

## DAFTAR PUSTAKA

- Alqudah, I. H. A., Carballo-Penela, A., & Ruzo-Sanmartín, E. (2022). High-performance human resource management practices and readiness for change: An integrative model including affective commitment, employees' performance, and the moderating role of hierarchy culture. *European Research on Management and Business Economics*, 28(1), 100177. <https://doi.org/10.1016/j.iedeen.2021.100177>
- Aman-ullah, A., Ali, A., & Ariza-montes, A. (2023). *Nexus of workplace incivility , workplace violence and turnover intentions : a mediation study through job burnout*. <https://doi.org/10.1108/K-02-2023-0299>
- Ara, M. (2021). *Multidisciplinarity in internal communication and the challenges ahead*. 26(1), 107–123. <https://doi.org/10.1108/CCIJ-01-2020-0012>
- Bartram, T., Cooper, B., Cooke, F. L., & Wang, J. (2023). *Thriving in the face of burnout ? The effects of wellbeing-oriented HRM on the relationship between workload , burnout , thriving and performance*. 2019, 1234–1253. <https://doi.org/10.1108/ER-06-2022-0273>
- Chong, C. A., Ng, L. P., & Chen, I. (2022). *The impact of job insecurity on job burnout among hospitality employees during COVID-19 pandemic : the moderating role of supervisor and co-worker support*. <https://doi.org/10.1108/IHR-08-2022-0034>
- Çollaku, L. (2023). *The relationship between job burnout and intention to change occupation in the accounting profession : the mediating role of psychological well-being*. <https://doi.org/10.1108/MRR-10-2022-0726>
- Dyahrini, W., & Pandia, R. B. (2021). Effect of Organizational Culture and Competency on Company Performance PT. TLK Branch Bandung. *Effect of Organizational Culture and Competency on Company Performance PT. TLK Branch Bandung*, 00333077, 6361–6366. <https://doi.org/10.17762/pae.v58i1.3793>
- Foy, T., Dwyer, R. J., Nafarrete, R., Saleh, M., Hammoud, S., & Rockett, P. (2018). *Managing job performance , social support and work-life conflict to reduce workplace stress*. <https://doi.org/10.1108/IJPPM-03-2017-0061>
- Ghalenoiei, M., Mortazavi, S. B., Mazloumi, A., & Pakpour, A. H. (2022). Impact of workload on cognitive performance of control room operators. *Cognition, Technology and Work*, 24(1), 195–207. <https://doi.org/10.1007/s10111-021->

00679-8

- Hegazy, M., El-deeb, M. S., Hamdy, H. I., & Halim, Y. T. (2022). *Effects of organizational climate , role clarity , turnover intention , and workplace burnout on audit quality and performance*. <https://doi.org/10.1108/JAOC-12-2021-0192>
- Imam, H., Sahi, A., & Farasat, M. (2023). *The roles of supervisor support , employee engagement and internal communication in performance : a social exchange perspective*. 28(3), 489–505. <https://doi.org/10.1108/CCIJ-08-2022-0102>
- Irfan, M. (2023). *Impact of work – life balance with the role of organizational support and job burnout on project performance*. 30(1), 154–171. <https://doi.org/10.1108/ECAM-04-2021-0316>
- Jyoti, J., & Kour, S. (2017). *Factors affecting cultural intelligence and its impact on job performance and perceived social support*. 46(4), 767–791. <https://doi.org/10.1108/PR-12-2015-0313>
- Kaur, R., & Randhawa, G. (2021). Supportive supervisor to curtail turnover intentions: do employee engagement and work–life balance play any role? *Evidence-Based HRM*, 9(3), 241–257. <https://doi.org/10.1108/EBHRM-12-2019-0118>
- Kim, W. H. (2016). *Role of burnout on job level , job satisfaction , and task performance*. <https://doi.org/10.1108/LODJ-11-2015-0249>
- Kim, Y., & Meganck, S. (2023). *Effects of internal crisis communication during the COVID-19 pandemic : employee perceptions of communication quality , leadership and relational outcomes*. <https://doi.org/10.1108/CCIJ-09-2022-0110>
- Laken, P. Van Der, Engen, M. Van, Veldhoven, M. Van, & Paauwe, J. (2016). *Expatriate support and success*. <https://doi.org/10.1108/JGM-11-2015-0057>
- Lee, Y., & Kim, J. (2022). *The impacts of CEO leadership behaviors on employees ' affective commitment and scouting behavior : the mediating role of symmetrical internal communication*. 43(2), 261–278. <https://doi.org/10.1108/LODJ-11-2020-0501>
- Lee, Y., Tao, W., Li, J. Q., & Sun, R. (2021). *Enhancing employees ' knowledge sharing through diversity-oriented leadership and strategic internal communication during the COVID-19 outbreak*. 25(6), 1526–1549. <https://doi.org/10.1108/JKM-06-2020-0483>

- Li, J., Lee, Y., & Xu, D. (2023). *The role of strategic internal communication in empowering female employees to cope with workplace gender discrimination*. 28(1), 135–154. <https://doi.org/10.1108/CCIJ-06-2022-0065>
- Motro, D., Comer, D. R., & Lenaghan, J. A. (2021). Examining the effects of negative performance feedback: the roles of sadness, feedback self-efficacy, and grit. *Journal of Business and Psychology*, 36(3), 367–382. <https://doi.org/10.1007/s10869-020-09689-1>
- Msuya, M. S., & Kumar, A. B. (2022). The role of supervisor work-life support on the correlation between work autonomy, workload and performance: perspective from Tanzania banking employees. *Future Business Journal*, 8(1). <https://doi.org/10.1186/s43093-022-00139-3>
- Ng, K. H., & Ahmad, R. (2018). *Personality traits , social support , and training transfer improve work through learning*. 47(1), 39–59. <https://doi.org/10.1108/PR-08-2016-0210>
- Polo, N. (2023). *Strategic internal communication for effective internal employer branding*. 18(1), 19–33. <https://doi.org/10.1108/BJM-02-2022-0070>
- Prentice, C. (2023). *Managing burnout from acting strategy*. 33(4), 577–597. <https://doi.org/10.1108/JSTP-07-2022-0144>
- Ravina-ripoll, R., Galvan-vela, E., & Sorzano-rodr, D. M. (2023). *Mapping intrapreneurship through the dimensions of happiness at work and internal communication*. 28(2), 230–248. <https://doi.org/10.1108/CCIJ-03-2022-0037>
- Salehi, M., Seyyed, F., & Farhangdoust, S. (2020). *The impact of personal characteristics , quality of working life and psychological well-being on job burnout among Iranian external auditors*. 23(3), 189–205. <https://doi.org/10.1108/IJOTB-09-2018-0104>
- Sharma, N., & Kamalanabhan, T. J. (2012). *Internal corporate communication and its impact on internal branding Perception of Indian public sector employees*. *Icc*. <https://doi.org/10.1108/13563281211253548>
- Sharples, L., Fletcher-brown, J., Nieto-garcía, M., Sit, K., Viglia, G., & Nieto-garcía, M. (2023). *Managing crisis in the cruise industry: using internal communications to foster workforce resilience*. May. <https://doi.org/10.1108/TR-03-2023-0150>
- Sin, D., Polo, N., & Ver, A. T. (2020). *Does good internal communication enhance life satisfaction ? c*. 24(4), 363–376. <https://doi.org/10.1108/JCOM-11-2019-0146>

- 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>
- Sürücü, L., Maslakçı, A., & Sesen, H. (2022). Transformational leadership, job performance, self-efficacy, and leader support: testing a moderated mediation model. *Baltic Journal of Management*, 17(4), 467–483. <https://doi.org/10.1108/BJM-08-2021-0306>
- Talebzadeh, N., & Karatepe, O. M. (2020). *Work social support , work engagement and their impacts on multiple performance outcomes*. 69(6), 1227–1245. <https://doi.org/10.1108/IJPPM-05-2018-0195>
- Tosun, C., Parvez, M. O., Bilim, Y., & Yu, L. (2022). Effects of green transformational leadership on green performance of employees via the mediating role of corporate social responsibility: Reflection from North Cyprus. *International Journal of Hospitality Management*, 103(July 2021), 103218. <https://doi.org/10.1016/j.ijhm.2022.103218>
- Vuong, B. N. (2022). *The effect of social support on job performance through organizational commitment and innovative work behavior : does innovative climate matter ?* <https://doi.org/10.1108/APJBA-06-2021-0256>
- Wu, Z. (2022). *Job stress and burnout among construction professionals : the moderating role of online emotions professionals*. <https://doi.org/10.1108/ECAM-09-2022-0868>
- Yener, S., Arslan, A., & Kiliç, S. (2021). The moderating roles of technological self-efficacy and time management in the technostress and employee performance relationship through burnout. *Information Technology and People*, 34(7), 1890–1919. <https://doi.org/10.1108/ITP-09-2019-0462>
- Zeb, A., Guan, G., & Goh, G. (2023). *The interplay between supervisor support and job performance : implications of social exchange and social learning theories*. 15(2), 429–448. <https://doi.org/10.1108/JARHE-04-2021-0143>