



## DAFTAR RUJUKAN

- Ahola, K., Honkonen, T., Isometsä, E., Kalimo, R., Nykyri, E., Koskinen, S., Aroma, A. & Lönnqvist, J. (2006). Burnout in the general population. *Social psychiatry and psychiatric epidemiology*, 41(1), 11-17.
- Almanfaluthi, M. L., & Budi, M. H. (2015). Hubungan antara konsumsi jajanan kaki lima terhadap penyakit diare pada anak sekolah dasar. *Medisains: Jurnal Ilmiah Ilmu-ilmu Kesehatan*, 13(3), 58-65.
- Andrews, S. (2008). *Textbook of front office management and operations*. New Delhi: Tata McGraw-Hill Publishing Company Limited.
- (2013). *Hotel front office: A training manual*. New Delhi: Tata McGraw-Hill Education.
- Anggarini, D. T. (2021). Upaya pemulihan industri pariwisata dalam situasi pandemi Covid-19. *Jurnal Pariwisata*, 8(1), 22-31.
- Attila, A. T. (2016). The impact of the hotel industry on the competitiveness of tourism destinations in Hungary. *Journal of Competitiveness*, 8(4), 85-104.
- Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta. (2018). *Tingkat Penghunian Kamar Hotel Daerah Istimewa Yogyakarta 2018*. Yogyakarta: BPS DIY.
- (2019). *Tingkat Penghunian Kamar Hotel Daerah Istimewa Yogyakarta 2018*. Yogyakarta: BPS DIY.
- (2020). *Tingkat Penghunian Kamar Hotel Daerah Istimewa Yogyakarta 2019*. Yogyakarta: BPS DIY.
- Bakhtiar, N. (2019). *Penerapan Prosedur Kerja Resepsionis dalam Melayani Walk-In Guest di The Phoenix Hotel Yogyakarta* (Doctoral dissertation, Universitas Gadjah Mada).
- Bakker, A. B., Demerouti, E., & Schaufeli, W. B. (2002). Validation of the Maslach burnout inventory-general survey: An internet study. *Anxiety, Stress & Coping*, 15(3), 245-260.
- Bardi, J. A. (2003). *Hotel front office management*. New Jersey: John Wiley & Sons Ltd.
- Barrows, C. W., & Powers, T. (2008). *Introduction to the Management in the Hospitality Industry (Seventh Edition)*. New Jersey: John Wiley & Sons.
- Bascha, U. F., Reindrawati, D. Y., Witaningrum, A. M., & Sumardiko, D. S. (2020). Dampak Pandemi COVID-19 Terhadap Minat Masyarakat dalam Berwisata dan Sosialisasi Penerapan Protokol New Normal Saat Berwisata. *Abdidas*, 1(6), 560-570.



Bhakta, A. (2012). *Professional Hotel Front Office Management*. New Delhi: Tata McGraw Hill Education.

Borritz, M., Rugulies, R., Bjorner, J. B., Villadsen, E., Mikkelsen, O. A., & Kristensen, T. S. (2006). Burnout among employees in human service work: design and baseline findings of the PUMA study. *Scandinavian journal of public health*, 34(1), 49-58.

Brandt, S., Beck, J., Hatzinger, M., Harbaugh, A., Ruch, W., & Holsboer-Trachsler, E. (2010). Associations between satisfaction with life, burnout-related emotional and physical exhaustion, and sleep complaints. *The World Journal of Biological Psychiatry*, 11(5), 744-754.

Brewer, E. W., & Shapard, L. (2004). Employee burnout: A meta-analysis of the relationship between age or years of experience. *Human resource development review*, 3(2), 102-123.

Buckley, R. (2022). Tourism and Mental Health: Foundations, Frameworks, and Futures. *Journal of Travel Research*, 1-18.

Bungin, B. (2005). *Metodologi Penelitian Kuantitatif*. Jakarta: Kencana.

Campos, J. A. D. B., Jordani, P. C., Zucoloto, M. L., Bonafé, F. S. S., & Maroco, J. (2013). Burnout in dental students: effectiveness of different methods. *Revista de Odontologia da UNESP*, 42, 324-329.

Cordes, C. L., & Dougherty, T. W. (1993). A review and an integration of research on job burnout. *Academy of management review*, 18(4), 621-656.

Diayudha, L. (2020). Industri perhotelan di Indonesia pada masa pandemi Covid-19: analisis deskriptif. *Journal FAME: Journal Food and Beverage, Product and Services, Accomodation Industry, Entertainment Services*, 3(1).

Ehtiyar, R., & Yildiz, M. (2012). Frustration: A Comparison of Chain Hotel and Independent Hotel Employees. *Tourism Analysis*, 17(2), 225-231.

Fiorilli, C., Gabola, P., Pepe, A., Meylan, N., Curchod-Ruedi, D., Albanese, O., & Doudin, P. A. (2015). The effect of teachers' emotional intensity and social support on burnout syndrome. A comparison between Italy and Switzerland. *European Review of Applied Psychology*, 65(6), 275-283.

Hadya, R., & Susanto, R. (2018). Model hubungan antara keberagaman gender, pendidikan dan nationality dewan komisaris terhadap pengungkapan corporate social responsibility. *Jurnal Benefita*, 3(2), 149-160.

Hammond, R. K., Gnilka, P. B., & Ravichandran, S. (2019). Perceived stress as a moderator of perfectionism, burnout, and job satisfaction among the millennial service workforce. *Journal of Human Resources in Hospitality & Tourism*, 18(1), 122-143.

Heacox, N. J., & Sorenson, R. C. (2007). Organizational frustration and aggressive behaviors. *Journal of emotional abuse*, 4(3-4), 95-118.



Hemmington, N. (2007). From service to experience: Understanding and defining the hospitality business. *The Service Industries Journal*, 27(6), 747-755.

Hidayat, R. (2015). *Tugas-tugas Bellboy di The Phoenix Hotel Yogyakarta Beserta Permasalahan yang Dihadapi dan Pemecahannya* (Doctoral dissertation, Universitas Gadjah Mada).

Hutasoit, W. L. (2018). Analisa pemindahan ibu kota negara. *DEDIKASI: Jurnal Ilmiah Sosial, Hukum, Budaya*, 39(2), 108-128.

Innstrand, S. T., Langballe, E. M., Falkum, E., & Aasland, O. G. (2011). Exploring within-and between-gender differences in burnout: 8 different occupational groups. *International archives of occupational and environmental health*, 84(7), 813-824.

Irwanti, N. D., Yusuf, M., Anggreni, N. Y., & Widiastuty, L. S. (2018). Workload Analysis Of Front Office Staff At Water Mark Hotel And Spa Jimbaran-Bali. *Editorial Board*, 7(8), 363-371.

Kahill, S. (1988). Symptoms of professional burnout: A review of the empirical evidence. *Canadian Psychology/Psychologie canadienne*, 29(3), 284-297.

Kainthola, V. P. (2009). *Principles of hotel management*. New Delhi: Global Media.

Kasim, A., Dzakiria, H., & Scarlat, C. (2013). Exploring the digital divide issues affecting hotel frontliners. *Advances in Business-Related Scientific Research Journal*, 4(2), 165-176.

Kim, H. J. (2008). Hotel service providers' emotional labor: The antecedents and effects on burnout. *International Journal of Hospitality Management*, 27(2), 151-161.

Koo, B., Yu, J., Chua, B. L., Lee, S., & Han, H. (2020). Relationships among emotional and material rewards, job satisfaction, burnout, affective commitment, job performance, and turnover intention in the hotel industry. *Journal of Quality Assurance in Hospitality & Tourism*, 21(4), 371-401.

Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and psychological measurement*, 30(3), 607-610.

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.

Kristiutami, Y. P. & Raharjo S. N. (2021). Strategi Pemasaran Hotel Grand Asrilia di Masa Pandemi Covid-19. *Media Wisata*, 19(1), 1-10.

Kurniasari, S. R. (2018). *Implementasi SVM dan Asosiasi untuk Sentiment Analysis Data Ulasan The Phoenix Hotel Yogyakarta pada Situs Tripadvisor* (Undergraduate thesis, Universitas Islam Indonesia).



Kuruüzüm, A., Anafarta, N., & Irmak, S. (2008). Predictors of burnout among middle managers in the Turkish hospitality industry. *International Journal of Contemporary Hospitality Management*, 20(2), 186-198.

Kusumaningtyas, N. (2010). *Strategi Komunikasi dalam Mensosialisasikan Perubahan Corporate Identity kepada Publik Eksternal (Kasus The Phoenix Hotel Yogyakarta)* (Doctoral dissertation, Universitas Atma Jaya Yogyakarta).

Lai, P. C., & Baum, T. (2005). Just-in-time labour supply in the hotel sector: The role of agencies. *Employee Relations*. 27(1), 86-102.

Ledgerwood, C. E., Crofts, J. C., & Everett, A. M. (1998). Antecedents of employee burnout in the hotel industry. *Progress in tourism and hospitality research*, 4(1), 31-44.

Lim, F. L., Chandrawati, N. E., Nugroho, R. N. S., & Hermawan, H. (2021, July). Meningkatkan Kualitas Pengalaman Wisatawan Dengan Pelayanan Kepemanduan Dan Penerapan Protokol Kesehatan Di Desa Wisata Nglanggeran-Studi Pendahuluan. In *UNCLLE (Undergraduate Conference on Language, Literature, and Culture)* (Vol. 1, No. 01).

Lindblom, K. M., Linton, S. J., Fedeli, C., & Bryngelsson, I. L. (2006). Burnout in the working population: relations to psychosocial work factors. *International journal of behavioral medicine*, 13(1), 51-59.

Marchand, A., Blanc, M. E., & Beauregard, N. (2018). Do age and gender contribute to workers' burnout symptoms?. *Occupational medicine*, 68(6), 405-411.

Maslach, C., & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal of Organizational Behavior*, 2(2), 99–113.

Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job burnout. *Annual review of psychology*, 52(1), 397-422. Maslach, C., & Leiter, M. P. (1997). *The truth about burnout: How organizations cause personal stress and what to do about it*. San Francisco: John Wiley & Sons.

Milfont, T. L., Denny, S., Ameratunga, S., Robinson, E., & Merry, S. (2008). Burnout and wellbeing: Testing the Copenhagen burnout inventory in New Zealand teachers. *Social indicators research*, 89(1), 169-177.

Montgomery, A. P., Azuero, A., & Patrician, P. A. (2021). Psychometric properties of Copenhagen Burnout Inventory among nurses. *Research in Nursing & Health*, 44(2), 308-318.

Nickson, D., Warhurst, C., & Dutton, E. (2005). The importance of attitude and appearance in the service encounter in retail and hospitality. *Managing Service Quality: An International Journal*, 15(2), 195-208.

Oktadiana, H., & Kurnia, A. (2011). How Customers Choose Hotels. *Binus Business Review*, 2(1), 510-517.



Pienaar, J., & Willemse, S. A. (2008). Burnout, engagement, coping and general health of service employees in the hospitality industry. *Tourism Management*, 29(6), 1053-1063.

Pramusinta, L. (2014). *Peran dan Strategi Guest Relation Officer Sebagai Mitra Front Office Departement dalam Evaluasi Meningkatkan Pelayanan di The Phoenix Hotel Yogyakarta* (Doctoral dissertation, Universitas Gadjah Mada).

Pretty, G. M., McCarthy, M. E., & Catano, V. M. (1992). Psychological environments and burnout: Gender considerations within the corporation. *Journal of Organizational Behavior*, 13(7), 701-711.

Priyono, M. M. (2016). Metode penelitian kuantitatif. *Taman Sidoarjo: Zifatama*.

Radišić, B. B., Perišić, M., & Berečić, J. (2010). Marketing In Selling The Hotel Product. *Tourism & Hospitality Management*, 771-782.

Rutherford, D. G., & O'Fallon, M. J. (2007). Hotel Management and Operations' John Wiley & Sons. Inc. Canada.

Sage Research Methods Datasets. (2019). *Learn to Use the Eta Coefficient Test in R With Data From the NIOSH Quality of Worklife Survey (2014)*. Sage Publication, Ltd.

Sahara B. C. (2018). Employees' Perception on Work Satisfaction Based on The Quality of Work Life Indicators at Front Office Department Hyatt Regency Yogyakarta. (Undergraduate Thesis, Universitas Gadjah Mada).

Saputra, Y., Achnes, S., & Rifiany, A. M. (2014). Analisis Motivasi Kerja Karyawan Front Office Hotel Resty Menara Pekanbaru. *Jurnal Online Mahasiswa Bidang Ilmu Sosial dan Ilmu Politik*, 1(1), 1-15.

Sestili, C., Scalingi, S., Cianfanelli, S., Mannocci, A., Del Cimmuto, A., De Sio, S., Chiarini, M., Di Muzio, M., Villari, P., De Giusti, M., & La Torre, G. (2018). Reliability and use of Copenhagen burnout inventory in Italian sample of university professors. *International journal of environmental research and public health*, 15(8), 1-11.

Shanafelt, T. D., Balch, C. M., Bechamps, G. J., Russell, T., Dyrbye, L., Satele, D., Collicot, P., Novotny, P. J., Sloan, J., & Freischlag, J. A. (2009). Burnout and career satisfaction among American surgeons. *Annals of surgery*, 250(3), 463-471.

Shanka, T., & Taylor, R. (2004). An investigation into the perceived importance of service and facility attributes to hotel satisfaction. *Journal of Quality Assurance in Hospitality & Tourism*, 4(3-4), 119-134.

Shoman, Y., Marca, S. C., Bianchi, R., Godderis, L., Van der Molen, H. F., & Canu, I. G. (2021). Psychometric properties of burnout measures: A systematic review. *Epidemiology and psychiatric sciences*, 30, 1-9.



- Simons, T., & Enz, C. A. (1995). Motivating hotel employees: Beyond the carrot and the stick. *Cornell hotel and restaurant administration quarterly*, 36(1), 20-27.
- Sintyadewi, N. P. M. N., & Dewi, I. G. A. M. (2020). Peran Burnout Memediasi Pengaruh Stres Kerja terhadap Turnover Intention Karyawan Kutabex Beach Front Hotel Bali. *E-Jurnal Manajemen*, 9(6), 2308-2331.
- Spector, P. E. (1978). Organizational frustration: A model and review of the literature. *Personnel Psychology*, 31(4), 815-829.
- Siyoto, S., & Sodik, M. A. (2015). *Dasar metodologi penelitian*. Literasi Media Publishing.
- Suprihatin, W. (2020). Analisis perilaku konsumen wisatawan era pandemi Covid-19 (Studi kasus pariwisata di Nusa Tenggara Barat). *Bestari*, 1(1), 56-66.
- Suryadharma, I. W. W., & Nurcahya, I. K. (2015). Pengaruh kualitas pelayanan pada kepuasan pelanggan hotel Bintang Pesona di Denpasar Timur. *E-Jurnal Manajemen Unud*, 4(4), 930-942.
- Sutomo, M. (2012). Kepuasan Pelanggan Menginap di Hotel Berbintang di Daerah Istimewa Yogyakarta. *BISMA: Jurnal Bisnis dan Manajemen*, 6(1), 79-93.
- Syafriani, O., Yuliana, Y., & Suyuthie, H. (2016). Penanganan Keluhan Tamu oleh Karyawan Front Office di Grand Rocky Hotel Bukittinggi. *E-Journal Home Economic and Tourism*, 13(3), 1-15.
- Thomas, M., Kohli, V., & Choi, J. (2014). Correlates of job burnout among human services workers: Implications for workforce retention. *Sociology & Social Welfare*, 41(4), 69-90.
- Togia, A. (2005). Measurement of burnout and the influence of background characteristics in Greek academic librarians. *Library management*, 26(3), 130-138.
- Wahyuningsih, S. (2009). Peranan UKM Dalam Perekonomian Indonesia. *Mediagro*, 5(1), 1-14.
- Walker, J. R., & Walker, J. T. (2014). *Introduction to Hospitality Management (Fourth Edition)*. Essex: Pearson Education Limited.
- Wen, B., Zhou, X., Hu, Y., & Zhang, X. (2020). Role stress and turnover intention of front-line hotel employees: The roles of burnout and service climate. *Frontiers in psychology*, 11(36).
- Widya, A. (2012). Tugas Dan Tanggung Jawab Front Office Department dalam Melayani Tamu di Hotel Baron Indah Solo. (Diploma Final Project, Universitas Sebelas Maret)



Winwood, P. C., & Winefield, A. H. (2004). Comparing Two Measures of Burnout Among Dentists in Australia. *International Journal of Stress Management*, 11(3), 282-289.

Wood, B. A., Guimaraes, A. B., Holm, C. E., Hayes, S. W., & Brooks, K. R. (2020). Academic librarian burnout: A survey using the Copenhagen Burnout Inventory (CBI). *Journal of Library Administration*, 60(5), 512-531.

Yao, T., Qiu, Q., & Wei, Y. (2019). Retaining hotel employees as internal customers: Effect of organizational commitment on attitudinal and behavioral loyalty of employees. *International Journal of Hospitality Management*, 76, 1-8.

Yuanlaie, S. (2010). *Emotional Exhaustion, Motivation and Job Outcomes: a Study of Hotel Frontline Employees in Phuket* (Doctoral dissertation, Oklahoma State University).

Zapf, D., Seifert, C., Schmutte, B., Mertini, H., & Holz, M. (2001). Emotion work and job stressors and their effects on burnout. *Psychology & health*, 16(5), 527-545.

Peraturan Menteri Pariwisata dan Ekonomi Kreatif Nomor 53 Tahun 2013 tentang Standar Hotel

*Wawancara Suhardi (AFOM)*, Sleman, Yogyakarta, 11 April 2022, Pukul. 14.30-15.30 WIB.

*Wawancara Bayu (T&C)*, Sleman, Yogyakarta, 29 Maret 2022, Pukul. 14.45-15.15 WIB

Accor Live Limitless. (tanpa tanggal). The Phoenix Hotel Yogyakarta. Diakses pada 14 April 2022, dari <https://all.accor.com/hotel/5451/index.id.shtml>

Balai Pelestarian Cagar Budaya Provinsi D.I. Yogyakarta. (31 Oktober 2019). The Phoenix Hotel Yogyakarta. Diakses pada 16 Februari 2022, dari <https://kebudayaan.kemdikbud.go.id/bpcbyogyakarta/the-phoenix-hotel-yogyakarta/>

Balai Pelestarian Cagar Budaya Provinsi D.I. Yogyakarta. 11 Februari 2021. The Phoenix Hotel Yogyakarta. Diakses pada 16 Februari 2022, dari <https://bpcbdij.kemdikbud.go.id/cagarbudaya-the-phoenix-hotel-yogyakarta>

Jerry Webster. (29 Januari 2020). ABC: Antecedent, Behavior, Consequence. Diakses pada 16 Mei 2022. <https://www.thoughtco.com/abc-antecedent-behavior-and-consequence-3111263>

Kementerian Pariwisata dan Ekonomi Kreatif. (tanpa tanggal). CHSE. Diakses pada 30 April 2022. <https://chse.kemenparekraf.go.id/>.

Kbbi.web.id. (tanpa tanggal). Kamus Besar Bahasa Indonesia (KBBI) Kamus versi online/daring (dalam jaringan). Diakses pada 24 Mei 2021, dari <https://kbbi.web.id/burnout>.