

DAFTAR PUSTAKA

- Abioro, M. A., Oladejo, D. A., & Ashogbon, F. O. (2018). Work Life Balance Practices and Employees Productivity in The Nigerian University System. *Crawford Journal of Business & Social Sciences*, 8(2), 49-59.
- Adhitama, J., & Riyanto, S. (2020). Maintaining Employee Engagement and Employee Performance During Covid-19 Pandemic at PT Koexim Mandiri Finance. *Quest Journals Journal of Research in Business and Management*, 8(3), 6–10.
- American Society for Training and Development. (1976). *Training and development handbook: A guide to human resource development* (2nd ed.). McGraw-Hill Education, New York.
- Anantatmula, V., & Shrivastav, B. (2012). Evolution of project teams for generation Y workforce. *International Journal of Managing Projects in Business*, 51(9), 9-26.
- Aruldoss, A., Kowalski, K. B., dan Parayitam, S. (2020). The relationship between quality of work life and work life balance mediating role of job stress , job satisfaction and job commitment : Evidence from India. *Jurnal of Advances in Management Research*, Vol. 18
- Aryee, S., Srinivas, E.S., and Tan, H.H. (2005). Rhythms of Life: Antecedents and Outcomes of Work-Family Balance in Employed Parents, *Journal of applied psychology*, Vol. 90(1), 132-146.
- Badan Pusat Statistik. (2020). *Statistik Pemuda Indonesia*. BPS RI, Indonesia
- Badan Pusat Statistik (2018). *Profil Generasi Milenial Indonesia*. BPS RI, Indonesia.
- Badan Pusat Statistik (2021). *Keadaan Angkatan Kerja di Indonesia*. BPS RI, Indonesia
- Bell, A.S., Rajendran, D. and Theiler, S. (2012). Job Stress, Wellbeing, Work-Life Balance and Work-Life Conflict Among Australian Academics, *Electronic Journal of Applied Psychology*, Vol. 8(1), 25-37.
- Bhagat, R.S. (1982). Conditions Under Which Stronger Job Performance-Job Satisfaction Relationships May Be Observed: A Closer Look at Two Situational Contingencies, *Academy of Management Journal*, Vol. 25(4), 772-789.
- Bhatt, H.C. (2018). Leadership Styles and Quality of Work Life in Small and Medium Scale Enterprises of Kumoun Region of Uttarakhand, *Journal of Strategic Human Resource Management*, Vol. 7(1), 23-32.

- Bhende, P., Mekoth, N., Ingallalli, V., dan Reddy, Y. V. (2020). Quality of Work Life and Work–Life Balance. *Journal of Human Values*, 26(3), 256–265.
- Bhumika. (2020). Challenges for work–life balance during COVID-19 induced nationwide lockdown: exploring gender difference in emotional exhaustion in the Indian setting. *Gender in Management*.
- Bhola, S.S. and Nigade, J.J. (2016). Relationship Between Work Life Balance, Quality of Work Life and Quality of Life of Women Working in Service Industry, *Pravara Management Review*, Vol. 15(1), 30-46.
- Bilal, M., Rehman, Z., M. and Raza, I. (2010). Impact of Family Friendly Policies on Employees Job Satisfaction and Turnover Intention: A Study on Work-Life Balance at Workplace, *Interdisciplinary Journal of Contemporary Research in Business*, Vol. 2, 378-395.
- Bodur, S. (2002). Job Satisfaction of Health Care Staff Employed at Health Centers in Turkey, *Occupational Medicine*, Vol. 52(6), 353-355
- Brooks, S. K., Webster, R. K., Smith, L. E., Woodland, L., Wessely, S., Greenberg, N., (2020). The psychological impact of quarantine and how to reduce it: rapid review of the evidence. pp. 912–920.
- Caligiuri, P., & Lazarova, M. (2005). *Work-Life Balance and The Effective Management of Global Assignees*. In S, A, Y, Poelmans (Rd.), *Work and Family: An International Research Perspective* (pp. 121-145). Mahwah, Erlbaum, NJ.
- Carter, C.G., D.G. Pounder, F.G. Lawrence, and P.J. Wozniak. (1990). Factors Related to Organizational Turnover Intentions of Louisiana Extension Service Agents. In H.L. Meadow and M.J. Sirgy (Eds.), *Quality-of-life Studies in Marketing and Management (International Society for Quality-of-Life Studies, Blacksburg, Virginia)*, pp. 170–181.
- Cascio, W. F. (2010). *Managing Human Resources: Productivity, Quality of Work Life, Profits*. United States: McGraw-Hill Irwin
- Chan, K.W. and Wyatt, T.A. (2007). Quality Of Work Life: A Study of Employees in Shanghai, China. *Asia Pacific Business Review*, Vol. 13(4), 501-517.
- Centers for Disease Control and Prevention (2020). Transmission of coronavirus disease 2019 (COVID19). Diakses 2 Agustus 2021, www.cdc.gov/coronavirus/2019-ncov/prepare/transmission.html
- Cooper, C. L. (1983). Identifying stressors at work: Recent research developments. *Journal of Psychosomatic Research*, 27, 369–376

- Cooper, Donald R dan Schindler, P. (2014). *Business Research Methods* (12th ed.). New York: McGraw-Hill Education.
- Darcy, C., McCarthy, A., Hill, J., & Grady, G. (2012). Work – Life Balance: One Size Fit All? An Exploratory Analysis of The Differential Effects of Career Stage. *European Management Journal*, 30(2), 111-120.
- Dhamija, P., Gupta, S., & Bag, S. (2019). Measuring of job satisfaction: The use of quality of work life factors. *Benchmarking: An International Journal*, 26(3), 871–892.
- Dechawatanapaisal, D. (2017). The mediating role of organizational embeddedness on the relationship between quality of work life and turnover: perspectives from healthcare professionals. *International Journal of Manpower*, Vol. 38(5), 696-711
- Deloitte (2019). Generasi Milenial dalam Industri 4.0: Berkah Bagi Sumber Daya Manusia Indonesia atau Ancaman. *Deloitte Perspective*.
- Deloitte (2020). The Deloitte Global Millennial Survey 2020: Resilient generations hold the key to creating a “better normal”. *Deloitte Global*
- Edwards, J. R. (1992). A Cybernetic Theory of Stress, Coping, And Well-Being in Organizations. *Academy of Management Review*, 17, 238–274.
- Fisher, G. (2001). *Work or personal life balance: A construct development study* (Unpublished Doctoral dissertation). Bowling Green State University Bowling Green, Ohio, USA.
- Fisher, Smith, & B. (2009). Beyond Work and Family: A Measure of Work/Non-Work Interference and Enhancement. *Journal of Occupational Health Psychology*, 14(4), 441–456.
- Forbes. (2020). Millennials Want a Healthy Work-Life Balance. Here's What Bosses Can Do. Diakses pada 23 Juli 2020, <https://www.forbes.com/sites/ellevate/2020/07/23/millennials-want-a-healthy-work-life-balance-heres-what-bosses-can-do/?sh=4d99da6d761>
- Frischmann, B. (2009). Spillovers Theory and Its Conceptual Boundaries. *William and Mary Law Review*, Vol. 51(2), 801-824.
- Frese, M., & Fay, D. (2001). Personal Initiative: An Active Performance Concept for Work in the 21st Century. *Research in organizational behavior*, 23, 133-187.
- Frone, M. R., Russell, M., & Cooper, M. L. (1992). Antecedents and outcomes of work-family conflict: Testing a model of the work-family interface. *Journal of Applied Psychology*, 77, 65-78.

- Frone, M. R. (2003). Work-family balance. *J. C. Quick & L. E. Tetrick (Eds.), Flandbook of occupational health psychology* (pp. 143-162). Washington, DC: American Psychological Association.
- Fu, C. K., & Shaffer, M. A. (2001). The tug of work and family. 30(5), 502-22
- Gallup (2016). *How Millenials Want to Work and Live*. Gallup Inc, Washington
- Galinsky, E., Bond, J. T., & Friedman, D. E. (1996). The role of employers in addressing the needs of employed parents. *Journal of Social Issues*, 52(3), 111–136.
- Gayathiri, R., Ramakrishnan, L., Babatude, S.A., Banerjee, A., dan Islam, M. Z. (2013). Quality of Work Life-Linkage with Job Satisfaction and Performance. *International Journal of Business and Management Invention*, 2(1), 1-8.
- Guest, D. E. (2002). Perspectives on The Study of Work-Life balance. *Social Science Information*, 41, 255-279.
- Grady, G., McCarthy, A., Darcy, C. and Kirrane, M. (2008). *Work Life Balance Policies and Initiatives in Irish Organizations: A Best Practice Management*, Oak Tree Press, Cork.
- Grawitch, M.J., Trares, S. and Kohler, J.M. (2007). Healthy Workplace Practices and Employee Outcomes, *International Journal of Stress Management*, Vol. 14(3), 275-293.
- Hair, J. F. Jr., Black, W. C., Babin, B. J., dan Anderson, R. E. (2010). *Multivariate Data Analysis, Seven Edition*, Pearson Prentice Hall, New Jersey.
- Hair, J.F., Sarstedt, M., Hopkins, L., dan G. Kuppelwieser, V. (2014). Partial Least Squares Structural Equation Modeling (PLS-SEM). *European Business Review*, 26(2), 106–121
- Herzberg, F. (1966), *Work and the Nature of Man*, World, Cleveland.
- Hossain, M. I. (2018). Work Life Balance Trends: A Study on Malaysian Generationy Bankers. *IOSR Journal of Business and Management*, 1-9.
- IDN Media (2020). *Indonesia Millenial Report 2020*. IDN Research Institute, Jakarta.
- Islam, M. A., Yusuf, D. H., & Desa, H. (2011). A Study On 'Generation Y' Behaviours at Workplace in Penang. *Australian Journal of Basic and Applied Sciences*, 1802- 1812.
- Ivancevich, J., Konopaske, R., Matteson, M. (2006). *Organizational Behavior and Management*. McGraw-Hill Education, New York.



- Jamal, M., and V.V. Baba. (2000). Job Stress and Burnout Among Canadian Managers and Nurses: An Empirical Examination. *Canadian Journal of Public Health*.
- Jyothi, V. S. (2011). Work-Life Balance Among Women Employees In Organizations: A Study In Andhra Pradesh. Shodhganga, 1-29.
- Karkoulian, S., Assaker, G. and Hallak, R. (2016). An empirical study of 360 degree feedback, organizational justice, and firm sustainability, *Journal of Business Research*, Vol. 69(5), 1862-1867
- Katadata Media Network (2020). Apa Layanan Digital yang Sering Digunakan Selama Covid-19. Diakses pada 6 Agustus 2021, <https://databoks.katadata.co.id/datapublish/2020/05/18/apa-layanan-digital-yang-sering-digunakan-selama-covid-19>
- Kompas (2020). Disetujui Menkes, PSBB DKI Jakarta Mulai Berlaku Selasa 7 April 2020. Diakses pada 1 Agustus 2021, <https://nasional.kompas.com/read/2020/04/07/11582841/disetujui-menkes-psbb-dki-jakarta-mulai-berlaku-selasa-7-april-2020?page=all>
- Kupperschmidt, Betty R. (2000). Multigeneration Employees: Strategies for Effective Management. *Health Care Manager*, 19 (1), 65 – 76.
- Kurnayeva. (2014). Organizational Culture's Influence on Work Life Balance. *Prepare for TBS 903*.
- Kwahar, N. and Iyortsuun, A.S. (2018). Determining The Underlying Dimensions of Quality of Work Life (QWL) in The Nigerian Hotel Industry. *Entrepreneurial Business and Economics Review*, Vol. 6(1), 53-70
- Lau, R. S. M., & May, B. E. (1998). A Win-Win Paradigm for Quality of Work Life and Business Performance. *Human Resource Development Quarterly*. 9 (3), 211-226.
- Lewis, D., Brazil, K., Krueger, P., Lohfeld, L., & Tjam, E. (2001). Extrinsic and Intrinsic Determinants of Quality of Work Life. *International Journal of Health Care Quality Assurance Incorporating Leadership in Health Service*, Vol. 14, 9-15.
- Luthans, F. (2011). *Organizational Behavior (12th Edition)*. McGraw-Hill Inc, New York.
- Locke, E. A. (1976). The Nature and Causes of Job Satisfaction. *Handbook of Industrial and Organizational Psychology* (pp. 1297–1343).
- Maslow, A.H. (1954). *Motivation and Personality*, Harper, New York

- Muhyiddin, M. (2020). Covid-19, New Normal, dan Perencanaan Pembangunan di Indonesia. *Jurnal Perencanaan Pembangunan: The Indonesian Journal of Development Planning*, 4(2), 240-252.
- Myers, K. K., & Sadaghiani, K. (2010). Millennials in the Workplace: A Communication Perspective on Millennials' Organizational Relationships and Performance. *Journal of Business and Psychology*, 25, 225-238.
- Preacher, K.J., Hayes, A.F. (2008). Asymptotic and Resampling Strategies for Assessing and Comparing Indirect Effects in Multiple Mediator Models. *Behavior Research Methods* 40, 879–891
- Quick, J., & Tetrick, L. (2002). Handbook Of Occupational Health Psychology. *American Psychological Association*.
- Rapoport, R, Bailyn, La, Fletcher, J. K., & Pruitt, R. H. (2002). *Beyond Work-Family Balance: Advancing Gender Equity and Workplace Performance*. San Francisco, Jossey-Basa, CA.
- Ries, E. 2011. *The Lean Startup*. New York: Crown Business
- Rubio, C., Osca, A., Recio, P., Urien, B., dan Peiro, J. M. (2015). Work-Family Conflict, Self-Efficacy, and Emotional Exhaustion: A Test of Longitudinal Effects. *Work and Organizational Psychology*, Vol. 31(3), 147-154
- Schindler, P. S. (2019). *Business Research Methods 13th*. McGraw Hill Education, New York.
- Sekaran, Uma; Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach (7th ed.)*. John Wiley & Sons, Haddington.
- Shaffer, M. A., Reiche, B. S., Dimitrova, M., Lazarova, M., Chen, S., Westman, M., dan Wurtz, O. (2016). Work and Family Role Adjustment of Different Types of Global Professionals: Scale Development and Validation. *Journal of International Business Studies*, Vol. 47(2), 113-139
- Sharma, N., and Singh, V.K. (2016). Effects of Workplace Incivility on Job Satisfaction and Turnover Intentions in India. *South Asian Journal of Business Research*, Vol. 5 No. 2, pp.234-249
- Shukla, A. and Srivastava, R. (2016). Development Of Short Questionnaire to Measure An Extended Set of Role Expectation Conflict, Coworker Support and Work-Life Balance: The New Job Stress Scale. *Cogent Business and Management*, Vol. 3(1), 1-19.

Sinha, Chandrashu. 2012. Factors Affecting Quality Of Work Life: Empirical Evidence From Indian Organizations. *Australian Journal of Business and Management Research*, Vol.1(11), 31-40.

Sirgy, M.J., Efraty, D., Siegel, P., dan Lee, D. J. (2001). A New Measure of Quality of Work Life (QWL) Based on Need Satisfaction and Spillover Theories. *Social Indicators Research*, 55(3), 241-302

Smith, K. T. (2010). Work-Life Balance Perspectives of Marketing Professionals in Generation Y. *Services Marketing Quarterly*, 31(4), 434–447.

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*, Vol 7(1), 129–146.

Swapna, M., and Gomathi. 2013. A Study on The Interplay Between the Constructs of Quality of Work Life: With Special Reference To IT Professionals In Bangalore City. *Asian Social Sciences*, Vol.9(9), 107-122.

Swamy, D. R., Nanjundeswaraswamy, T. S., & Rashmi , S. (2015). Quality of Work Life: Scale Development and Validation. *International Journal of Caring Sciences*, 8(2), 281-300

Walton, R. E. (1973). Quality of Working Life: What Is It?. *Sloan Management Review*, Vol. 15(1), 11-21.

Wolor, W., Kurnianti, D., Zahra, S. F., & Martono, S. (2020). The Importance of Work-Life Balance on Employee Performance Millennial Generation in Indonesia. *Journal of Critical Reviews*, 7(9), 1103-1108.

Yoshio, Alfons. (2020). Survei: Work from Home Picu Jam Kerja Bertambah dan Kelelahan Mental. Diakses pada 10 Januari 2022, <https://katadata.co.id/ariemega/berita/5fa7cf815a0e8/survei-work-from-home-picu-jam-kerja-bertambah-dan-kelelahan-mental>

Zaheer, A., Ul Islam, J. and Darakhshan, N. (2015). Occupational Stress and Work Life Balance: A Study of Female Faculties in Central Universities in Delhi, India. *Journal of Human Resource Management*, Vol. 4 No. 1, pp. 1-5.