, K.G., Erez, M., Chah, D., & Schaffer, A. (1994). The effect of intra-individual goal conflict on performance. *Journal of Management*, *20*(1), pp. 67-91.
- Longaretti, L., & Wilson, J. (2006). The impact of perceptions on conflict management. *Educational Research Quarterly*, *29*(4), pp. 3-15.
- Lovelace, K., Shapiro, D. L., & Weingart, L.R. (2001). Maximizing cross-functional new product teams' innovativeness and constraint adherence: A conflict communications perspective. *Academy of Management Journal*, *44*(4), pp. 779-793.



- Maignan, I., & Ferrell, O.C. (1999). Corporate citizenship: cultural antecedents and business benefits. *Journal of Academy of Marketing Science*, 27(4), pp. 457-70.
- Mannix, E., & Neale, M. (2005). What Differences Make a Difference? The Promise and Reality of Diverse Teams in Organizations. *Psychology Science*, 6(2), pp. 31-56.
- Marquardt, M. J. (2002). *Building the learning organization: Master the five elements for corporate learning*. Palo Alto, CA: Davis-Black.
- \_\_\_\_\_, (1996). *Building the learning organization*. New York, NY: McGraw-Hill
- Marsick, V.J., Bitterman, J., & Van der Veen, R. (2000). *From the learning organization to learning communities: Toward a new learning society*. Columbus, OH: ERIC.
- Martin, A., & Bal, V. (2007). *The state of teams: CCL research report*. Greensboro, NC: Center of Creative Leadership.
- Mayo, A., & Rick, S. (1993). Recognizing a learning organization. *European Forum for Management Development*, 93(1), pp. 14–17.
- Mayo, E. (1945). *The social problems of an industrial civilization*. New Hampshire, MA: Ayers.
- McCaul, H.S., Hinsz, V.B., & McCaul, K.D. (1995). Assessing Organizational Commitment: An Employee's Global Attitude toward the Organization. *Journal of Applied Behavioral Science*, 31(1), pp. 80–90.
- Merchant, K. A., & Riccaboni, A. (1990). Performance-based management incentives at the Fiat Group: a field study. *Management Accounting Research*, 1, pp.281-303.
- Meyer, J.P., & Allen, N.J. (1997). *Commitment in the workplace: Theory, research, and application*. Newbury Park, CA: Sage.
- Meyer, M.W. and Gupta, V. (1994). The performance paradox. *Research in Organizational Behavior*, 16, pp. 309-69.
- Miller, D., & Lee, J. (1999). People matter: commitment to employees, strategy and performance in Korean firms. *Strategic Management Journal*, 20, pp. 579-93.
- Mitchell, R., Micholas, S., Boyle, B. (2008). The Impact of Cognitive Conflict on Term Performance. *Asia Pacific Management Review*, 13(3), pp. 625-634.
- Mitchell, R.J., (1993). *Path analysis: pollination. In: Design and Analysis of Ecological Experiments*. New York, NY. pp. 211-231.
- Mollenan, E., Nauta, A., & Jehn K.A. (2004). Person-job fit applied to teamwork. A multi-level approach. *Small Group Research*, 35(5), pp. 515-539.

- Morakul, S. (1999). *Cultural Influences on The ABC Implementation under Thailand's Environment*. Dissertation presented to The Graduate Council of the University of North Texas for the degree of Doctor of Philosophy. Denton, Texas.
- Morakul, S., & Wu, F.H. (2001). Cultural Influences on the ABC Implementation in Thailand's Environment. *Journal of Managerial Psychology*, *16*(2), pp.142-158.
- Morgan, R.M., & Hunt, S.D. (1994). The commitment-trust theory of relationship marketing. *Journal of Marketing*, *58*, pp. 20-38.
- Morrison, K. (1998). *Management theories for educational change*. London: Paul Chapman Publishing Ltd.
- Morrow, P.C. (1983). Concept Redundancy in Organizational Research: The Case of Work Commitment. *Academy of Management Review*, *8*, pp. 486-500.
- Mowday, R.R., Steers, R.M., & Porter, L.W. (1979). The Measurement of Organizational Commitment. *Journal of Vocational Behavior*, *14*, pp. 224-47.
- \_\_\_\_\_, (1982). *Employees, Organization Linkages*, New York, NY: Academic Press.
- Mueller,F., Procter, S., & Buchanun, D. (2000). Team working in its Context: Antecedents, Nature and Dimensions. *Human Relations*, *53*, pp.1387-1424.
- Naumann, E. (1993). Antecedents and Consequences of Satisfaction and Commitment among Expatriate Managers. *Group & Organization Management*, *18*(2), pp. 153-87.
- Nemeth, C.J. (1986). Differential contributions of majority and minority influence processes. *Psychological Review*, *93*, pp. 10-20.
- Neubert, M.J. (1999). Too much of a good thing or the more the merrier? Exploring the dispersion and gender composition of informal leadership in manufacturing teams. *Small Group Research*, *30*(5), pp. 635-646.
- Nibler, R., & Harris, K.L. (2003). The effects of culture and cohesiveness on intragroup conflict and effectiveness. *Journal of Social Psychology*, *143*(5), pp. 613-631.
- Nijdam, N. E. (1998). *The functioning of work teams*. Master's thesis. University of Amsterdam: The Netherlands.
- Nonaka, I., & Takeuchi, H. (1995). *The Knowledge-Creating Company*. New York, NY: Oxford.

- O'Reilly, C., & Chatman, J. (1986). Organisational commitment and psychological attachment: the effects of compliance, identification, and internalization on pro-social behavior. *Journal of Applied Psychology*, *71*, pp. 492-9.
- O'Reilly, C.A., & Caldwell, D.F. (1980). Job Choice: The Impact of Intrinsic and Extrinsic Factors on Subsequent Satisfaction and Commitment. *Journal of Applied Psychology*, *63*, pp. 559-65.
- Ohbuchi K.I., Suzuki M., & Hayashi Y. (2001). Conflict management and Organizational attitudes among Japanese: individual and group goals and justice. *Asian Journal of Social Psychology*, *4*, p. 93-101.
- Olson, L.B. and Singsuwan, K. (1997), *The effect of partnership, communication, and conflict resolution behaviors on performance success of strategic alliances: American and Thai perspectives*. in Beamish, P.W. and Killing, J.P. (Eds), *Cooperative Strategies: Asian Pacific Perspectives*, The New Lexington Press, San Francisco, CA, pp. 245-67.
- Ortenblad A. (2002). On Differences Between Organizational Learning and Learning Organization. *The Learning Organization*, *8*(3), pp. 125-133.
- \_\_\_\_\_, (2004). The learning organization: Toward an integrated model. *The Learning Organization*, *11*(2), pp. 124-44.
- Ozgan H. (2011). The relationships between Organizational Justice, Confidence, Commitment, and Evaluating the Manager and the Perceptions of Conflict Management at the context of Organizational Behavior. *Educational Sciences: Theory & Practice*, *11*(1), pp. 241-247.
- Parker, G.M. (1990). *Teamplayers and Team work: The New Competitive Business Strategy*. San Francisco, Calif: Jossey-Bass.
- Pasmore, W.A. (1988). *Designing Effective Organizations*. New York, NY: John Wiley.
- Pelled, L.H. (1996). Demographic Diversity, Conflict, and Work Group Outcomes: An Intervening Process Theory. *Organization Science*, *7*(6), pp. 615-631
- Pelled, L.H., Eisenhardt, K.M. & Xin, K.P. (1999). Exploring the black box: an analysis of work group diversity, conflict, and performance. *Administrative Science Quarterly*, *44*(1), pp. 1-28.

- Peng J.C., & Chiu, S.F. (2010). An Integrative Model Linking Feedback Environment and Organizational Citizenship Behavior. *Journal of Social Psychology, 150*(6), pp. 582-607.
- Peterson, S. (2004). Toward a Theoretical Model of Employee Turnover: A Human Resource Development Perspective. *Human Resource Development Review, 3* (3), pp. 209-228.
- Pfeffer, J. (1983). Organizational Demography and Turnover: An Examination of Multi-Form and Non-Linear Heterogeneity. *Berkeley University Journal, 12*, pp. 299-357.
- Pfeffer, J., & Salancik, G.R. (1978). *External Control of Organization: A Resource Dependence Perspective*. New York, Harper & Row.
- Pierce, J.L., & Dunham, R.B. (1987). Organizational Commitment: Reemployment Propensity and Initial Experience. *Journal of Management, 13*, pp. 163-78.
- Pondy, L.R. (1992). Reflections on organizational conflict. *Journal of Organizational Behavior, 13*, pp. 257-261.
- Pondy, L.R. (1967). Organizational conflict: Concepts and models. *Administrative Science Quarterly, 12*, pp. 296-320.
- Porter, L.W., Crampton, W.J., & Smith, F.J. (1976). Organisational commitment and management turnover: a longitudinal study. *Organisational Behavior and Human Performances, 15*, pp. 86-98.
- Porter, L.W., Steers, R.M., Mowday, R.T., & Boulian, P.V. (1974). Organisational commitment, job satisfaction and turnover among psychiatric technicians. *Journal of Applied Psychology, 59*, pp. 603-09.
- Poznanski, P.J., & Bline, D.M. (1997). Using structural equation modeling to investigate the casual ordering of job satisfaction and organizational commitment among staff accountants. *Behavioral Research Accounting, 9*, pp. 32-43.
- Preskill, H. (2005). *Evaluative inquiry, In Encyclopedia of evaluation*. Oaks. CA: Sage. Pp. 143-6.
- Price, J.L., & Mueller, C.W. (1981). A Causal Model of Turnover for Nurses. *Academy of Management Journal, 24*, pp. 543-65.
- Pruitt, D.G. (1983). Strategic choice in negotiation. *American Behavioral Scientist, 27*, pp.167-194.

- Pulhamus, A.R. (1991). Conflict handling—A common sense approach to appraising supervisory performance. *Public Personnel Management*, *20*, pp. 485–492.
- Putnam, L. L., & Wilson, C. E. (1982). *Communicative strategies in organizational conflicts: Reliability and validity of a measurement scale*. Beverly Hills, CA: Sage.
- Quinn, R.E. (1988). *Beyond Rational Management*. San Francisco, CA: Jossey-Bass.
- Rahim, M.A. (1983a). *Rahim Organizational Conflict Inventories: Professional manual*. Palo Alto, CA. Consulting Psychologists Press.
- \_\_\_\_\_, (1983b). *Rahim Organizational Conflict Inventories-I&II*. Palo Alto, CA. Consulting Psychologists Press.
- \_\_\_\_\_, (1983c), Measurement of organizational conflict. *Journal of General Psychology*, *109*, pp. 189-199.
- \_\_\_\_\_, (1986), Referent role and styles of handling interpersonal conflict. *Journal of Social Psychology*, *125*, pp. 79-86.
- \_\_\_\_\_, (2001). *Conflict in Organizations. 3rd Ed.*, Westport, CT. Quorum Books.
- \_\_\_\_\_, (2004). *Rahim organizational conflict inventories: Professional manual*. Bowling Green, KY: Center for Advanced Studies in Management.
- Rahim, M.A., & Bonoma, T.V. (1979). Managing organizational conflict: A model for diagnosis and intervention. *Psychological Reports*, *44*, pp. 1323-1433.
- Rands, M., Levinger, G., & Mellinger, G. D. (1981). Patterns of conflict resolution and marital satisfaction. *Journal of Family Issues*, *2*, pp.297–321.
- Rashid, Z.A., & Anantharaman, R.N. (1997). A study of corporate culture strategy and culture. *Malaysian Management Review*, *32*, pp. 25-9.
- Rashid, Z.A., Sambasovan, M., & Johari, J. (2003). The influence of corporate culture and organizational commitment on performance. *Journal of Management Development*, *22*(8), pp.708-728.
- Richard, O., Kochan, T., & McMillan-Capehart, A. (2002). The Impact of Visible Diversity on Organizational Effectiveness: Disclosing the Contents in Pandora’s Black Box. *Journal of Business and Management*, *8* (3), pp. 265-291.
- Robbins, S.P. (1993). *Organization Behavior; Concepts, Controversies, and Applications*. (6th Ed.), New Jersey, Prentice Hall.

- Roberts, T. (2005). Coaching managers through their conflicts. *Management Services*, 49(4), pp. 16-18.
- Rovinelli, R.J., & Hambleton, R.K. (1977). On the use of content specialists in the assessment of criterion-referenced test item validity. *Dutch Journal of Educational Research*, 2, pp. 49-60.
- Saavedra, R., Earley, P.C., & Van Dyne, L. (1993). Complex interdependence in task-performing groups. *Journal of Applied Psychology*, 78, pp. 61-72.
- Sagar, J.K. (1990). How to Retain Salespeople. *Industrial Marketing Management*, 19(2), pp. 155-66.
- Saks, A.M., Mudrack, P.E., & Ashforth, B.E. (1996). The Relationship between the Work Ethic, Job Attitude, Intentions to Quit, and Turnover for Temporary Service Employees. *Canadian Journal of Administrative Sciences*, 13(3), pp. 226-41.
- Salas, E., Dickinson, T.L., Converse, S., & Tannenbaum, S.I. (1992). *Toward an understanding of team performance and training. Teams: their training and performance*. Norwood, NJ: Ablex Publishing.
- Salas, E., Stagl, K., & Burke, C.S. (2004). 25 years of team effectiveness in organizations: Research themes and emerging needs. *International Review of Industrial and Organizational Psychology*, 19.
- Salomon, M. F., & Schork, J. M. (2003). Turn Diversity to Your Advantage. *Research Technology Management*, 46 (4), pp. 37-51.
- Samson, D., & Daft, R.L. (2003). *Management*. Nelson Australia.
- Sanford, L. (2003). Continual Improvement Using ISO 9001. *Quality Progress*, 36(1), pp. 62-63.
- Schneider, B. 1987. The People Make the Place. *Personnel Psychology*, 40, pp. 437-453.
- Schulz-Hardt, S., Jochims, M., & Frey, D. (2002). Productive conflict in group decision making: Genuine and contrived dissent as strategies to counteract biased information seeking. *Organizational Behavior and Human Decision Processes*, 88, pp. 563-586.
- Schumacker, R.E., & Lomax, R.G. (2010). *A Beginner's Guide to Structural Equation Modeling*. (Third Edition), USA: Taylor and Francis Group.
- Schwandt, D.R. (1993). *Organizational Learning: A Dynamic Integrative Construct*. Unpublished Manuscript. The George Washington University Executive Leadership in Human Resource Development Program, Washington, DC.

- Senge, P.M. (1990). *The Fifth Discipline: The Art & Practice of the Learning Organization*. New York, NY: Doubleday/Currency.
- Shah, P., & Jehn, K. (1993). Do friends perform better than acquaintances? The interaction of friendship, conflict and task. *Group Decision and Negotiation*, 2, pp. 149-166.
- Shamoo, A.E., & Resnik, D.B. (2003). *Responsible conduct of research*. New York: Oxford University Press.
- Shanley, Mark, & Langfred, Claus, (1998). *The Importance of Organizational Context II: An Empirical Test of Work Group Cohesiveness and Effectiveness in Two Governmental Bureaucracies*, PAQ, Winter.
- Sharma, S., (1996). *Applied Multivariate Techniques*. New York, John Wiley and Sons, Inc.
- Shaw, M.E. (1973). Scaling group tasks: A method for dimensional analysis. *JSAS catalog of selected documents in psychology*, 3(8).
- Sheldon, M. (1971). Investment and Involvements as Mechanisms Producing Commitment to the Organization. *Administrative Science Quarterly*, 26(2), pp. 143–50.
- Schelling, T. C. (1960). *The strategy of conflict*. Cambridge: Harvard University Press.
- Simons, T.L., & Peterson, R.S. (2000). Task conflict and relationship conflict in top management teams: The pivotal role of intragroup trust. *Journal of Applied Psychology*, 85(1), pp. 102-111.
- Smith, W.M., (1966). Observation over the lifetime of a small isolated group: structure, danger, etc. *Psychological reports*, 19, pp. 475-514.
- Song, Ji. (2008). *The Integrative Determinants of Organization Performance Improvement: The Impacts of Dimensions of Learning Organization and Dynamic Knowledge Creation*. Ph.D. Dissertation, The Pennsylvania State University. USA.
- Song, M., Dyer, B., & Thieme, R. J. (2009). Conflict management and innovation performance: An integrated contingency perspective. *Journal of the Academy of Marketing Science*, 34(3), pp. 341-356.
- Sousa-Poza, A., & Henneberger, F. (2004). Analyzing Job Mobility With Job Turnover Intentions: An International Comparative Study. *Journal of Economic*, 38(1), pp. 113-136.
- Souza-Poza, A., & Henneberger, F. (2004). Analyzing job mobility and job turnover intentions: An international comparative study. *Journal of Economic Issues*, 38, pp.113-137.

- Srivastava M., & Sinha A.K., (2011). Task Characteristics & Group Effectiveness in India Organizations. *The Indian Journal of Industrial Relations*, 46(4).
- Steers, R.M. (1977). Antecedents and Outcomes of Organizational Commitment. *Administrative Science Quarterly*, 22, pp. 46–56.
- Stevens, M.J., & Sampion, M.A. (1994). The knowledge, skill, and ability requirement for teamwork: implications for Human Resource Management. *Journal of Management*, 20(2), pp. 503-530.
- Stumpf, S.A., & Hartman, K. (1984). Individual Exploration to Organizational Commitment or Withdrawal. *Academy of Management Journal*, 27, pp. 308–29.
- Sugarman, B. (2001). A learning-based approach to organizational change: Some results and guidelines. *Organizational Dynamics*, 30(1), pp. 62–76.
- Sundstrom E., Muse, D.P., & Futrell, D. (1990). Work teams: Applications and effectiveness. *American Psychologist*, 45(2), pp. 123.
- Taggard. S., & Brown, T.C. (2001). Problem-solving team behaviors: Development and validation of BOS and a Hierarchical Factor Structure. *Small Group Research*, 32(6), pp. 698-727.
- Thatcher, S., Jehn, K., & Zanutto, E. (2003). Cracks in Diversity Research: The Effects of Diversity Faultlines on Conflict. *Group Decision and Negotiation* 12, pp. 217-241.
- Thomas, K.W. (1976). *Conflict and conflict management*. In M. D. Dunnette (Ed.), Handbook of industrial and organizational psychology. Chicago: Rand-McNally.
- Thomas, K.W. (1992). *Conflict and negotiation process in organizations*. Handbook of Industrial and organizational psychology (2<sup>nd</sup> ed.), 3, pp. 651-717.
- Thomas, K.W., & Kilmann, R.H. (1974). *Thomas-Kilmann Conflict MODE Instrument*. Tuxedo, NY: Xicom.
- Thomas, K.W., & Schmidt, W. H. (1976). A survey of managerial interests with respect to conflict. *Academy of Management Journal*, 19, pp. 315–318.
- Tjosvold, D. (1997). *Conflict within interdependence: Its value for productivity and individuality*. Using conflict in organizations. London: Sage. pp. 23–37.
- Trist, E.L., & Bamforth, K.W. (1951). Some Social and Psychological Consequences of the Longwall Method of Coal-Getting. *Human Relations*, 4.



- Tsai Y. (2011). Relationship between Organizational Culture, Leadership Behavior and Job Satisfaction. *BMC Health Services Research*, *11*, pp. 98.
- Tsang, E.W.K. (1997). Organizational learning and the learning organization: A dichotomy between descriptive and prescriptive research. *Human Relations*, *50*(1), pp. 73–89.
- Tsui P.L., Lin Y.S., & Yu T.H. (2013). The influence of Psychological Contract and Organizational Commitment on Hospitality Employee Performance. *Social Behavior and Personality*, *41*(3), pp.443-452.
- Valmohammadi C., & Khodapanahi M. (2011). The Impact of ISO9001:2000 Implementation on Employees' Job Satisfaction: A case study. *International Journal of Academic Research*, *3*(1), pp.601-609.
- Van der Post, W.Z., de Coning, T.J., & Smit, E.V. (1998). The relationship between organisational culture and financial performance: some South African evidence. *South African Journal of Business Management*, *29*(1), pp.30-41.
- Van Hootegeem, Gert, Jos Benders, Anne Delarue and Stephen Procter. (2005). Team working: looking back and forward. *The International Journal of Human Resource Management*, *16*(2), pp. 167-173.
- Van Vianen, A.E.M. (2000). Person-organisation fit: the match between newcomers' and recruiters' preferences for organisation cultures. *Personal Psychology*, *53*(1), pp.113-50.
- Vance, C.M., McClaine, S.R., Boje, D.M., & Stage, D. (1992). An examination of the transferability of traditional performance appraisal principles across cultural boundaries. *Management International Review*, *32*, pp. 313-326.
- Veronique D.C., & Pascal P. (2012). Employee Commitment and Organizational Citizenship Behaviors in Hotel Industry: Do Foci Matter? *Journal of Human Resources in Hospitality & Tourism*, *11*(4), pp.303-326.
- Volkema, R.J., & Bergmann, T.J. (1995). Conflict styles as indicators of behavioral patterns in interpersonal conflicts. *Journal of Social Psychology*, *135*, pp.5-15.
- Wall, J., & Callister, R. (1995). Conflict and its management. *Journal of Management*, *21*, pp. 515–558.
- Wall, V., & Nolan, L. (1986). Perceptions of inequity, satisfaction, and conflict in task-oriented groups. *Human Relations*, *39*, pp. 1033–1052.

- Walton, R.E. (1969). *Interpersonal peacemaking: Confrontations and third party consultation*. Reading, MA: Addison Wesley.
- Wang, X., Yang, B., & McLean, G.N. (2007). Influence of demographic factors and ownership type upon organizational learning culture in Chinese enterprises. *International Journal of Training & Development*, 11(3), pp. 154-165,
- Wasita B. (2007). Understanding conflict management styles of Thais and Americans in multinational corporations in Thailand. *International Journal of Conflict Management*. 18 (3).
- Wasti, S.A. (1999). *Organizational commitment and collectivism: The case of Turkey*. Doctoral Dissertation, University of Illinois, Urbana-Champaign.
- \_\_\_\_\_, (2005). Commitment profiles: Combinations of organizational commitment forms and job outcomes. *Journal of Vocational Behavior*, 67, pp. 290-308.
- Watkins, K.E., & Marsick, V.J. (1993). *Sculpting the Learning Organization: Lessons in the Art and Science of Systemic Change*. San Francisco, CA: Jossey-Bass.
- \_\_\_\_\_, (1996). *In Action: Creating the Learning Organization*. Alexandria, VA: American Society for Training and Development.
- Weaver, J.L., Bowers, C.A., Salas, E., & Cannon-Bowers, J.A. (1997). *Motivation in work teams, Advances in interdisciplinary studies of work teams*. Greenwich, JAI Press, Inc. pp.167-91.
- Weick, K.E., & Roberts, K.H.(1993). Collective Mind in Organizations: Heedful Interrelating on Flight Decks. *Administrative Science Quarterly*, 3, pp. 357-81.
- Weitz, B.A., & Jap, S.D. (1995). Relationship marketing and distribution channels. *Journal of the Academy of Marketing Science*, 23(4), pp. 305-320.
- Wheelan, S.A. (1999). *Creating effective Teams*. Sage Publications.
- Wiener, Y., & Vardi, Y. (1980). Relationships between Job, Organization, and Career Commitment and Work Outcomes: An Integrative Approach. *Organizational Behavior and Human Performance*, 26, pp. 81-96
- Willam, L.J., & Hazer, J.T. (1986). Antecedents and consequences of satisfaction and commitment in turnover models: a reanalysis using latent variable structural equation methods. *Journal of Applied Psychology*, 2, pp.219-31.

- Williams, K.Y., & O'Reilly, C.A. (1998). Organizational Demography in Japanese Firms: Group Heterogeneity, Individual Dissimilarity, and Top Management Team Turnover. *Academy of Management Journal*, *20*, pp. 77-40.
- Weingart, L. R., & Weldon, E. (1991). Processes that mediate the relationship between a group goal and group member performance. *Human Performance*, *4*, 33-54.
- Woodcock, M., & Francis, D. (1996). *25 Interventions for improving team performance*. Gower Publishing Ltd.
- Yang, B. (2005). *Factor analysis methods*. Research in organizations: Foundations and methods of inquiry. San Francisco: Berrett-Koehler, pp. 181–199.
- Yang, B., Watkins, K., & Marsick, V. (2004). The construct of the learning organization: dimensions, measurement, and validation. *Human Resource Development Quarterly*, *15*(1), pp. 31–55.
- Yang, L.H. & Tang, J.H. (2004). *Team structure and team performance in IS development: a social network perspective*. *41*, pp. 335-349.
- Yoo, Y., & Alavi, M. (2001). Media and Group Cohesion: Relative Influence on Social Presence, Task Participation and Group Consensus. *MIS Quarterly*, *25*(3), pp. 371-90.
- Zhang, D., Zhang, Z., & Yang, B. (2004). Learning organization in mainland China: Empirical research on its application to Chinese state-owned enterprises. *International Journal of Training and Development*, *8*(4), pp. 258–273.