

REFERENCES

- Agarwal, U., A. (2014). Examining the impact of social exchange relationships on innovative work behavior: Role of work engagement. *Team Performance Management*, 20 (3/4), 102-120.
- Antonakis, J., Bendahan, S., Jacquart, P., & Lalive, R. (2010). On making causal claims: A review and recommendations. *The Leadership Quarterly*, 21(6), 1086-1120.
- Atkin-Plunk, C. A., & Armstrong, G. S. (2013). Transformational leadership skills and correlates of prison warden job stress. *Criminal Justice and Behavior*, 40(5), 551-568.
- Asfar, B., & Umrani, W. A. (2019). Transformational leadership and innovative work behavior: The role of motivation to learn, task complexity and innovation climate. *European Journal of Innovation Management*, 23(3), 402-428.
- Becker, T. E., & Kernan, M. C. (2003). Matching commitment to supervisors and organizations to in-role and extra-role performance. *Human Performance*, 16(4), 327-348.
- Bekkers, V. (2011). Innovation in the public sector linking capacity and leadership. London: Palgrave Macmillan.
- Blau, G. (1981). An empirical investigation of job stress, social support, service length, and job strain. *Organizational Behavior and Human Performance*, 27, 279-302.

- Bovey, W. H., & Hede, A. (2001). Resistance to organization change: The role of defense mechanism. *Journal of Managerial Psychology*, 16(7), 534-548.
- Campo, S., Diaz, A. M., & Yagüe, M. J. (2014). Hotel innovation and performance in times of crisis. *International Journal of Contemporary Hospitality Management*, 26(8), 1292-1311.
- Chan, S. C. H. (2017). Benevolent leadership, perceived supervisory support, and subordinates' performance: The moderating role of psychological empowerment. *Leadership & Organization Development Journal*, 38(7), 897-911.
- Chen, T., Li, F., & Leung, K. (2016). When does supervisor support encourage innovative behavior? Opposite moderating effects of general self-efficacy and internal locus of control. *Personnel Psychology*, 69(1), 123-158.
- Chen, Z. X. & Aryee, S. (2007). Delegation and employee work outcomes: an examination of the cultural context of mediating processes in china. *Academy of Management Journal*, 50(1), 226-38.
- Chung, E. K., Jung, Y., & Shon, Y. W. (2017). A moderated mediation model of job stress, job satisfaction, and turnover intention for airport security screeners. *Safety Science*, 98, 89-97.
- De Vries, H., Bekkers, V., & Tummers, L. (2015). Innovation in the public sector: A systematic review and future research agenda. *Public Administration*, 94, 146-166.

- Dawson, K. M., O'Brien, K. E., & Beehr, T. A. (2016). The role of hindrance stressors in the job demand–control–support model of occupational stress: A proposed theory revision. *Journal of Organizational Behavior*, 37(3), 397-415.
- Dias, C., & Escoval, A. (2013). Improvement of hospital performance through innovation: toward the value of hospital care. *The Health Care Manager*, 32(2), 129-140.
- Dysvik, A., & Kuvaas, B. (2013). Perceived job autonomy and turnover intention: The moderating role of perceived supervisor support. *European Journal of Work and Organizational Psychology*, 22(5), 563-573.
- Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: contributions to perceived organizational support and employee retention. *Journal of Applied Psychology*, 87(3), 565.
- Elangovan, A. R. (2001). Causal ordering of stress, satisfaction and commitment, and intention to quit: A structural equations analysis. *Leadership & Organization Development Journal*, 22(4), 159–165.
- Ersche K.D., Lim, T-V., Ward, L.H.E., Robbins, T.W., & Stochl, J. (2017). Creature of Habit: A self-report measure of habitual routines and automatic tendencies in everyday life. *Personality and Individual Differences*, 116, 73-85.
- Fernandez, S., & Moldogaziev, T. (2013). Using employee empowerment to encourage innovative behavior in the public sector. *Journal of public administration research and theory*, 23(1), 155-187.
- Financial Education and Training Agency. 2020. Strategic Planning for 2019-2024.

- Fukui, S., Wu, Wei., Salyers, M. P. (2019). Impact of supervisory support on turnover intention: The Mediating role of burnout and job satisfaction in a longitudinal study. *Administration and Policy in Mental Health and Mental Health Services Research*, 46, 488–497.
- Gaertner, S. (1999). Structural determinants of job satisfaction and organizational commitment in turnover models. *Human Resource Management Review*, 9(4), 479-493.
- George, D., & Mallery, P. IBM SPSS Statistics 25 Step by Step: A Simple Guide and Reference (15th ed.). New York: Routledge.
- Gill, A. S., Flaschner, A. B., Shachar, & Mickey. (2006). Mitigating stress and burnout by implementing transformational-leadership. *International Journal of Contemporary Hospitality Management*, 18(6), 469-481.
- Griffin, M. L., Hogan, N. L., Lambert, E. G., Tucker-Gail, K. A., & Baker, D. N. (2010). Job involvement, job stress, job satisfaction, and organizational commitment and the burnout of correctional staff. *Criminal Justice and Behavior*, 37(2), 239-255.
- Hammond, M., Cross, C., Farrell, C., & Eubanks, D. (2019). Burnout and innovative work behaviours for survivors of downsizing: An investigation of boundary conditions. *Creativity and Innovation Management*, 28 (3), 306-317.
- Han, S. J., Bonn, M. A., & Cho, M. (2016). The relationship between customer incivility, restaurant frontline service employee burnout and turnover intention. *International Journal of Hospitality Management*, 52, 97-106.

- Jager, W. (2003) Breaking 'bad habits': a dynamical perspective on habit formation and change. in: L. Hendrickx, W. Jager, L. Steg, (Eds.) Human Decision Making and Environmental Perception. Understanding and Assisting Human Decision Making in Real-life Settings. Liber Amicorum for Charles Vlek. Groningen: University of Groningen
- Jamal, M. (1984). Job stress and job performance controversy: An empirical assessment. *Organizational Behavior and Human Performance*, 33 (1), 1-21.
- Janssen, O. (2000). Job demands, perceptions of effort-reward fairness and innovative work behaviour. *Journal of Occupational and Organizational Psychology*, 73(3), 287-302.
- Janssen, O. (2003). Innovative behaviour and job involvement at the price of conflict and less satisfactory relations with co-workers. *Journal of Occupational and Organizational Psychology*, 76(3), 347-364.
- Janssen, O. (2004). How fairness perceptions make innovative behavior more or less stressful. *Journal of Organizational Behavior*, 25(2), 201-215.
- Janssen, O., Van de Vliert, E., & West, M. (2004). The bright and dark sides of individual and group innovation: A special issue introduction. *Journal of Organizational Behavior*, 25(2), 129-145.
- Javed, B., Bashir, S., Rawwas, M. Y., & Arjoon, S. (2017). Islamic work ethic, innovative work behaviour, and adaptive performance: The mediating mechanism and an interacting effect. *Current Issues in Tourism*, 20(6), 647-663.

- Jalagat, R. (2017). Determinants of job stress and its relationship on employee job performance. *American Journal of Management Science and Engineering*, 2(1), 1-10.
- Jex, S. M. (1998). Advanced topics in organizational behavior. Stress and job performance: Theory, research, and implications for managerial practice. Sage Publications Ltd.
- Johns, C. M., O'reilly, P. L., & Inwood, G. J. (2006). Intergovernmental innovation and the administrative state in Canada. *Governance*, 19(4), 627-649.
- Johnson, J. V., & Hall, E. M. (1988). Job strain, work place social support, and cardiovascular disease: a cross-sectional study of a random sample of the Swedish working population. *American Journal of Public Health*, 78(10), 1336-1342.
- Kang, H. J., Gatling, A., Kim, J. (2014). The impact of supervisory support on organizational commitment, career satisfaction, and turnover intention for hospitality frontline employees. *Journal of Human Resources in Hospitality & Tourism*, 14(1), 68-89.
- Kanter, R. (1988). When a thousand flowers bloom: Structural, collective, and social conditions for innovation in organizations. In B. M. Staw & Cummings, L. L. (Eds.), *Research in organizational behavior* Vol. 10, 169–211. Greenwich, CT: JAI Press.
- Karasek, R. A. (1979). Job demands, job decision latitude, and mental strain: implications for job redesign. *Administrative Science Quarterly*, 24(2), 285-308.

- Karasek, R., & Theorell, T. (1990). *Healthy work: Stress, productivity and the reconstruction of working life*. New York: Basic Books.
- Khan, M. A., Ismail, F. B., Hussain, A., & Alghazali, B. (2020). The interplay of leadership styles, innovative work behavior, organizational culture, and organizational citizenship behavior. *SAGE Open*, 10(1), 2158244019898264.
- Kim, J. (2015). What increases public employees' turnover intention? *Public Personnel Management*, 44(4), 496-519.
- Kim, J. S., & Chung, G. H. (2017). Implementing innovations within organizations: A systematic review and research agenda. *Innovation*, 19(3), 372-399.
- Kristensen, T. S., Borritz, M., Villadsen, E., & Christensen, K. B. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. *Work & Stress*, 19(3), 192-207.
- Lambert, E. G., Keena, L. D., Haynes, S. H., May, D., Ricciardelli, R., & Leone, M. (2019). Testing a path model of organizational justice and correctional staff job stress among southern correctional staff. *Criminal Justice and Behavior*, 46(10), 1367-1384.
- Leong, C. T., & Rasli, A. (2014). The Relationship between innovative work behavior on work role performance: An empirical study. *Procedia-Social and Behavioral Sciences*, 129, 592-600.
- Lewis, J. M., Ricard, L. M., & Klijn, E. H. How Innovation drivers, networking and leadership shape public sector innovation Capacity. *International Review of Administrative Sciences*, 84(2), 288-307.

Li, M., & Hsu, C. H. (2016). A review of employee innovative behavior in services.

International Journal of Contemporary Hospitality Management.

Lopez-Vazquez, E., & Marvan, M. L. (2003). Risk perception, stress and coping

strategies in two catastrophe risk situations. *Social Behavior and Personality:*

An International Journal, 31(1), 61-70.

Ministry of Finance of Indonesia. 2021. Employee Database.

Maslach, C. (2003). Job burnout: New directions in research and intervention.

Current Directions in Psychological Science, 12(5), 189-192.

Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job burnout. *Annual Review of*

Psychology, 52(1), 397-422.

Miao, Q., Newman, A., Schwarz, G., & Cooper, B. (2018). How leadership and

public service motivation enhance innovative behavior. *Public Administration*

Review, 78(1), 71-81.

Montani, F., Vandenberghe, C., Khedhaouria, A., & Courcy, F. (2020). Examining

the inverted U-shaped relationship between workload and innovative work

behavior: The role of work engagement and mindfulness. *Human Relation*,

73(1), 59-93.

Mosadeghrad, A. M., Ferlie, E., & Rosenberg, D. (2011). A study of relationship

between job stress, quality of working life and turnover intention among

hospital employees. *Health Services Management Research*, 24, 170–181.

Nicolau, J. L., & Santa-María, M. J. (2013). The effect of innovation on hotel market

value. *International Journal of Hospitality Management*, 32, 71-79.

- Orfila-Sintes, F., & Mattsson, J. (2009). Innovation behavior in the hotel industry. *Omega*, 37(2), 380-394.
- Parker, D. F., & DeCotiis, T. A. (1983). Organizational determinants of job stress. *Organizational Behavior and Human Performance*, Vol. 32(2), 160–177.
- Penney, L. M., & Spector, P. E. (2005). Job stress, incivility, and counterproductive work behavior (CWB): The moderating role of negative affectivity. *Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior*, 26(7), 777-796.
- Rodríguez-Monforte, M., Bethell, J., Stewart, S., Chu, C. H., Escrig-Pinol, A., Gea-Sánchez, M., & McGilton, K. S. (2020). The influence of supervisory support, work effectiveness, work empowerment and stress secondary to residents' responsive behaviours on job satisfaction of nursing staff: A multisite cross-sectional study. *Journal of Nursing Management*, 29, 497–507.
- Sarason, I. G., Sarason, B. R., & Pierce, G. R. (1990). Anxiety, cognitive interference, and performance. *Journal of Social Behavior and Personality*, 5(2), 1.
- Shanock, L. R., & Eisenberger, R. (2006). When supervisors feel supported: Relationships with subordinates' perceived supervisor support, perceived organizational support, and performance. *Journal of Applied psychology*, 91(3), 689.
- Shih, A. A., Susanto, E. (2011). Is Innovative behavior really good for the firm? Innovative work behavior, conflict with coworkers and turnover intention: moderating roles of perceived distributive fairness. *International Journal of Conflict Management*, 22(2), 111-130.

- Schlenker, B. R., & Leary, M. R. (1982). Social anxiety and self-presentation: A conceptualization model. *Psychological bulletin*, 92(3), 641.
- Spreitzer, G.M. (1995). Psychological empowerment in the workplace: dimensions, measurement, and validation. *Academy of Management Journal*, 38, 1442–1465.
- Syrek, C. J., Apostel, E., & Antoni, C. H. (2013). Stress in highly demanding IT jobs: Transformational leadership moderates the impact of time pressure on exhaustion and work–life balance. *Journal of Occupational Health Psychology*, 18(3), 252–261.
- Tucker, M. K., Jimmieson, N. L., Bordia, P. (2018). Supervisor support as a double-edged sword: Supervisor emotion management accounts for the buffering and reverse-buffering effects of supervisor support. *International Journal of Stress Management*, 25(1), 14–34.
- Tziner, A., & Sharoni, G. (2014). Organizational citizenship behavior, organizational justice, job stress, and workfamily conflict: Examination of their interrelationships with respondents from a non-Western culture. *Revista de Psicología del Trabajo y de las Organizaciones*, 30(1), 35-42.
- Van der Doef, M., & Maes, S. (1999). The job demand-control (-support) model and psychological well-being: A review of 20 years of empirical research. *Work & Stress*, 13(2), 87-114.
- Wolpin, J., Burke, R. J., & Greenglass, E. R. (1991). Is job satisfaction an antecedent or a consequence of psychological burnout? *Human relations*, 44(2), 193-209.

- Wynen, J., Boon, J., Kleizen, B., & Verhoest, Koen. (2019). How multiple organizational changes shape managerial support for innovative work behavior? Evidence from the Australian Public Service. *Review of Public Personnel Administration*, 40(3), 491– 515.
- Xie, J. L., & Johns, G. (1995). Job scope and stress: Can job scope be too high? *Academy of Management Journal*, 38(5), 1288–1309.