

DAFTAR PUSTAKA

- Adams, I. T., & Mastracci, S. H. (2020). Contrasting Emotional Labor and Burnout in Civilian and Sworn Law Enforcement Personnel. *Policing: An International Journal*, 43(2), 314–329. <https://doi.org/10.1108/PIJPSM-06-2019-0094>
- Adisa, T. A., Ogbonnaya, C., & Adekoya, O. D. (2021). Remote Working and Employee Engagement: A Qualitative Study of British Workers during the Pandemic. *Information Technology and People*. <https://doi.org/10.1108/ITP-12-2020-0850>
- Adom, K., Asare-Yeboah, I. T., Quaye, D. M., & Ampomah, A. O. (2018). A Critical Assessment of Work and Family Life of Female Entrepreneurs in Sub-Saharan Africa: Some Fresh Evidence from Ghana. *Journal of Small Business and Enterprise Development*, 25(3), 405–427. <https://doi.org/10.1108/JSBED-02-2017-0063>
- Aguiar, J., Matias, M., Braz, A. C., César, F., Coimbra, S., Gaspar, M. F., & Fontaine, A. M. (2021). Parental Burnout and the COVID-19 Pandemic: How Portuguese Parents Experienced Lockdown Measures. *Family Relations*, 70(4), 927–938. <https://doi.org/10.1111/fare.12558>
- Alberdi, M., & Schlesinger, J. (2017). *Burnout: Why Doctors Need Music*. 9(4), 241–246. <https://doi.org/10.47513/mmd.v9i4.531>

- AlDosiry, K. S., Alkhadher, O. H., AlAqraa', E. M., & Anderson, N. (2016). Relationships between Emotional Intelligence and Sales Performance in Kuwait. *Journal of Work and Organizational Psychology*, 32(1), 39–45. <https://doi.org/10.1016/j.rpto.2015.09.002>
- Aleksiejuk, K. (2013). Pseudonyms: The Oxford Handbooks Online of Names and Naming. In *Oxford Handbooks Online* (Vol. 50, Issue 11). <https://doi.org/10.5860/choice.50-5912>
- Alipour, J. V., Fadinger, H., & Schymik, J. (2021). My Home is My Castle – The Benefits of Working from Home during a Pandemic Crisis. *Journal of Public Economics*, 196, 104373. <https://doi.org/10.1016/j.jpubeco.2021.104373>
- Allen, R. E. S., & Wiles, J. L. (2016). A Rose by Any Other Name: Participants Choosing Research Pseudonyms. *Qualitative Research in Psychology*, 13(2), 149–165. <https://doi.org/10.1080/14780887.2015.1133746>
- Aniței, M., Chraif, M., & Ioniță, E. (2015). Gender Differences in Workload and Self-perceived Burnout in a Multinational Company from Bucharest. *Procedia - Social and Behavioral Sciences*, 187, 733–737. <https://doi.org/10.1016/j.sbspro.2015.03.155>
- Arli, D., Bauer, C., & Palmatier, R. W. (2018). Relational Selling: Past, Present and Future. *Industrial Marketing Management*, 69(July 2017), 169–184. <https://doi.org/10.1016/j.indmarman.2017.07.018>

- Aspers, P., & Corte, U. (2019). What is Qualitative in Qualitative Research. *Qualitative Sociology*, 42(2), 139–160. <https://doi.org/10.1007/s11133-019-9413-7>
- Avanzi, L., Fraccaroli, F., Castelli, L., Marcionetti, J., Crescentini, A., Balducci, C., & van Dick, R. (2018). How to Mobilize Social Support Against Workload and Burnout: The Role of Organizational Identification. *Teaching and Teacher Education*, 69, 154–167. <https://doi.org/10.1016/j.tate.2017.10.001>
- Awada, M., Lucas, G., Becerik-Gerber, B., & Roll, S. (2021). Working from Home during the COVID-19 Pandemic: Impact on Office Worker Productivity and Work Experience. *Work*, 69(4), 1171–1189. <https://doi.org/10.3233/WOR-210301>
- Bande, B., Fernández-Ferrín, P., Varela, J. A., & Jaramillo, F. (2015). Emotions and Salesperson Propensity to Leave: The Effects of Emotional Intelligence and Resilience. *Industrial Marketing Management*, 44, 142–153. <https://doi.org/10.1016/j.indmarman.2014.10.011>
- Bang, H., & Reio, T. G. (2017). Examining the Role of Cynicism in the Relationships between Burnout and Employee Behavior. *Journal of Work and Organizational Psychology*, 33(3), 217–227. <https://doi.org/10.1016/j.rpto.2017.07.002>
- Baqtayan, S. M. S. (2015). Stress and Coping Mechanisms: A Historical Overview. *Mediterranean Journal of Social Sciences*, 6(2S1), 479–488. <https://doi.org/10.5901/mjss.2015.v6n2s1p479>

- Barbosa, B., & Fonseca, I. (2019). A Phenomenological Approach to the Collaborative Consumer. *Journal of Consumer Marketing*, 36(6), 705–714. <https://doi.org/10.1108/JCM-11-2017-2468>
- Bellmann, L., & Hübler, O. (2020). Working from Home, Job Satisfaction and Work–Life Balance – Robust or Heterogeneous Links? *International Journal of Manpower*. <https://doi.org/10.1108/IJM-10-2019-0458>
- Bermejo-Martins, E., Luis, E. O., Fernández-Berrocal, P., Martínez, M., & Sarrionandia, A. (2021). The Role of Emotional Intelligence and Self-care in the Stress Perception during COVID-19 Outbreak: An Intercultural Moderated Mediation Analysis. *Personality and Individual Differences*, 177(October 2020). <https://doi.org/10.1016/j.paid.2021.110679>
- Black, J., Kim, K., Rhee, S., Wang, K., & Sakchutchawan, S. (2019). Self-efficacy and Emotional Intelligence: Influencing Team Cohesion to Enhance Team Performance. *Team Performance Management*, 25(1–2), 100–119. <https://doi.org/10.1108/TPM-01-2018-0005>
- Boucher, C. (2016). A Qualitative Study of the Impact of Emotional Labour on Health Managers. In *The Qualitative Report* (Vol. 21, Issue 11). <https://nsuworks.nova.edu/tqr/vol21/iss11/15>
- Burcher, S. A., & Ausherbauer, K. L. (2018). CHAPTER 14 - "I Really Don't have a Career. I Just Work and I Like Doing My Work." A Qualitative Study on the

- Meaning of Work for Low-Income Women from A Family Perspective. In *The Work-Family Interface: Spillover, Complications, and Challenges*.
<https://doi.org/10.1108/S1530-353520180000013016>
- Cambridge Dictionary. (n.d.). *Cynicism*. Retrieved April 8, 2021, from
<https://dictionary.cambridge.org/dictionary/english/cynicism>
- Castillo, G. A. (2018). *Emotional Intelligence and Non-Management Employee Reaction: A Qualitative Phenomenological Study*. Glasstree Academic Publishing. <https://doi.org/10.20850/9781534203945>
- Chaker, N. N., Schumann, D. W., Zablah, A. R., & Flint, D. J. (2016). Exploring The State of Salesperson Insecurity: How It Emerges and Why It Matters? *Journal of Marketing Theory and Practice*, 24(3), 344–364.
<https://doi.org/10.1080/10696679.2016.1170530>
- Chi, O. H., Saldamli, A., & Gursoy, D. (2021). Impact of the COVID-19 Pandemic on Management-level Hotel Employees' Work Behaviors: Moderating Effects of Working-from-Home. *International Journal of Hospitality Management*, 98(November 2020), 103020. <https://doi.org/10.1016/j.ijhm.2021.103020>
- Choi, Y.-G., & Kim, K.-S. (2015). A Literature Review of Emotional Labor and Emotional Labor Strategies. *Universal Journal of Management*, 3(7), 283–290.
<https://doi.org/10.13189/ujm.2015.030704>
- Coaston, S. C. (2017). Self-Care Through Self-Compassion: A Balm for Burnout. *The*

Professional Counselor, 7(3), 285–297. <https://doi.org/10.15241/scc.7.3.285>

Creswell, W. J., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches Fifth Edition* (Vol. 53, Issue 9). SAGE Publishing.

Creswell, W. J., & Poth, C. N. (2018). *Qualitative Inquiry & Research Design: Choosing Among Five Approaches, Fourth Edition* (Vol. 3, Issue 1). SAGE Publications, Inc.

Dasborough, M. T. (2019). Emotional Intelligence as a Moderator of Emotional Responses to Leadership. In *Emotions and Leadership* (Vol. 15, pp. 69–88). <https://doi.org/10.1108/s1746-979120190000015005>

Demerouti, E. (2015). Strategies Used by Individuals to Prevent Burnout. *European Journal of Clinical Investigation*, 45(10), 1106–1112. <https://doi.org/10.1111/eci.12494>

Denzin, N. K., & Lincoln, Y. S. (2018). *The SAGE Handbook of Qualitative Research 5th Edition* (Issue 5). SAGE Publications, Inc.

Devonish, D. (2017). Gender, Effort-reward Imbalance at Work, and Burnout: Findings from a Developing Caribbean Country. *Gender in Management*, 32(6), 441–452. <https://doi.org/10.1108/GM-06-2016-0128>

Diab-Bahman, R., & Al-Enzi, A. (2020). The Impact of COVID-19 Pandemic on Conventional Work Settings. *International Journal of Sociology and Social*

Policy, 40(9–10), 909–927. <https://doi.org/10.1108/IJSSP-07-2020-0262>

Edmondson, D. R., Matthews, L. M., & Ambrose, S. C. (2019). A Meta-analytic Review of Emotional Exhaustion in a Sales Context. *Journal of Personal Selling and Sales Management*, 39(3), 275–286. <https://doi.org/10.1080/08853134.2019.1592684>

Edwards, R., & Holland, J. (2020). Reviewing Challenges and the Future for Qualitative Interviewing. *International Journal of Social Research Methodology*, 23(5), 581–592. <https://doi.org/10.1080/13645579.2020.1766767>

Ekananda, A. D. (2017). *Analisis Dampak Dwelling Time pada Freight Forwarder* [Universitas Brawijaya]. [http://repository.ub.ac.id/5439/1/AJENG DIVIE EKANANDA.pdf](http://repository.ub.ac.id/5439/1/AJENG_DIVIE_EKANANDA.pdf)

Ekpanyaskul, C., & Padungtod, C. (2021). Occupational Health Problems and Lifestyle Changes Among Novice Working-from-Home Workers Amid the COVID-19 Pandemic. *Safety and Health at Work*, xxxx, 1–6. <https://doi.org/10.1016/j.shaw.2021.01.010>

El-Zoghby, S. M., Soltan, E. M., & Salama, H. M. (2020). Impact of the COVID-19 Pandemic on Mental Health and Social Support among Adult Egyptians. *Journal of Community Health*, 45(4), 689–695. <https://doi.org/10.1007/s10900-020-00853-5>

Englander, M. (2016). The Phenomenological Method in Qualitative Psychology and

- Psychiatry. *International Journal of Qualitative Studies on Health and Well-Being*, 11. <https://doi.org/10.3402/qhw.v11.30682>
- Epel, E. S., Crosswell, A. D., Mayer, S. E., Prather, A. A., Slavich, G. M., Puterman, E., & Mendes, W. B. (2018). More Than a Feeling: A Unified View of Stress Measurement for Population Science. *Frontiers in Neuroendocrinology*, 49, 146–169. <https://doi.org/10.1016/j.yfrne.2018.03.001>
- Fink, G. (2016). Stress, Definitions, Mechanisms, and Effects Outlined: Lessons from Anxiety. In *Stress: Concepts, Cognition, Emotion, and Behavior: Handbook of Stress* (pp. 3–11). Elsevier Inc. <https://doi.org/10.1016/B978-0-12-800951-2.00001-7>
- Flick, U. (2018). *The SAGE Handbook of Qualitative Data Collection*. SAGE Publications, Ltd.
- Flick, U. (2019). The Concepts of Qualitative Data: Challenges in Neoliberal Times for Qualitative Inquiry. *Qualitative Inquiry*, 25(8), 713–720. <https://doi.org/10.1177/1077800418809132>
- Freisthler, B., Gruenewald, P. J., Tebben, E., Shockley McCarthy, K., & Price Wolf, J. (2021). Understanding at-the-moment Stress for Parents during COVID-19 stay-at-home Restrictions. *Social Science and Medicine*, 279(March), 114025. <https://doi.org/10.1016/j.socscimed.2021.114025>
- Galanti, T., Guidetti, G., Mazzei, E., Zappalà, S., & Toscano, F. (2021). Work From

Home during the COVID-19 Outbreak: The Impact on Employees' Remote Work Productivity, Engagement, and Stress. *Journal of Occupational and Environmental Medicine*, 63(7), E426–E432.
<https://doi.org/10.1097/JOM.0000000000002236>

Ghossoub, Z., Nadler, R., & El-Aswad, N. (2018). Targeting Physician Burnout Through Emotional Intelligence, Self-Care Techniques, and Leadership Skills Training: A Qualitative Study. In *Mayo Clinic Proceedings: Innovations, Quality & Outcomes* (Vol. 2, Issue 1). Mayo Foundation for Medical Education and Research. <https://doi.org/10.1016/j.mayocpiqo.2017.12.005>

Ghossoub, Z., Nadler, R., & El-Aswad, N. (2020). Emotional Intelligence, Resilience, Self-care, and Self-leadership in Healthcare Workers Burnout: A Qualitative Study in Coaching. *Universal Journal of Public Health*, 8(5), 155–162.
<https://doi.org/10.13189/ujph.2020.080501>

Giao, H. N. K., Vuong, B. N., Huan, D. D., Tushar, H., & Quan, T. N. (2020). The Effect of Emotional Intelligence on Turnover Intention and the Moderating Role of Perceived Organizational Support: Evidence from the Banking Industry of Vietnam. *Sustainability (Switzerland)*, 12(5), 1–25.
<https://doi.org/10.3390/su12051857>

Giesbers, A. P. . (Suzanne), Schouteten, R. L. J., Poutsma, E., Heijden, B. I. J. M. van der, & Achterberg, T. van. (2021). Towards a Better Understanding of the Relationship between Feedback and Nurses' Work Engagement and Burnout: A

- Convergent Mixed-methods Study on Nurses' Attributions About the 'Why' of Feedback. *International Journal of Nursing Studies*, 117, 103889. <https://doi.org/10.1016/j.ijnurstu.2021.103889>
- Goleman, D. (2003). *Working with Emotional Intelligence*. Bantam Book. <http://search.ebscohost.com/login.aspx?direct=true&db=aph&AN=6388700&site=ehost-live&scope=site>
- Goleman, D. (2009). Emotional Intelligence: Why it can matter more than IQ. In *Bloomsbury*.
- Gorichanaz, T., & Latham, K. F. (2016). Document Phenomenology: A Framework for Holistic Analysis. *Journal of Documentation*, 72(6), 1114–1133. <https://doi.org/10.1108/JD-01-2016-0007>
- Gottlieb, C., Grobovšek, J., Poschke, M., & Saltiel, F. (2021). Working from Home in Developing Countries. *European Economic Review*, 133, 103679. <https://doi.org/10.1016/j.eurocorev.2021.103679>
- Grandey, A. A., & Melloy, R. C. (2017). The State of the Heart: Emotional Labor as Emotion Regulation Reviewed and Revised. *Journal of Occupational Health Psychology*, 22(3), 407–422. <https://doi.org/10.1037/ocp0000067>
- Guan, B., & Jepsen, D. M. (2020). Burnout from Emotion Regulation at Work: The Moderating Role of Gratitude. *Personality and Individual Differences*, 156(October 2019), 109703. <https://doi.org/10.1016/j.paid.2019.109703>

- Gupta, P., & Srivastava, S. (2020). Work–life Conflict and Burnout among Working Women: A Mediated Moderated Model of Support and Resilience. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-12-2019-1993>
- Gursoy, D., & Chi, C. G. (2020). Effects of COVID-19 Pandemic on Hospitality Industry: Review of the Current Situations and a Research Agenda. *Journal of Hospitality Marketing and Management*, 29(5), 527–529. <https://doi.org/10.1080/19368623.2020.1788231>
- Hamilton, A. B., & Finley, E. P. (2020). Qualitative Methods in Implementation Research: An Introduction. *Psychiatry Research*, 283(August 2019), 112629. <https://doi.org/10.1016/j.psychres.2019.112629>
- Hammersley, M. (2017). Interview Data: A Qualified Defence Against the Radical Critique. *Qualitative Research*, 17(2), 173–186. <https://doi.org/10.1177/1468794116671988>
- Hashim, R., Bakar, A., Noh, I., & Mahyudin, H. A. (2020). Employees' Job Satisfaction and Performance through working from Home during the Pandemic Lockdown. *Environment-Behaviour Proceedings Journal*, 5(15), 461–467. <https://doi.org/10.21834/ebpj.v5i15.2515>
- Hennink, M., Hutter, I., & Bailey, A. (2020). *Qualitative Research Method - Second Edition*. SAGE Publishing. <https://us.sagepub.com/en-us/nam/book/qualitative-research-methods-2>

- Hensher, D. A., Beck, M. J., & Wei, E. (2021). Working from Home and Its Implications for Strategic Transport Modelling Based on the Early Days of the COVID-19 Pandemic. *Transportation Research Part A: Policy and Practice*, 148(May 2020), 64–78. <https://doi.org/10.1016/j.tra.2021.03.027>
- Hepburn, A., & Bolden, G. B. (2013). The Conversation Analytic Approach to Transcription. In J. Sidnell & T. Stivers (Eds.), *The Handbook of Conversation Analysis* (pp. 57–76). Blackwell Publishing Ltd. <https://doi.org/10.1002/9781118325001.ch4>
- Hoffart, M. J. (2016). Chapter 2: Contribution of Individual and Organizational Factors in Burnout. In *Executive Burnout* (Vol. 90, Issue 4, pp. 701–708). <https://doi.org/10.1017/S0007680517000046>
- Hoffman, K. E., Garner, D., Koong, A. C., & Woodward, W. A. (2020). Understanding the Intersection of Working from Home and Burnout to Optimize Post-COVID19 Work Arrangements in Radiation Oncology. *International Journal of Radiation Oncology Biology Physics*, 108(2), 370–373. <https://doi.org/10.1016/j.ijrobp.2020.06.062>
- Humble, Á. M., & Radina, M. E. (2019). *How Qualitative Data Analysis Happens: Moving Beyond “Themes Emerged”* (Vol. 53, Issue 9). Routledge.
- Ishak, M., & Mangundjaya, W. L. (2020). Pengelolaan Stres dan Peningkatan Produktivitas Kerja Selama Work from Home pada Masa Pandemi Covid-19.

Jurnal Psikologi Udayana, 7(2), 93–109.

<https://doi.org/10.24843/JPU.2020.v07.i02.p.09>

Jackson, C., Vaughan, D. R., & Brown, L. (2018). Discovering Lived Experiences Through Descriptive Phenomenology. *International Journal of Contemporary Hospitality Management*, 30(11), 3309–3325. <https://doi.org/10.1108/IJCHM-10-2017-0707>

Jamali, H. R. (2018). Does Research Using Qualitative Methods (Grounded Theory, Ethnography, and Phenomenology) Have more Impact? *Library and Information Science Research*, 40(3–4), 201–207. <https://doi.org/10.1016/j.lisr.2018.09.002>

Jamil, J. (2019). Sebab dan Akibat Stres, Depresi dan Kecemasan, serta Penanggulangannya. *Al Amin: Jurnal Kajian Ilmu Dan Budaya Islam*, 1(1), 123–138. <https://doi.org/10.36670/alamin.v1i1.6>

Järvinen, M., & Mik-Meyer, N. (2020). *Qualitative Analysis: Eight Approaches For The Social Sciences*. Sage Publications.

Jefferson, G. (2004). Glossary of Transcript Symbols with an Introduction. In G. H. Lerner (Ed.), *Conversation Analysis: Studies from the First Generation* (pp. 13–31). John Benjamins Publishing Company. <https://doi.org/10.1017/cbo9780511489457.002>

Jeong, J. Y., Park, J., & Hyun, H. (2019). The Role of Emotional Service Expectation Toward Perceived Quality and Satisfaction: Moderating Effects of Deep Acting

- and Surface Acting. *Frontiers in Psychology*, 10(March), 1–11.
<https://doi.org/10.3389/fpsyg.2019.00321>
- Jimmieson, N. L., Bergin, A. J., Bordia, P., & Tucker, M. K. (2021). Supervisor Strategies and Resources Needed for Managing Employee Stress: A Qualitative Analysis. *Safety Science*, 136(May 2020), 105149.
<https://doi.org/10.1016/j.ssci.2020.105149>
- Johnston, M. P. (2017). Secondary Data Analysis: A Method of which the Time Has Come. In *Qualitative and Quantitative Methods in Libraries* (Vol. 49, Issues 1–2).
- Jones, B. (2020). Fifteen Minutes May Decrease Nursing Burnout: A Discussion Paper. *International Journal of Nursing Sciences*, 7(1), 121–123.
<https://doi.org/10.1016/j.ijnss.2019.11.004>
- Jung, H. S., & Yoon, H. H. (2016). Why is Employees' Emotional Intelligence Important?: The Effects of EI on Stress-coping Styles and Job Satisfaction in the Hospitality Industry. *International Journal of Contemporary Hospitality Management*, 28(8), 1649–1675. <https://doi.org/10.1108/IJCHM-10-2014-0509>
- Kabir, S. M. S. (2016). Chapter 9: Methods of Data Collection. In *Basic Guidelines for Research: An Introductory Approach for All Disciplines* (First, pp. 201–275). Book Zone Publication. <https://doi.org/10.1097/00006527-199406000-00014>
- Kacem, I., Kahloul, M., El Arem, S., Ayachi, S., Hafsia, M., Maoua, M., Ben Othmane,

- M., El Maalel, O., Hmida, W., Bouallague, O., Ben Abdesslem, K., Naija, W., & Mrizek, N. (2020). Effects of Music Therapy on Occupational Stress and Burn-out Risk of Operating Room Staff. *Libyan Journal of Medicine*, 15(1).
<https://doi.org/10.1080/19932820.2020.1768024>
- Kamath, J., Hoover, M., Shanafelt, T., Sood, A., McKee, P., & Dhanorker, S. (2017). Addressing Burnout by Enhancing Resilience in a Professional Workforce: A Qualitative Study. *Management in Healthcare*, 2(2), 165–178.
<https://www.henrystewartpublications.com/mih/v2>
- Kang, J., & Jang, J. (2022). Frontline Employees' Emotional Labor toward Their Co-workers: The Mediating Role of Team Member Exchange. *International Journal of Hospitality Management*, 102(January), 103130.
<https://doi.org/10.1016/j.ijhm.2021.103130>
- Karim, A. (2020). Pengaruh Work from Home (WFH) terhadap Role Ambiguity Pegawai. *Al-Kharaj: Journal of Islamic Economic and Business*, 2(2), 67–72.
<https://doi.org/10.24256/kharaj.v2i2.1467>
- Kessler, E. H., Bartunek, J. M., Hitt, M., Huff, A. S., Lawrence, P. R., Pfeffer, J., & Whetten, D. A. (2013). *Encyclopedia of Management Theory*. SAGE Publishing.
<https://us.sagepub.com/en-us/nam/encyclopedia-of-management-theory/book235986>
- Khodadady, E., & Hezareh, O. (2015). Social and Emotional Intelligences: Empirical

- and Theoretical Relationship. *Journal of Language Teaching and Research*, 7(1), 128. <https://doi.org/10.17507/jltr.0701.14>
- Kim, H., & Kang, H. (2019). *Effects of Visual Media Programs on Job Stress and Burnout in Emergency Room Nurses*. 7(4), 32–39. <https://doi.org/10.17703/IJACT.2019.7.4.32>
- Kirillova, K. (2018). Phenomenology for Hospitality: Theoretical Premises and Practical Applications. *International Journal of Contemporary Hospitality Management*, 30(11), 3326–3345. <https://doi.org/10.1108/IJCHM-11-2017-0712>
- Klein, M. (2021). Emotional Labor in a Sales Ecosystem: A Salesperson-customer Interactional Framework. *Journal of Business and Industrial Marketing*, September. <https://doi.org/10.1108/JBIM-01-2020-0019>
- Klenke, K. (2016). “Phenomenology and Narrative Analysis” In Qualitative Reserach. In *Qualitative Research in the Study of Leadership*. <https://doi.org/10.1108/9781785606502>
- Kuhakoski, A. (2016). *Emotional Intelligence at Work: Implications for Finland and Sweden* (Issue May). <http://www.diva-portal.org/smash/record.jsf?pid=diva2%3A946406&dswid=6140>
- Kuhn, C. M., & Flanagan, E. M. (2017). Self-care as a Professional Imperative: Physician Burnout, Depression, and Suicide. In *Canadian Journal of Anesthesia* (Vol. 64, Issue 2). <https://doi.org/10.1007/s12630-016-0781-0>

- Kundi, Y. M., & Badar, K. (2021). Interpersonal Conflict and Counterproductive Work Behavior: the Moderating Roles of Emotional Intelligence and Gender. *International Journal of Conflict Management*. <https://doi.org/10.1108/IJCMA-10-2020-0179>
- Lee, J. W., Tao, H., & Lu, P. (2017). Transcribing Mandarin Chinese Conversation: Linguistic and Prosodic Issues. *Asia-Pacific Journal of Multimedia Services Convergent with Art, Humanities, and Sociology*, 7(5), 787–799. <https://doi.org/10.14257/ajmahs.2017.05.70>
- Lee, L., Guchait, P., & Madera, J. M. (2020). Negative Affect, Deep Acting, and Customer Compensation as Responses to Customer Mistreatment: The Effect of Customer-based Perspective-taking. *International Journal of Hospitality Management*, 89(May). <https://doi.org/10.1016/j.ijhm.2020.102532>
- Lee, L., & Madera, J. M. (2021). A within-level Analysis of the Effect of Customer-Focused Perspective-taking on Deep Acting and Customer Helping Behaviors: The Mediating Roles of Negative Affect and Empathy. *International Journal of Hospitality Management*, 95(January 2020), 102907. <https://doi.org/10.1016/j.ijhm.2021.102907>
- Lehner, J. A. (2020). Teamwork, Emotional Intelligence, and the Skills Organizations Need Now. In *Advances in Library Administration and Organization* (Vol. 41, pp. 143–156). <https://doi.org/10.1108/S0732-067120200000041008>

- Levi-Bliech, M., Pliskin, N., & Fink, L. (2020). Implementing A Sales Support App to Complement Face-to-Face Interaction: An Empirical Investigation of Business Value. *Journal of Organizational Computing and Electronic Commerce*, 30(3), 266–278. <https://doi.org/10.1080/10919392.2020.1750932>
- Li, Z., Gupta, B., Loon, M., & Casimir, G. (2016). Combinative Aspects of Leadership Style and Emotional Intelligence. *Leadership and Organization Development Journal*, 37(1), 107–125. <https://doi.org/10.1108/LODJ-04-2014-0082>
- Lincoln, Y. S., & Guba, E. G. (1985). *Naturalistic Inquiry*. SAGE Publishing.
- Lindeman, B., Petrusa, E., McKinley, S., Hashimoto, D. A., Gee, D., Smink, D. S., Mullen, J. T., & Phitayakorn, R. (2017). Association of Burnout With Emotional Intelligence and Personality in Surgical Residents: Can We Predict Who Is Most at Risk? *Journal of Surgical Education*, 74(6), e22–e30. <https://doi.org/10.1016/j.jsurg.2017.11.001>
- Lu, Y., Wu, W., Mei, G., Zhao, S., Zhou, H., Li, D., & Pan, D. (2019). Surface Acting or Deep Acting, Who Need More Effortful? A Study on Emotional Labor Using Functional Near-Infrared Spectroscopy. *Frontiers in Human Neuroscience*, 13(May), 1–10. <https://doi.org/10.3389/fnhum.2019.00151>
- Lune, H. & Berg, B. L. (2017). *Qualitative Research Methods for the Social Sciences* (9th Edition). In *Pearson Education Limited*.
- Lussier, B., Philp, M., Hartmann, N. N., & Wieland, H. (2021). Social Anxiety and

- Salesperson Performance: The Roles of Mindful Acceptance and Perceived Sales Manager Support. *Journal of Business Research*, 124(November 2020), 112–125. <https://doi.org/10.1016/j.jbusres.2020.11.042>
- Lyndon, S., Rawat, P. S., & Pawar, D. (2020). Is Emotional Labour a Positive Experience for Teachers? A Qualitative Study. *International Journal of Educational Management*, 35(2), 532–548. <https://doi.org/10.1108/IJEM-03-2020-0149>
- Mahipalan, M., & Sheena, S. (2019). Workplace Spirituality, Psychological Well-being and Mediating Role of Subjective Stress: A Case of Secondary School Teachers in India. *International Journal of Ethics and Systems*, 35(4), 725–739. <https://doi.org/10.1108/IJOES-10-2018-0144>
- Mandal, P. C. (2018). Qualitative Research: Criteria of Evaluation. *International Journal of Academic Research and Development*, 3(2), 591–596.
- Maslach, C., & Leiter, M. P. (2016). Chapter 43: Burnout. In *Stress: Concepts, Cognition, Emotion, and Behavior: Handbook of Stress* (pp. 351–357). <https://doi.org/10.1016/B978-0-12-800951-2.00044-3>
- Mastracci, S., & Adams, I. (2019). Is Emotional Labor Easier in Collectivist or Individualist Cultures? An East–West Comparison. *Public Personnel Management*, 48(3), 325–344. <https://doi.org/10.1177/0091026018814569>
- Matthews, L. M., & Rutherford, B. N. (2020). The Impact of Skill Discretion and Work

- Demands on Salesperson Job Satisfaction: The Mediating Influence of the Burnout Facets. *Journal of Personal Selling and Sales Management*, 41(1), 17–27. <https://doi.org/10.1080/08853134.2020.1815542>
- Mayer, J., Salovey, P., & Caruso, D. (2002). *Mayer-Salovey-Caruso Emotional Intelligence Test: MSCEIT User's Manual*. Multi-Health Systems Inc.
- McCarty, W. P. (2013). Gender Differences in Burnout among Municipal Police Sergeants. *Policing*, 36(4), 803–818. <https://doi.org/10.1108/PIJPSM-03-2013-0026>
- McFarland, R. G., & Dixon, A. L. (2021). The Impact of Salesperson Interpersonal Mentalizing Skills on Coping and Burnout: The Critical Role of Coping Oscillation. *Journal of Personal Selling and Sales Management*. <https://doi.org/10.1080/08853134.2021.1898412>
- Messenger, J. C., & Gschwind, L. (2016). Three Generations of Telework: New ICTs and the Revolution from Home Office to Virtual Office. *New Technology, Work and Employment*, 31(3), 195–208. <https://doi.org/10.1111/ntwe.12073>
- Mihas, P. (2019). Qualitative Data Analysis. *Oxford Research Encyclopedia of Education*. <https://doi.org/10.1093/acrefore/9780190264093.013.1195>
- Miles, M. B., Huberman, A. M., & Saldana, J. (2014). *Qualitative Data Analysis: A Methods Sourcebook (Third Edition)*.
- Miles, M. B., Huberman, A. M., & Saldana, J. (2019). *Qualitative Data Analysis: A*

Methods Sourcebook, Fourth Edition. SAGE Publications, Inc.
<https://us.sagepub.com/en-us/nam/qualitative-data-analysis/book246128>

- Moen, K., & Middelthon, A. L. (2015). Qualitative Research Methods. In *Research in Medical and Biological Sciences: From Planning and Preparation to Grant Application and Publication*. Elsevier Ltd. <https://doi.org/10.1016/B978-0-12-799943-2.00010-0>
- Moore, E., & Llompart, J. (2017). Collecting, Transcribing, Analyzing and Presenting Plurilingual Interactional Data. In *Qualitative Approaches to Research on Plurilingual Education* (Issue 2017, pp. 403–417). Research-publishing.net. <https://doi.org/10.14705/rpnet.2017.emmd2016.638>
- Mulki, J. P., Jaramillo, F., Goad, E. A., & Pesquera, M. R. (2015). Regulation of Emotions, Interpersonal Conflict, and Job Performance for Salespeople. *Journal of Business Research*, 68(3), 623–630. <https://doi.org/10.1016/j.jbusres.2014.08.009>
- Mullen, P. R., Blount, A. J., Lambie, G. W., & Chae, N. (2017). School Counselors' Perceived Stress, Burnout, and Job Satisfaction. *Professional School Counseling*, 21(1), 2156759X1878246. <https://doi.org/10.1177/2156759x18782468>
- Mungkasa, O. (2020). Bekerja dari Rumah (Working From Home/WFH): Menuju Tatanan Baru Era Pandemi COVID 19. *Jurnal Perencanaan Pembangunan: The Indonesian Journal of Development Planning*, 4(2), 126–150.

<https://doi.org/10.36574/jpp.v4i2.119>

Munir, M., & Azam, R. I. (2019). Emotional Intelligence and Employee Performance : An Intervention Based Experimental Study. *Journal of Business & Economics*, 9(August), 1–19.

Mustajab, D., Bauw, A., Rasyid, A., Irawan, A., Akbar, M. A., & Hamid, M. A. (2020). Working From Home Phenomenon As an Effort to Prevent COVID-19 Attacks and Its Impacts on Work Productivity. *TIJAB (The International Journal of Applied Business)*, 4(1), 13. <https://doi.org/10.20473/tijab.v4.i1.2020.13-21>

Mysirlaki, S., & Paraskeva, F. (2020). Emotional Intelligence and Transformational Leadership in Virtual Teams: Lessons from MMOGs. *Leadership and Organization Development Journal*, 41(4), 551–566. <https://doi.org/10.1108/LODJ-01-2019-0035>

Narayanamurthy, G., & Tortorella, G. (2021). Impact of COVID-19 Outbreak on Employee Performance – Moderating Role of Industry 4.0 Base Technologies. *International Journal of Production Economics*, 234(October 2020), 108075. <https://doi.org/10.1016/j.ijpe.2021.108075>

Oh, S. H., Hwang, Y., & Kim, H. (2019). Is Deep Acting Prevalent in Socially Responsible Companies? The Effects of CSR Perception on Emotional Labor Strategies. *Frontiers in Psychology*, 10(FEB), 1–12. <https://doi.org/10.3389/fpsyg.2019.00308>

- Okuyan, C. B., & Begen, M. A. (2021). Working from Home during the COVID-19 Pandemic, Its Effects on Health, and Recommendations: The Pandemic and Beyond. *Perspectives in Psychiatric Care*, December 2020. <https://doi.org/10.1111/ppc.12847>
- Ollo-López, A., Goñi-Legaz, S., & Erro-Garcés, A. (2020). Home-based Telework: Usefulness and Facilitators. *International Journal of Manpower*. <https://doi.org/10.1108/IJM-02-2020-0062>
- Olt, P. A., & Teman, E. D. (2019). Un[bracketed]: Phenomenological Polyethnography. *Qualitative Research Journal*, 19(2), 146–155. <https://doi.org/10.1108/QRJ-12-2018-0001>
- Otto, M. C. B., Hoefsmit, N., van Ruysseveldt, J., & van Dam, K. (2019). Exploring Proactive Behaviors of Employees in the Prevention of Burnout. *International Journal of Environmental Research and Public Health*, 16(20), 13–15. <https://doi.org/10.3390/ijerph16203849>
- Palumbo, R. (2020). Let Me Go to the Office! An Investigation into the Side Effects of Working from Home on Work-Life Balance. *International Journal of Public Sector Management*, 33(6–7), 771–790. <https://doi.org/10.1108/IJPSM-06-2020-0150>
- Palumbo, R., Manna, R., & Cavallone, M. (2021). Beware of Side Effects on Quality! Investigating the Implications of Home Working on Work-life Balance in

- Educational Services. *TQM Journal*, 33(4), 915–929.
<https://doi.org/10.1108/TQM-05-2020-0120>
- Panagopoulos, N. G., & Ogilvie, J. (2015). Can Salespeople Lead Themselves? Thought Self-leadership Strategies and Their Influence on Sales Performance. *Industrial Marketing Management*, 47, 190–203.
<https://doi.org/10.1016/j.indmarman.2015.02.043>
- Paul, G. (2020). *The Ultimate Guide to Working from Home: Stay Sane, Healthy, and be More Productive than Ever*. Sphere.
- Peasley, M. C., Hochstein, B., Britton, B. P., Srivastava, R. V., & Stewart, G. T. (2020). Can't Leave It at Home? The Effects of Personal Stress on Burnout and Salesperson Performance. *Journal of Business Research*, 117(May), 58–70.
<https://doi.org/10.1016/j.jbusres.2020.05.014>
- Ptacek, R., Raboch, J., Vnukova, M., & Dubacova, D. (2017). What is the Relationship Between the Levels of Work-stress and Burnout? *European Psychiatry*, 41(S1), S94–S95. <https://doi.org/10.1016/j.eurpsy.2017.01.294>
- Rabasa, C., & Dickson, S. L. (2016). Impact of Stress on Metabolism and Energy Balance. *Current Opinion in Behavioral Sciences*, 9, 71–77.
<https://doi.org/10.1016/j.cobeha.2016.01.011>
- Raišiene, A. G., Rapuano, V., Varkulevičiute, K., & Stachová, K. (2020). Working from Home-Who is Happy? A survey of Lithuania's Employees during the

- COVID-19 Quarantine Period. *Sustainability (Switzerland)*, 12(13).
<https://doi.org/10.3390/su12135332>
- Ramadanty, S., & Martinus, H. (2016). Organizational Communication: Communication and Motivation in the Workplace. *Binus Journal of Humaniora*, 7(1), 77. <https://doi.org/10.21512/humaniora.v7i1.3490>
- Rehman, A. U., Bhuttah, T. M., & You, X. (2020). Linking Burnout to Psychological Well-being: The Mediating Role of Social Support and Learning Motivation. *Psychology Research and Behavior Management*, 13, 545–554.
<https://doi.org/10.2147/PRBM.S250961>
- Rexhepi, G., & Berisha, B. (2017). The Effects of Emotional Intelligence in Employees Performance. *International Journal of Business and Globalisation*, 18(4), 467–479. <https://doi.org/10.1504/IJBG.2017.084351>
- Roskam, I., & Mikolajczak, M. (2021). The Slippery Slope of Parental Exhaustion: A Process Model of Parental Burnout. *Journal of Applied Developmental Psychology*, 77(November), 101354.
<https://doi.org/10.1016/j.appdev.2021.101354>
- Salkind, N. J. (2010). Encyclopedia of Research Design (Volume 1). In *Dictionary of Statistics & Methodology*. SAGE Publications, Inc.
<https://doi.org/10.4135/9781412961288.n333>
- Sánchez-Moreno, E., De La Fuente Roldán, I. N., Gallardo-Peralta, L. P., & Barrón

- López De Roda, A. (2015). Burnout, Informal Social Support and Psychological Distress among Social Workers. *British Journal of Social Work*, 45(8), 2368–2386. <https://doi.org/10.1093/bjsw/bcu084>
- Sarker, S. M. A. N. (2011). Freight Forwarding Industry: Function, Economic Role and Future Market in Bangladesh. *Bangladesh Maritime Journal*, 1(1), 93–98.
- Saunders, B., Kitzinger, J., & Kitzinger, C. (2015). Anonymising Interview Data: Challenges and Compromise in Practice. *Qualitative Research*, 15(5), 616–632. <https://doi.org/10.1177/1468794114550439>
- Schramm, H.-J. (2012). *Freight Forwarder's Intermediary Role in Multimodal Transport Chains*. <https://doi.org/10.1007/978-3-7908-2775-0>
- Sedigh, G., Devlin, R. A., & Grenier, G. (2017). Are Quebecers more Stressed Out at Work than Others? An Investigation into the Differences between Quebec and the Rest of Canada in Level of Work Stress. *Canadian Public Policy*, 43(3), 177–189. <https://doi.org/10.3138/cpp.2016-068>
- Selamu, M., Thornicroft, G., Fekadu, A., & Hanlon, C. (2017). Conceptualisation of Job-related Wellbeing, Stress, and Burnout among Healthcare Workers in Rural Ethiopia: A Qualitative Study. *BMC Health Services Research*, 17(1), 1–11. <https://doi.org/10.1186/s12913-017-2370-5>
- Sembiring, N., Nimran, U., Astuti, E. S., & Utami, H. N. (2020). The Effects of Emotional Intelligence and Organizational Justice on Job Satisfaction, Caring

- Climate, and Criminal Investigation Officers' Performance. *International Journal of Organizational Analysis*, 28(5), 1113–1130. <https://doi.org/10.1108/IJOA-10-2019-1908>
- Serrat, O. (2017). Knowledge Solutions: Tools, Methods, and Approaches to Drive Organizational Performance. In *Knowledge Solutions: Tools, Methods, and Approaches to Drive Organizational Performance* (pp. 1–1140). <https://doi.org/10.1007/978-981-10-0983-9>
- Setiawan, L. (2020). The Effect of Emotional Intelligence, Organizational Commitment on the Team Performance of Hospital Officers in South Sulawesi and Central Sulawesi Province, Indonesia. *International Journal of Pharmaceutical and Healthcare Marketing*. <https://doi.org/10.1108/IJPHM-04-2019-0028>
- Setiyowati, N., & Razak, A. Z. A. (2018). Followers' Personality and Indigenous Leadership: Perceived Astabrata Leadership Style in Indonesian Higher Education. *International Online Journal of Educational Leadership*, 2(2), 21–35. <https://doi.org/10.22452/iojel.vol2no2.3>
- Shahsavarani, A. M., Azad, E., Abadi, M., & Kalkhoran, M. H. (2015). Stress: Facts and Theories through Literature Review. *International Journal of Medical Reviews*, 2(2).
- Shivakumar, B. L., & Rangaraj, T. (2020). Mental Wellbeing status of Online and

Work From Home Women Employees with Special Reference to Coimbatore, Tamilnadu. *Mukt Shabd Journal*, 9(7), 1971–1987.

Shkoler, O., & Tziner, A. (2017). The Mediating and Moderating Role of Burnout and Emotional Intelligence in the Relationship between Organizational Justice and Work Misbehavior. *Journal of Work and Organizational Psychology*, 33(2), 157–164. <https://doi.org/10.1016/j.rpto.2017.05.002>

Silverman, D. (2013). *Doing Qualitative Research (Fourth Edition)*. SAGE Publishing.

Silverman, D. (2017). How Was It for You? The Interview Society and the Irresistible Rise of the (Poorly Analyzed) Interview. *Qualitative Research*, 17(2), 144–158. <https://doi.org/10.1177/1468794116668231>

Simpson, P., & Ash, J. (2020). Phenomenology and Phenomenological Geography. In *International Encyclopedia of Human Geography* (Second Edi, Vol. 8). Elsevier. <https://doi.org/10.1016/b978-0-08-102295-5.10678-x>

Soto-Rubio, A., Giménez-Espert, M. D. C., & Prado-Gascó, V. (2020). Effect of Emotional Intelligence and Psychosocial Risks on Burnout, Job Satisfaction, and Nurses' Health during the Covid-19 Pandemic. *International Journal of Environmental Research and Public Health*, 17(21), 1–14. <https://doi.org/10.3390/ijerph17217998>

Stanley, C. (2020). *Emotional Intelligence for Sales Leadership: The Secret to Building High-Performancce Sales Teams*. Harper Collins Leadership.

- Subagio, M. (2015). Pengaruh Kecerdasan Emosional, Motivasi Kerja, Dan Sikap Kerja Terhadap Kinerja Karyawan Pada Pt Ithaca Resources. *Jurnal Manajemen*, 19(1), 101. <https://doi.org/10.24912/jm.v19i1.108>
- Sundler, A. J., Lindberg, E., Nilsson, C., & Palmér, L. (2019). Qualitative Thematic Analysis Based on Descriptive Phenomenology. *Nursing Open*, 6(3), 733–739. <https://doi.org/10.1002/nop2.275>
- Surmiak, A. (2018). Confidentiality in Qualitative Research Involving Vulnerable Participants: Researchers' Perspectives. *Forum Qualitative Sozialforschung*, 19(3). <https://doi.org/10.17169/fqs-19.3.3099>
- Sutarto, A. P., Wardaningsih, S., & Putri, W. H. (2021). Work from Home: Indonesian Employees' Mental Well-being and Productivity during the COVID-19 Pandemic. *International Journal of Workplace Health Management*, 14(4), 386–408. <https://doi.org/10.1108/IJWHM-08-2020-0152>
- Sutherland, L., & Janene-Nelson, K. (2012). Work Together Anywhere: A Handbook on Working Remotely Succeddfully for Individuals, Teams, and Managers. In *European University Institute* (Issue 2). Wiley Publishing.
- Tan, S. Y., & Yip, A. (2018). Hans Selye (1907-1982): Founder of the Stress Theory. *Singapore Medical Journal*, 59(4), 170–171. <https://doi.org/10.11622/smedj.2018043>
- Taylor, R. (2015). Beyond Anonymity: Temporality and the Production of Knowledge

- in A Qualitative Longitudinal Study. *International Journal of Social Research Methodology*, 18(3), 281–292. <https://doi.org/10.1080/13645579.2015.1017901>
- Taylor, S. J., Bogdan, R., & DeVault, M. (2015). *Introduction to Qualitative Research Methods: A Guidebook and Resource, 4th Edition*. Wiley Publishing.
- Thelwall, M., & Nevill, T. (2021). Library and Information Science Research Is Research with Qualitative Data More Prevalent and Impactful Now? Interviews, Case Studies, Focus Groups and Ethnographies. *Library and Information Science Research*. <https://doi.org/10.1016/j.lisr.2021.101094>
- Thimmapuram, J. R., Grim, R., Bell, T., Benenson, R., Lavalley, M., Modi, M., Noll, D., & Salter, R. (2019). Factors Influencing Work–Life Balance in Physicians and Advance Practice Clinicians and the Effect of Heartfulness Meditation Conference on Burnout. *Global Advances in Health and Medicine*, 8, 216495611882105. <https://doi.org/10.1177/2164956118821056>
- Thompson, R. (2018). A Qualitative Phenomenological Study of Emotional and Cultural Intelligence of International Students in the United States of America. *Journal of International Students*, 8(2), 1220–1255. <https://doi.org/10.5281/zenodo.1250423>
- Toniolo-Barrios, M., & Pitt, L. (2021). Mindfulness and the Challenges of Working from Home in Times of Crisis. *Business Horizons by Kelley School of Business*, 64(2), 189–197. <https://doi.org/10.1016/j.bushor.2020.09.004>

- Tracy, S. J. (2020). *Qualitative Research Methods: Collecting Evidence, Crafting Analysis, Communicating Impact*. John Wiley & Sons Ltd.
- Vagle, M. D. (2018). *Crafting Phenomenological Research (Second Edition)*. Taylor and Francis. <https://doi.org/10.4324/9781315173474>
- Valenti, G. D., Faraci, P., & Magnano, P. (2021). Emotional Intelligence and Social Support: Two Key Factors in Preventing Occupational Stress during COVID-19. *International Journal of Environmental Research and Public Health*, 18(13). <https://doi.org/10.3390/ijerph18136918>
- Wang, X. (2015). *Operational Transportation Planning of Modern Freight Forwarding Companies*. Springer Gabler. <https://doi.org/10.1007/978-3-658-06869-1>
- Weaver, A. D., Allen, J. A., & Erks Byrne, R. (2019). Coping with Emotional Labor: an Intervention Study. *Management Research Review*, 42(9), 1033–1048. <https://doi.org/10.1108/MRR-07-2018-0259>
- Whitaker, E. M., & Atkinson, P. (2019). Authenticity and the Interview: A Positive Response to a Radical Critique. *Qualitative Research*, 19(6), 619–634. <https://doi.org/10.1177/1468794118816885>
- WHO (World Health Organization). (2019). *Burn-out an “Occupational Phenomenon”*: International Classification of Diseases. <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational->

phenomenon-international-classification-of-diseases

- Widjaja, M. S., Sitorus, K. S., & Himawan, K. K. (2017). Hubungan Antara Kecerdasan Emosional Dengan Kecenderungan Burnout Pada Karyawan Bagian Pemasaran. *Jurnal Psikologi Ulayat*, 3(1), 18. <https://doi.org/10.24854/jpu12016-53>
- Wit, K. de. (2020). Burnout and Depression Among Canadian Emergency Physicians. *Canadian Journal of Emergency Medicine*, 22(5), 559–560. <https://doi.org/10.1017/cem.2020.446>
- Yang, C., Chen, Y., & Zhao, X. (2019). Emotional Labor: Scale Development and Validation in the Chinese Context. *Frontiers in Psychology*, 10(September). <https://doi.org/10.3389/fpsyg.2019.02095>
- Yang, R., Díaz, V. G., & Hsu, C.-H. (2020). Use of Emotional Intelligence to Promote Innovation among Employees in the Work Environment through Qualitative and Quantitative Analysis. *Journal of Aggression and Violent Behavior*, 104947. <https://doi.org/10.1016/j.avb.2021.101589>
- Yaribeygi, H., Panahi, Y., Sahraei, H., Johnston, T. P., & Sahebkar, A. (2017). The Impact of Stress on Body Function: A Review. *EXCLI Journal*, 16, 1057–1072. <https://doi.org/10.17179/excli2017-480>
- Zhang, H., Zhou, Z. E., Zhan, Y., Liu, C., & Zhang, L. (2018). Surface Acting, Emotional Exhaustion, and Employee Sabotage to Customers: Moderating Roles

of Quality of Social Exchanges. *Frontiers in Psychology*, 9(NOV), 1–11.

<https://doi.org/10.3389/fpsyg.2018.02197>

