

## DAFTAR PUSTAKA

- Ahmad, R., & Islam, T. (2019). Does Work and Family Imbalance Impact the Satisfaction of Police Force Employees? A “net or a web” Model. *Policing: An International Journal*, 42(4), 585–597. <https://doi.org/10.1108/PIJPSM-05-2018-0061>
- Al-Alawi, A. I., Al-Saffar, E., Alomohammedsaleh, Z., Alotaibi, H., & Al-Alawi, E. I. (2021). A Study of the Effects of Work-Family Conflict, Family-Work Conflict, and Work-Life Balance on Saudi Female Teachers’ Performance in the Public Education Sector with Job Satisfaction as a Moderator. *Journal of International Women’s Studies*, 22(1), 486–503.
- Alsakarneh, A., Eneizan, B., Fraihat, B. A. M., Makhamreh, H. Z., Al-Gharaibeh, S. M., & Alhyasat, K. M. K. (2023). An Investigation into the Effect of Social Support on Job Performance and Job Satisfaction in the Jordanian Insurance Industry. *International Journal of Data and Network Science*, 7(3), 1435–1444. <https://doi.org/10.5267/j.ijdns.2023.3.020>
- Amissah, E. F., Blankson-Stiles-Ocran, S., & Mensah, I. (2021). Emotional Labour, Emotional Exhaustion and Job Satisfaction in the Hospitality Industry. *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-10-2020-0196>
- Amran, A., Lestari, T., Komalasari, Y., Putriyandari, R., Rahayu, Y. S., & Drajat, D. Y. (2021). The Phenomenon of Work-Family Conflict and Work Stress and Their Effect on Employee Performance. *Journal of International Conference Proceedings*, 4(2), 98–108. <https://doi.org/10.32535/jicp.v4i2.1230>
- An, J., Liu, Y., Sun, Y., & Liu, C. (2020). Impact of Work–Family Conflict, Job Stress and Job Satisfaction on Seafarer Performance. *International Journal of Environmental Research and Public Health*, 17(7). <https://doi.org/10.3390/ijerph17072191>
- Anderson, S. E., Coffey, B. S., & Byerly, R. T. (2002). Formal Organizational Initiatives and Informal Workplace Practices: Links to Work-Family Conflict and Job-Related Outcomes. *Journal of Management*, 28(6), 787–810. [https://doi.org/10.1016/S0149-2063\(02\)00190-3](https://doi.org/10.1016/S0149-2063(02)00190-3)
- Astuty, I., & UDIN, U. (2020). The Effect of Perceived Organizational Support and Transformational Leadership on Affective Commitment and Employee Performance. *Journal of Asian Finance, Economics and Business*, 7(10), 401–411. <https://doi.org/10.13106/jafeb.2020.vol7.no10.401>
- Bakker, A. B., Demerouti, E., & Schaufeli, W. B. (2005). The Crossover of Burnout and Work Engagement among Working Couples. *Human Relations*, 58(5), 661–689. <https://doi.org/10.1177/0018726705055967>
- Bakker, A. B., & Schaufeli, W. B. (2008). Positive Organizational Behavior: Engaged Employees in Flourishing Organizations. *Journal of Organizational Behavior*, 29, 147–154. <https://doi.org/10.1002/job.515>
- Baron, R. A., & Greenberg, J. (1990). *Behaviour in Organization: Understanding and Managing The Human Side of Work* (3rd ed.). Allyn & Bacon.
- Barriga Medina, H. R., Campoverde Aguirre, R., Coello-Montecel, D., Ochoa Pacheco, P., & Paredes-Aguirre, M. I. (2021). The Influence of Work–Family Conflict on Burnout during the Covid-19 Pandemic: The Effect of

- Teleworking Overload. *International Journal of Environmental Research and Public Health*, 18. <https://doi.org/10.3390/ijerph181910302>
- Bellemans, L., Devos, G., Tuytens, M., & Vekeman, E. (2023). The Role of Self-Efficacy on Feelings of Burnout among Flemish School Principals during the COVID-19 Pandemic. *Journal of Educational Administration*, 61(6), 567–585. <https://doi.org/10.1108/JEA-09-2022-0138>
- Bhanthumnavin, D. (2003). Perceived Social Support from Supervisor and Group Members' Psychological and Situational Characteristics as Predictors of Subordinate Performance in Thai Work Units. *Human Resource Development Quarterly*, 14(1), 79–97. <https://doi.org/10.1002/hrdq.1051>
- Breyer, B., & Bluemke, M. (2016). Work-Family Conflict Scale (ISSP). *ZIS*. <https://doi.org/10.6102/zis243>
- Buch, R., Dysvik, A., Kuvaas, B., & Nerstad, C. G. L. (2014). *It Takes Three to Tango: Exploring the Interplay among Training Intensity, Job Autonomy, and Supervisor Support in Predicting Knowledge Sharing*. 54(4), 623–635. <https://doi.org/10.1002/hrm>
- Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., Bywaters, D., & Walker, K. (2020). Purposive Sampling: Complex or Simple? Research Case Examples. *Journal of Research in Nursing*, 0(0), 1–10. <https://doi.org/10.1177/1744987120927206>
- Cao, X., Chen, L., Tian, L., & Diao, Y. (2016). The Effect of Perceived Organisational Support on Burnout among Community Health Nurses in China: The Mediating Role of Professional Self-Concept. *Journal of Nursing Management*, 24, E77–E86. <https://doi.org/10.1111/jonm.12292>
- Carlson, D. S., Kacmar, K. M., & Williams, L. J. (2000). Construction and Initial Validation of a Multidimensional Measure of Work-Family Conflict. *Journal of Vocational Behavior*, 56(2), 249–276. <https://doi.org/10.1006/jvbe.1999.1713>
- Chami-Malaeb, R. (2022). Relationship of Perceived Supervisor Support, Self-Efficacy and Turnover Intention, the Mediating Role of Burnout. *Personnel Review*, 51(3), 1003–1019. <https://doi.org/10.1108/PR-11-2019-0642>
- Chang, X., Zhou, Y., Wang, C., & Heredero, C. de P. (2017). How do Work-Family Balance Practices Affect Work-Family Conflict? The Differential Roles of Work Stress. *Frontiers of Business Research in China*, 11(8), 1–22. <https://doi.org/10.1186/s11782-017-0008-4>
- Charoensukmongkol, P., Moqbel, M., & Gutierrez-Wirsching, S. (2016). The Role of Co-Worker and Supervisor Support on Job Burnout and Job Satisfaction. *Journal of Advances in Management Research*, 13(1), 4–22. <https://doi.org/10.1108/JAMR-06-2014-0037>
- Chauhan, J., Mishra, G., & Bhakri, S. (2021). Career Success of Women: Role of Family Responsibilities, Mentoring, and Perceived Organizational Support. *Vision*, 26(1), 105–117. <https://doi.org/10.1177/09722629211024887>
- Chen, H., & Eyoun, K. (2021). Do Mindfulness and Perceived Organizational Support Work? Fear of COVID-19 on Restaurant Frontline Employees' Job Insecurity and Emotional Exhaustion. *International Journal of Hospitality Management*, 94, 102850. <https://doi.org/10.1016/j.ijhm.2020.102850>

- Chiaburu, D. S., & Harrison, D. A. (2008). Do Peers Make the Place? Conceptual Synthesis and Meta-Analysis of Coworker Effects on Perceptions, Attitudes, OCBs, and Performance. *Journal of Applied Psychology*, *93*(5), 1082–1103. <https://doi.org/10.1037/0021-9010.93.5.1082>
- Chiang, C. F., & Hsieh, T. S. (2012). The Impacts of Perceived Organizational Support and Psychological Empowerment on Job Performance: The Mediating Effects of Organizational Citizenship Behavior. *International Journal of Hospitality Management*, *31*, 180–190. <https://doi.org/10.1016/j.ijhm.2011.04.011>
- Clark, S. C. (2001). Work Cultures and Work/Family Balance. *Journal of Vocational Behavior*, *58*, 348–365. <https://doi.org/10.1006/jvbe.2000.1759>
- Dessler, G. (2015). *Manajemen Sumber Daya Manusia* (D. Angelica (trans.); 14th ed.). Salemba Empat.
- Edwards, J. R., & Rothbard, N. P. (2000). Mechanisms Linking Work and Family: Clarifying the Relationship between Work and Family Constructs. *Academy of Management Review*, *25*(1), 178–199. <https://doi.org/10.5465/AMR.2000.2791609>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, *71*(3), 500–507. <https://doi.org/10.1037/0021-9010.71.3.500>
- El-Sabaa, S. (2001). The Skills and Career Path of an Effective Project Manager. *International Journal of Project Management*, *19*, 1–7. [https://doi.org/10.1016/S0263-7863\(99\)00034-4](https://doi.org/10.1016/S0263-7863(99)00034-4)
- Farzianpour, F., Fouroshani, A. R., Mohamadi, A., & Hosseini, S. S. (2013). Evaluation of the Relationship between Social Capital and Manpowers Burnout in Teaching Hospitals of Iran. *African Journal of Business Management*, *7*(29), 2872–2881. <https://doi.org/10.5897/ajbm12.1155>
- Ferdinand, A. (2005). *Metode Penelitian Manajemen*. Badan Penerbit Universitas Diponegoro.
- Freudenberger, H. J. (1974). Staff Burn-out. *Journal of Social Issues*, *30*(1).
- George, J. M., Reed, T. F., Ballard, K. A., Colin, J., & Fielding, J. (1993). Contact with AIDS Patient as a Source of Work-Related Distress: Effects of Organizational and Social Support. *Academy of Management Journal*, *36*(1), 157–171.
- Ghozali, I. (2021). *Partial Least Squares “Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.2.9 untuk Penelitian Empiris”* (3rd ed.). Badan Penerbit Universitas Diponegoro.
- Gillies, D. A. (1989). *Manajemen Keperawatan (Suatu Pendekatan Sistem)* (2nd ed.). Illioni: WB Saunders Company.
- Googins, B. K. (1991). *Work/Family Conflicts: Private Lives. Public Responses*. Auburn House.
- Greenhaus, J. H., & Beutell, N. J. (1985). Sources of Conflict Between Work and Family Roles. *Academy of Management Review*, *10*(1), 76–88. <http://amr.aom.org/content/10/1/76.full.pdf>
- Gupta, V., Agarwal, U. A., & Khatri, N. (2016). The Relationships between Perceived Organizational Support, Affective Commitment, Psychological

- Contract Breach, Organizational Citizenship Behaviour and Work Engagement. In *Journal of Advanced Nursing* (Vol. 72, Issue 11). <https://doi.org/10.1111/jan.13043>
- Hafeez, U., & Akbar, W. (2015). "Impact of Training on Employees Performance" (Evidence from Pharmaceutical Companies in Karachi, Pakistan). *Business Management and Strategy*, 6(1), 49. <https://doi.org/10.5296/bms.v6i1.7804>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least (PLS-SEM) Using R Equation Modeling Squares Structural*. Springer. [https://doi.org/10.1007/978-3-030-80519-7\\_5](https://doi.org/10.1007/978-3-030-80519-7_5)
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial Least Squares Structural Equation Modeling (PLS-SEM): An Emerging Tool in Business Research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hardani, Andriani, H., Ustiawaty, J., Utami, E. F., Istiqomah, R. R., Fardani, R. A., Sukmana, D. J., & Auliya, N. H. (2020). Buku Metode Penelitian Kualitatif & Kuantitatif. In H. Abadi (Ed.), *CV. Pustaka Ilmu Group* (1st ed.). CV. Pustaka Ilmu Group Yogyakarta.
- Harjanti, D., & Todani, F. A. (2019). Job Burnout and Employee Performance in Hospitality Industry: The Role of Social Capital. *Jurnal Teknik Industri*, 21(1), 15–24. <https://doi.org/10.9744/jti.21.1.15-24>
- Hill, S. E. K., Bahniuk, M. H., Dobos, J., & Rouner, D. (1989). Mentoring and Other Communication Support in the Academic Setting. *Group & Organization Management*, 14(3), 355–368. <https://doi.org/10.1177/105960118901400308>
- Holsti, K. J. (1970). National Role Conceptions in the Study of Foreign Policy. *International Studies Quarterly*, 14(3), 233. <https://doi.org/10.2307/3013584>
- Isa, M., & Indrayati, N. (2023). The Role of Work-life Balance as Mediation on the Effect of Work-Family on Employee Performance. *SA Journal of Human Resource Management*, 21(0), 1–10. <https://doi.org/10.1080/01488376.2021.1942393>
- Jia, C. X., & Li, J. C. mei. (2021). Work-Family Conflict, Burnout, and Turnover Intention among Chinese Social Workers: The Moderating Role of Work Support. *Journal of Social Service Research*. <https://doi.org/10.1080/01488376.2021.1942393>
- Karasek, R. A., Triantis, Ko. P., & Chaudhry, S. S. (1982). Coworker and Supervisor Support as Moderators of Associations between Task Characteristics and Mental Strain. *Journal of Occupational Behaviour*, 3, 181–200.
- Kessler, E. H. (2013). Encyclopedia of Management Theory. In E. H. Kessler (Ed.), *SAGE* (1st ed.).
- Kim, D., Moon, C. W., & Shin, J. (2018). Linkages between Empowering Leadership and Subjective Well-Being and Work Performance via Perceived Organizational and Co-Worker Support. *Leadership and Organization Development Journal*, 39(7), 844–858. <https://doi.org/10.1108/LODJ-06-2017-0173>
- Lynch, P. D., Eisenberger, R., & Armeli, S. (1999). Perceived Organizational Support: Inferior Versus Superior Performance by Wary Employees. *Journal*

- of *Applied Psychology*, 84(4), 467–483. <https://doi.org/10.1037/0021-9010.84.4.467>
- Margono. (2004). *Metodologi Penelitian Pendidikan*. Rineka Cipta.
- Marlina, E., & Muslim, A. I. (2024). Pengaruh Risiko Sistematis (Beta), Ukuran Perusahaan (Firm Siza), dan Umur Perusahaan (Firm Age) terhadap Harga Saham (Studi pada Perusahaan Manufaktur di BEI Periode 2013-2022). *Review of Applied Accounting Research (RAAR)*, 4(2). <https://doi.org/10.30595/raar.v4i2.24179>
- Maryani, Y., Entang, M., & Tukiran, M. (2021). The Relationship between Work Motivation, Work Discipline and Employee Performance at the Regional Secretariat of Bogor City. *International Journal of Social and Management Studies*, 2(2), 1–16. <https://ijosmas.org/index.php/ijosmas/article/view/14>
- Maslach, C., & Jackson, S. E. (1981). The Measurement of Experienced Burnout. *Journal of Organizational Behavior*. <https://doi.org/10.1002/job.4030020205>
- Maslach, C., Leiter, M. P., & Jackson, S. E. (1997). *The Maslach Burnout Inventory Manual*. 191–218. <https://www.researchgate.net/publication/277816643>
- McLinton, S. S., Jamieson, S. D., Tuckey, M. R., Dollard, M. F., & Owen, M. S. (2023). Evidence for a Negative Loss Spiral between Co-Worker Social Support and Burnout: Can Psychosocial Safety Climate Break the Cycle? *Healthcare (Switzerland)*, 11. <https://doi.org/10.3390/healthcare11243168>
- Menguc, B., & Boichuk, J. P. (2012). Customer Orientation Dissimilarity, Sales Unit Identification, and Customer-Directed Extra-Role Behaviors: Understanding the Contingency Role of Coworker Support. *Journal of Business Research*, 65, 1357–1363. <https://doi.org/10.1016/j.jbusres.2011.09.023>
- Mintzberg, H. (1973). *The Nature of Managerial Work*. Harper & Row.
- Nasurdin, A. M., Ling, T. C., & Khan, S. N. (2018). Linking Social Support, Work Engagement and Job Performance in Nursing. *International Journal of Business and Society*, 19(2), 363–386.
- Netemeyer, R. G., Boles, J. S., & McMurrian, R. (1996). Development and Validation of Work-Family Conflict and Family-Work Conflict Scales. *Journal of Applied Psychology*, 81(4), 400–410. <https://doi.org/10.1037/0021-9010.81.4.400>
- Ng, T. W. H., & Sorensen, K. L. (2008). *Toward a Further Understanding of the Relationships between Perceptions of Support and Work Attitudes: A Meta-Analysis*. 33(3), 243–268. <https://doi.org/10.1177/1059601107313307>
- Norling, L. R., & Chopik, W. J. (2020). The Association between Coworker Support and Work-Family Interference: A Test of Work Environment and Burnout as Mediators. *Frontiers in Psychology*, 11, 1–15. <https://doi.org/10.3389/fpsyg.2020.00819>
- Olson, K., Marchalik, D., Farley, H., Dean, S. M., Lawrence, E. C., Hamidi, M. S., Rowe, S., McCool, J. M., O'Donovan, C. A., Micek, M. A., & Stewart, M. T. (2019). Organizational Strategies to Reduce Physician Burnout and Improve Professional Fulfillment. *Current Problems in Pediatric and Adolescent Health Care*, 100664. <https://doi.org/10.1016/j.cppeds.2019.100664>
- Park, J. H., Newman, A., Zhang, L., Wu, C., & Hooke, A. (2015). Mentoring

- Functions and Turnover Intention: the Mediating Role of Perceived Organizational Support. *The International Journal of Human Resource Management*, 27(11), 1173–1191. <https://doi.org/10.1080/09585192.2015.1062038>
- Park, S., Kang, H.-S., & Kim, E.-J. (2018). "Does Supervisor Support Make a Difference in Employees' Training and Job Performance? An Empirical Study of a Professional Development Program". *European Journal of Training and Development*, 42(No. 1/2), 57–74. <https://doi.org/10.1108/EJTD-10-2015-0077>
- Pelin, I. I., & Osoian, C. (2021). Co-Workers Support and Job Performance. *Studia Universitatis Babeş-Bolyai Oeconomica*, 66(2), 74–86. <https://doi.org/10.2478/subboec-2021-0010>
- Pertiwi, B., & Hariyati, R. T. S. (2019). The Impacts of Career Ladder System for Nurses in Hospital. *Enfermería Clínica*, 29, 106–110. <https://doi.org/10.1016/j.enfcli.2019.04.016>
- Pinna, R., De Simone, S., Cicotto, G., & Malik, A. (2020). Beyond Organisational Support: Exploring the Supportive Role of Co-Workers and Supervisors in a Multi-Actor Service Ecosystem. *Journal of Business Research*, 121, 524–534. <https://doi.org/10.1016/j.jbusres.2020.02.022>
- Pinnington, A. H., Aldabbas, H., Mirshahi, F., & Brown, M. L. (2024). Networks Perceptions and Job Satisfaction: the Mediating Role of Perceived Organizational Support for Women's Work Contribution. *Baltic Journal of Management*, 19(3), 289–307. <https://doi.org/10.1108/BJM-04-2023-0169>
- Ravangard, R., Yasami, S., Shokrpour, N., Sajjadnia, Z., & Farhadi, P. (2015). The Effects of Supervisors' Support and Mediating Factors on the Nurses' Job Performance Using Structural Equation Modeling. *The Health Care Manager*, 34(3), 265–276. <https://doi.org/10.1097/HCM.0000000000000068>
- Rehman, W. U., Janjua, S. Y., & Naeem, H. (2015). Impact of Burnout on Employees' Performance: An Analysis of Banking Industry. *World Review of Entrepreneurship, Management and Sustainable Development*, 11(1), 88–105. <https://doi.org/10.1504/WREMSD.2015.066980>
- Rhoades, L., & Eisenberger, R. (2002). Perceived Organizational Support: A Review of the Literature. *Journal of Applied Psychology*, 87(4), 698–714. <https://doi.org/10.1037/0021-9010.87.4.698>
- Robinson, K. A., Saldanha, I. J., & McKoy, N. A. (2011). Development of a Framework to Identify Research Gaps from Systematic Reviews. *Journal of Clinical Epidemiology*, 64(12), 1325–1330. <https://doi.org/10.1016/j.jclinepi.2011.06.009>
- Robson, C., & McCartan, K. (2016). Real World Research. In *John Wiley & Sons Ltd* (4th ed.). John Wiley & Sons Ltd. [http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbeco.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484\\_SISTEM\\_PEMBETUNGAN\\_TERPUSAT\\_STRATEGI\\_MELESTARI](http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbeco.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484_SISTEM_PEMBETUNGAN_TERPUSAT_STRATEGI_MELESTARI)
- Rousseau, V., Salek, S., Aubé, C., & Morin, E. M. (2009). Distributive Justice, Procedural Justice, and Psychological Distress: The Moderating Effect of

- Coworker Support and Work Autonomy. *Journal of Occupational Health Psychology*, 14(3), 305–317. <https://doi.org/10.1037/a0015747>
- Sabir, I., Ali, I., Majid, M. B., Sabir, N., Mehmood, H., Rehman, A. U., & Nawaz, F. (2022). Impact of Perceived Organizational Support on Employee Performance in IT Firms – a Comparison among Pakistan and Saudi Arabia. *International Journal of Organizational Analysis*, 30(3), 795–815. <https://doi.org/10.1108/IJOA-10-2019-1914>
- Samwel, J. O. (2018). An Assessment of the Impact of Performance Management on Employee and Organization Performance - Evidence from Selected Private Organizations in Tanzania. *International Journal of Human Resource Studies*, 8(3), 199. <https://doi.org/10.5296/ijhrs.v8i3.13415>
- Sarbin, T. R., & Allen, V. L. (1968). *Role Theory* (G. Lindzey & E. Aronson (eds.)). MA : Addison-Wesley Publishing Company.
- Schaufeli, W., Witte, H. De, & Desart, S. (2020). *Burnout Assessment Tool* (2nd ed.). KU Leuven.
- Sen, H. T., & Yildirim, A. (2023). The Relationship between Nurses' Perceived Organisational, Supervisor and Co- Worker Support, Psychological Well-Being and Job Performance. *Journal of the Pakistan Medical Association*, 73(3), 552–557. <https://doi.org/10.47391/JPMA.6594>
- Shantz, A., Alfes, K., & Latham, G. P. (2014). The Buffering Effect of Perceived Organizational Support on the Relationship between Work Engagement and Behavioral Outcomes. *Human Resource Management*, 55(1), 25–38. <https://doi.org/10.1002/hrm.21653>
- Silva, P., Moreira, A. C., & Mota, J. (2023). Employees' Perception of Corporate Social Responsibility and Performance: the Mediating Roles of Job Satisfaction, Organizational Commitment and Organizational Trust. *Journal of Strategy and Management*, 16(1), 92–111. <https://doi.org/10.1108/JSMA-10-2021-0213>
- Simanjuntak, P. J. (2005). *Manajemen dan Evaluasi Kinerja*. Lembaga Penerbit Fakultas Ekonomi Universitas Indonesia.
- Singh, P., Suar, D., & Leiter, M. P. (2012). Antecedents, Work-Related Consequences, and Buffers of Job Burnout Among Indian Software Developers. *Journal of Leadership and Organizational Studies*, 19(1), 83–104. <https://doi.org/10.1177/1548051811429572>
- Siong, Z. M. B., Mellor, D., Moore, K. A., & Firth, L. (2006). Predicting Intention to Quit in the Call Centre Industry: Does the Retail Model Fit? *Journal of Managerial Psychology*, 21(3), 231–243. <https://doi.org/10.1108/02683940610659579>
- Sloan, M. M. (2012). Unfair Treatment in the Workplace and Worker Well-Being: The Wole of Coworker Support in a Service Work Environment. *Work and Occupations*, 39(1), 3–34. <https://doi.org/10.1177/0730888411406555>
- Slowiak, J. M., & Jay, G. M. (2023). Burnout among Behavior Analysts in Times of Crisis: The Roles of Work Demands, Professional Social Support, and Psychological Flexibility. *Research in Autism Spectrum Disorders*, 105(May), 102185. <https://doi.org/10.1016/j.rasd.2023.102185>
- Soomro, A. A., Breitenecker, R. J., & Shah, S. A. M. (2018). Relation of Work-Life

- Balance, Work-Family Conflict, and Family-Work Conflict with the Employee Performance-Moderating Role of Job Satisfaction. *South Asian Journal of Business Studies*, 7(1), 129–146. <https://doi.org/10.1108/SAJBS-02-2017-0018>
- Sopiah, S. (2016). The Relationship between Performance Appraisal and Job Performance. *International Journal of Academic Research in Business and Social Sciences*, 6(6), 104–115. <https://doi.org/10.6007/ijarbss/v6-i6/2182>
- Stryker, S., & Statham, A. (1985). *Symbolic Interaction and Role Theory* (G. Lindzey & E. Aronson (eds.)). New York : Random House.
- Sun, J., Sarfraz, M., Ivascu, L., Iqbal, K., & Mansoor, A. (2022). How Did Work-Related Depression, Anxiety, and Stress Hamper Healthcare Employee Performance during COVID-19? The Mediating Role of Job Burnout and Mental Health. *International Journal of Environmental Research and Public Health*, 19. <https://doi.org/10.3390/ijerph191610359>
- Surjantoro, D. (2024). *Siaran Pers Kinerja Perekonomian Indonesia di 2023 Tumbuh Kuat di Tengah Perlambatan Ekonomi Global*. Kementerian Keuangan Republik Indonesia.
- Susskind, A. M., Michele Kacmar, K., & Borchgrevink, C. P. (2003). Customer Service Providers' Attitudes Relating to Customer Service and Customer Satisfaction in the Customer-Server Exchange. *Journal of Applied Psychology*, 88(1), 179–187. <https://doi.org/10.1037/0021-9010.88.1.179>
- Talebzadeh, N., & Karatepe, O. M. (2020). Work Social Support, Work Engagement and Their Impacts on Multiple Performance Outcomes. *International Journal of Productivity and Performance Management*, 69(6), 1227–1245. <https://doi.org/10.1108/IJPPM-05-2018-0195>
- Talukder, A. K. M. M. H., & Galang, M. C. (2021). Supervisor Support for Employee Performance in Australia: Mediating Role of Work-Life Balance, Job, and Life Attitude. *Journal of Employment Counseling*, 58(1), 2–22. <https://doi.org/10.1002/joec.12154>
- Tang, Y., Wang, Y., Zhou, H., Wang, J., Zhang, R., & Lu, Q. (2023). The Relationship between Psychiatric Nurses' Perceived Organizational Support and Job Burnout: Mediating Role of Psychological Capital. *Frontiers in Psychology*, 14, 1–12. <https://doi.org/10.3389/fpsyg.2023.1099687>
- Tran, L. T. T., Hien, H. T. V., & Baker, J. (2021). When Supportive Workplaces Positively Help Work Performance. *Baltic Journal of Management*, 16(2), 208–227. <https://doi.org/10.1108/BJM-06-2020-0220>
- Tziner, A., Rabenu, E., Radomski, R., & Belkin, A. (2015). Work Stress and Turnover Intentions among Hospital Physicians: The Mediating Role of Burnout and Work Satisfaction. *Journal of Work and Organizational Psychology*, 31, 207–213. <https://doi.org/10.1016/j.rpto.2015.05.001>
- Uzun, T. (2018). A Study of Correlations between Perceived Supervisor Support, Organizational Identification, Organizational Citizenship Behavior, and Burnout at Schools. *European Journal of Educational Research*, 7(3), 501–511. <https://doi.org/10.12973/eu-jer.7.3.501>
- Vatankhah, S., Javid, E., & Raoofi, A. (2017). Perceived Organizational Support as the Mediator of the Relationships between High-Performance Work Practices

- and Counter-Productive Work Behavior: Evidence from Airline Industry. *Journal of Air Transport Management*, 59, 107–115. <https://doi.org/10.1016/j.jairtraman.2016.12.001>
- Vertzberger, Y. Y. I. (1991). The World in Their Minds: Information Processing, Cognition, and Perception in Foreign Policy Decisionmaking. *International Society of Political Psychology*, 12(4), 791–793.
- Vîrgă, D., Schaufeli, W. B., Taris, T. W., van Beek, I., & Sulea, C. (2019). Attachment Styles and Employee Performance: The Mediating Role of Burnout. *The Journal of Psychology*. <https://doi.org/10.1080/00223980.2018.1542375>
- Wayne, S. J., Shore, L. M., Bommer, W. H., & Tetrick, L. E. (2002). The Role of Fair Treatment and Rewards in Perceptions of Organizational Support and Leader-Member Exchange. *Journal of Applied Psychology*, 87(3), 590–598. <https://doi.org/10.1037/0021-9010.87.3.590>
- Wijayati, D. T., Kautsar, A., & Karwanto, K. (2020). Emotional Intelligence, Work Family Conflict, and Job Satisfaction on Junior High School Teacher's Performance. *International Journal of Higher Education*, 9(1), 179–188. <https://doi.org/10.5430/ijhe.v9n1p179>
- Williams, L. J., & Anderson, S. E. (1991). Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors. In *Journal of Management* (Vol. 17, Issue 3, pp. 601–617).
- Wu, T. J., Yuan, K. S., Yen, D. C., & Xu, T. (2019). Building up Resources in the Relationship between Work–Family Conflict and Burnout among Firefighters: Moderators of Guanxi and Emotion Regulation Strategies. *European Journal of Work and Organizational Psychology*. <https://doi.org/10.1080/1359432X.2019.1596081>
- Yadav, M., & Rangnekar, S. (2015). Supervisory Support and Organizational Citizenship Behavior: Mediating Role of Participation in Decision Making and Job Satisfaction. *Evidence-Based HRM: A Global Forum for Empirical Scholarship*, 3(3), 258–278. <http://dx.doi.org/10.1108/EBHRM-04-2014-0014><http://dx.doi.org/10.1108/%0Ahttp://dx.doi.org/10.1108/EC-08-2014-0173><http://dx.doi.org/10.1108/MMMS-03-2015-0010>
- Yu, X., Wu, S., Chen, W., Zheng, W., Huang, M., Yang, L., & Zhou, S. (2021). Exploring the Associations between Perceived Organizational Support and Job Burnout among Chinese Academic Journal Editors: A Moderated Mediation Model. *International Journal of Environmental Research and Public Health*, 18, 1–18. <https://doi.org/10.3390/ijerph182212167>
- Yücel, İ., Ribeiro, N., & Gomes, D. R. (2020). Perceived Organisational Support and Employees' Performance: The Mediating Role of Affective Commitment. *International Journal of Management and Enterprise Development*, 19(3), 187–202. <https://doi.org/10.1504/IJMED.2020.108713>
- Zeb, A., Bin Othayman, M., Goh, G. G. G., & Shah, S. A. A. (2024). Exploring the Mediating Role of Psychological Factors in the Relationship between Supervisor Support and Job Performance. *Journal of Modelling in Management*. <https://doi.org/10.1108/JM2-07-2023-0137>
- Zeb, A., Goh, G. G. G., Javaid, M., Khan, M. N., Khan, A. U., & Gul, S. (2022).

The Interplay between Supervisor Support and Job Performance: Implications of Social Exchange and Social Learning Theories. *Journal of Applied Research in Higher Education*, 15(2), 429–448.  
<https://doi.org/10.1108/JARHE-04-2021-0143>

Zeng, X., Zhang, X., Chen, M., Liu, J., & Wu, C. (2020). The Influence of Perceived Organizational Support on Police Job Burnout: A Moderated Mediation Model. *Frontiers in Psychology*, 11, 1–11.  
<https://doi.org/10.3389/fpsyg.2020.00948>

