

REFERENCES

- Adair, W. L., & Brett, J. M. (2016). Negotiation and Conflict Management Research. *Building Bridges and Making Connections*, 9(4), 269–344. <https://doi.org/https://doi.org/10.1111/ncmr.12082>
- Brown, P., Levinson, S. C. (1987). *Politeness: Some universals in language usage*. Cambridge University Press.
- Creswell, John & Poth, C. (2017). *Qualitative Inquiry and Research Design Choosing Among Five Approaches* (Fourth). SAGE Publications, Inc. https://books.google.co.id/books?id=gX1ZDwAAQBAJ&pg=PA1956&hl=id&source=gbv_toc_r&cad=2#v=onepage&q&f=false
- Culpeper, J., Mackey, A., & Taguchi, N. (2023). Collecting and Analyzing L2 Pragmatics Data. In A. & G. Mackey (Ed.), *Current Approaches in Second Language Acquisition Research* (9). John Wiley & Sons Ltd. <https://doi.org/10.1002/9781394259670.ch9>
- Furkó, P. (2017). *Pragmatic Perspectives on Understanding Strangers*. 2, 61–80. <https://doi.org/10.1515/ausp-2017-0018>
- Hartmann, N., Wieland, H. & Vargo, S. L. (2018). Converging on a new theoretical foundation for selling. *Journal of Marketing*, 82(2), 1–18. <https://doi.org/10.1509/jm.15.0365>
- Holmes, J., & Stubbe, M. (2015). *Power and politeness in the workplace* (7th ed.). Routledge. <https://doi.org/10.4324/9781315750231>
- Johnston, Mark W & Marshall, G. W. (2016). *Sales force management: Leadership, innovation, technology* (12th ed.). Routledge. <https://doi.org/10.4324/9781315668062>
- Kong, Dejun Tony; Dirks, Kurt T.; Ferrin, D. L. (2014). Interpersonal Trust Within Negotiations: Meta-Analytic Evidence, Critical Contingencies, and Directions for

- Future Research. *Academy of Management Journal*, 57(5), 1235-1255.
<https://doi.org/https://doi.org/10.5465/amj.2012.0768>
- Kotler, P., & Keller, K. L. (2016). *Marketing management* (15th ed.). Pearson Education, Inc. <https://library.krea.edu.in/cgi-bin/koha/opac-detail.pl?biblionumber=96678>
- Lasky, J. (2021). Integrative negotiation strategy. In EBSCO.
<https://www.ebsco.com/research-starters/business-and-management/integrative-negotiation-strategy>
- Lewicki, R., Saunders, J., M., D., & Barry, B. (2015). *Negotiation* (7th ed.). McGraw-Hill Education.
https://glencoe.mheducation.com/sites/0078029449/information_center_view0/feature_summary.html
- Plouffe, C; Bolander, W & Cote, J. (2014). Which influence tactics lead to sales performance? It is a matter of style. *Personal Selling and Sales Management*, 34(2), 141–159. <https://doi.org/https://doi.org/10.1080/08853134.2014.890901>
- Saphiro, D. (2017). *Negotiating the nonnegotiable: how to resolve your most emotionally charged conflicts* (Expanded e). Penguin Books.
<https://tallons.law.utexas.edu/cgi-bin/koha/opac-detail.pl?biblionumber=335280#1>
- Sweeney, E., & Hua, Z. (2015). Discourse Completion Tasks. In Z. Hua (Ed.), *Research Methods in Intercultural Communication: A Practical Guide* (Number 1982, pp. 212–222). John Wiley & Sons Inc. <https://doi.org/10.1002/9781119166283.ch14>
- Thompson, B. (2024). *Quotations in global trade*. Inco Docs.
<https://incodocs.com/blog/request-for-quotations-rfq-import-export/>
- Yin, R. (2018). *Case Study Research and Applications: Design and Methods* (sixth). SAGE Publications, Inc.
https://books.google.co.id/books/about/Case_Study_Research_and_Applications.html?id=6DwmDwAAQBAJ&redir_esc=y