

DAFTAR PUSTAKA

- Albrecht, S. L., Leiter, M., & Bakker, A. B. (2011). Key questions regarding work engagement. *European Journal of Work and Organizational Psychology*, 20(1), 4–28.
- Ahmed Mohamed, S., & Ali, M. (2015). The influence of perceived organizational support on employees' job performance. *International Journal of Scientific and Research Publications*, 5(4), 1–6.
- Ajibola, K. S., Mukulu, E., & Simiyu, A. (2019). Performance Appraisal and Employee Engagement: Does Tenure Matters? Evidence from South-West Nigeria. *Quest Journal of Management and Social Sciences*, 1(2), 146–164.
- Akbar, M. R. (2013). Pengaruh Budaya Organisasi Terhadap Employee Engagement (Studi pada Karyawan PT. Primatexco Indonesia di Batang). *Journal of Social and Industrial Psychology*, 2(1), 10–18.
- Al-Omar, H. A., Arafah, A. M., Barakat, J. M., Almutairi, R. D., Khurshid, F., & Alsultan, M. S. (2019). The impact of perceived organizational support and resilience on pharmacists' engagement in their stressful and competitive workplaces in Saudi Arabia. *Saudi Pharmaceutical Journal*, 27(7), 1044–1052.
- Ariarni, N., & Afrianty, T. W. (2017). Pengaruh Perceived Organizational Support Terhadap Kinerja Karyawan Dengan Employee Engagement Sebagai Variabel Intervening (Studi pada Karyawan PT. Pos Indonesia Kota Madiun). *Jurnal Administrasi Bisnis*, 50(4), 169–177.
- Azwar, S. (2012). *Reliabilitas dan validitas*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Metode Penelitian*. Yogyakarta : Pustaka Pelajar.
- Azwar, S. (2017). *Metode Penelitian Psikologi*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2018). *Metode Penelitian Psikologi edisi II*. Yogyakarta : Pustaka Pelajar.
- Bakker, A. B., Demerouti, E., de Boer, E., & Schaufeli, W. B. (2003). Job Demand and Job Resources as Predictors of Absence Duration and Frequency. *Journal of Vocational Behavior*, 62(2), 341–356.
- Batista-Taran, L., Shuck, M., Gutierrez, C., & Baralt, S. (2009). The Role of Leadership Style in Employee Engagement. *The Role of Leadership Style in Employee*, 15–20.

- Caesens, G., & Stinglhamber, F. (2014). The Relationship Between Perceived Organizational Support and Work Engagement : The Role Of Self-Efficacy and Its Outcomes. *Revue Europeenne de Psychologie Appliquee*, 64(5), 259–267.
- Charda, U. (2010). Luar Hubungan Kerja Pada Bentuk Pekerjaan. *Ilmu Hukum dan Syiar Hukum*, XII(2), 117–134.
- Dai, K., & Qin, X. (2016). Perceived Organizational Support and Employee Engagement: Based on the Research of Organizational Identification and Organizational Justice. *Open Journal of Social Sciences*, 04(12), 46–57.
- Drake, T. J., & Gibbons, A. (2012). *Assessing Employee Engagement*. 1–2.
- Gruman, J. A., & Saks, A. M. (2011). Performance management and employee engagement. *Human Resource Management Review*, 21(2), 123–136.
- Hewitt, A. (2015). Aon Hewitt ' s Model of Employee Engagement. *January*.
- Indrianti, N. (2012). An Exploratory Study Of Service Productivity Index For Service Industry Evaluation. *International Journal of Services, Economics and Management*. 4(4), pp.331-343.
- James, J. B., McKechnie, S., & Swanberg, J. (2011). Predicting employee engagement in an age-diverse retail workforce. *Journal of Organizational Behavior*, 32(2), 173–196.
- Julita, S., & Andriani, I. (2017). Keterikatan Karyawan pada Karyawan PT. Bank Rakyat Indonesia (Persero) tbk. *Journal Psikologi Undip*, 16(1), 40–53.
- Kasalak, G., & Aksu, M. (2014). Organizational Cynicism of Research Assistants The Relationship between Perceived Organizational Support and Organizational Cynicism of Research. *Educational Sciences: Theory & Practice*, 14(1), 125–133.
- Kim, W. H., Park, J. G., & Kwon, B. (2017). Role of burnout on job level , job satisfaction , and task performance. *Leadership & Organization Development Journal* , 38(5), 630–645.
- Koodamara, N. K., Thomas, B., & Sashidhar, R. (2019). The Effects of Perceived Organizational Support (POS) and Perceived Organizational Justice (POJ) on Employee Engagement (EE) of Indian Employee in Information Technology. *International Journal of Recent Technology and Engineering*, 8(1), 209–215.

- Kurniawati, I. D. (2014). Masa Kerja dengan Job Engagement Pada Karyawan. *Jurnal Ilmiah Psikologi Terapan*, 02(02), 311–324.
- Macey, W. H., & Schneider, B. (2008). Pore-pressure response beneath a ring foundation on clay. *Industrial and Organizational Psychology*, 1(3).
- Mangundjaya, W. L. H. (2012). Persepsi Dukungan Organisasi Versus Kepuasan Kerja dan Perannya Terhadap Perilaku Kewarnegaraan Organisasi. *Psikologi Sosial*, 8(3), 175–182.
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job burnout. *Annual Review of Psychology*, 52(1), 397–422.
- Metria, K., & Riana, I. G. (2018). Pengaruh Dukungan Organisasi Terhadap Komitmen Organisasional Dan Kinerja Pegawai. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 9, 2117–2146.
- Manurung, M. G., Parahyanti, E., & Radikun, T. (2018). Hubungan Persepsi Dukungan Organisasi Dan Kinerja : Studi Kasus Jabatan Fungsional Tertentu Relationship Between Organizational Support and Performance : Case Study of Family Planning Educator. *Civil Service*, 12(1), 57–68.
- Markos, S., & Sridevi, M. S. (2010). Employee Engagement: The Key to Improving Performance. *International Journal of Business and Management*, 5(12), 89–96.
- Medina, B., & Frinlicia. (2016). Perceived Organizational Support Effect, Rewards and Recognition, and Spirituality. *Business and Entrepreneurial Review*, 15(2), 147–170.
- Mujiasih, E., & Ratnaningsih, I. Z. (2011). *Kepemimpinan Transformasional dan Employee Engagement*. 138–155.
- Mujiasih, E. (2015). Hubungan Antara Persepsi Dukungan Organisasi (Perceived Organizational Support) Dengan Keterikatan Karyawan. *Jurnal Psikologi Undip*, 14(1), 40–51.
- Muzdalifah, N., & Mangundjaya, W. L. (2019). Persepsi Dukungan Organisasi, Rasa Berdaya Psikologis, dan Pengaruhnya Terhadap Keterikatan Karyawan Pertelevision. *Mediapsi*, 5(1), 1–15.
- Nilasari, M., & Frinlicia. (2016). Perceived Organizational Support Effect, Rewards and Recognition, and Spirituality. *Business and Entrepreneurial Review*, 15(2), 147–170.

- Panuju, N. F., & Mangundjaya, W. L. (2018). Persepsi Dukungan Organisasi dan Komitmen Afektif Organisasi: Peran Mediasi Keterikatan Karyawan pada Karyawan Pertelevisian. *Psikohumaniora: Jurnal Penelitian Psikologi*, 3(2), 223.
- Papalexandris, N., Galanaki, E., Swathi, S., Iqbal, A. and H., Studies, B dkk. (2015). Employee Engagement: A Conceptual Framework. *The International Journal Of Business & Management*, 5(1), 639–649.
- Periantalo, J. (2015). *Penyusunan Skala Psikologi Asyik Mudah & Bermanfaat*. Yogyakarta: Pustaka Pelajar.
- Periantalo, J. (2015). *Validitas Alat Ukur Psikologi: Aplikasi Praktis*. Yogyakarta: Pustaka Belajar.
- Periantalo, J. (2016). *Penelitian Kuantitatif untuk Psikologi*. Yogyakarta : Pustaka Pelajar.
- Prahara, Sowanya A., & Alkasim, Muhammad. A. (2019). *Perceived Organizational Support Dengan Employee Engagement Pada Karyawan*, 4(2), 185–194.
- Qureshi, M. A. (2015). Human Resource Practices in Pakistan Banking Sector: A Conceptual Framework Including Personality Traits, Emotional Intelligence and Employee Performance. *International Journal of Scientific and Research Publications*, 5(1).
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behaviour* (15th ed.). Pearson Education, Inc.
- Robertson-smith, G., & Markwick, C. (2009). *Employee Engagement A Review of Current Thinking*. Insitute for Employment Studies.
- Rozalinda. (2016). Konsep Manajemen Sumber Daya Manusia : Implementasi Pada Industri Perbankan Syariah. *Lembaga Keuangan Dan Perbankan*, 1(1).
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714.
- Rustono, A., & Akbary, M. F. (2015). Pengaruh Employee Engagement Terhadap Kinerja Karyawan Dana Pensiun (Dapen) Telkom Bandung. *Jurnal E-Proceeding of Management* :, 2(2), 1172–1178.
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600–619.

- Satriya, M. G. R., & Hadi, C. (2018). Pengaruh Komitmen Organisasi Terhadap Intensi Turnover pada Karyawan. *Jurnal Psikologi*, May.
- Sihite, M. (2018). Peran Kompetensi Dalam Mewujudkan Sumber Daya Manusia Yang Berdaya Saing Tinggi Di Era Revolusi Industri 4.0: Suatu Tinjauan Konseptual. *Jurnal Ilmiah Methonomi*, 4(2), 227–249.
- Susmiati, & Sudarma, K. (2015). Pengaruh Budaya Organisasi Dan Dukungan Organisasi Persepsian Terhadap Kinerja Karyawan Dengan Komitmen Organisasi Sebagai Variabel Intervening. *Management Analysis Journal*, 4(1), 79–87.
- Tahir, R. (2013). Keterikatan Karyawan Dan Kontribusinya Dalam Meningkatkan Kinerja Perusahaan. *Jurnal Ilmu Manajemen Dan Bisnis*, 4(1), 1–11.
- Tjiang, Chandra, K. W., & Setiawan, R. (2016). Pengaruh Perceived Organizational Support Dan Employee Engagement Terhadap Turnover Intention Karyawan Pada PT. Wahana Wirawan. *Agora*, 4(2), 203–208.
- Whittington, J. L., Meskelis, S., Asare, E., Beldona, S., Whittington, J. L., Meskelis, S., Asare, E., & Beldona, S. (2017). Enhancing Engagement Through Effective Performance Management. In *Enhancing Employee Engagement*.
- Wongan, S. (2014). Pengaruh Keadilan Organisasional dan Komunikasi terhadap Turnover dengan Employee Engagement sebagai Intervening. *Gema Aktualita*, 3(1), 15–24.
- Yulianti, P., & Puteri, E. A. H. (2016). Peran Mediasi Affective Commitment Pada Hubungan Procedural Justice, Perceived Organizational Support dengan Employee Engagement. *Jurnal Ilmu Ekonomi Dan Sosial*, VII(1), 14–27.
- Yusuf, M. 2014. *Metode Penelitian: Kuantitatif, Kualitatif & Penelitian Gabungan*. Prenadamedia Group: Jakarta.