DAFTAR PUSTAKA

Allen, E. R. (2016, Maret). Analysis of trends and challenges in the indonesian labor market. Dipetik 18 Maret 2023, dari adb.org: https://www.adb.org/sites/default/files/publication/182935/ino-paper-16-2016.pdf

Allen, M. W., Armstrong, D. J., Reid, M. F., & Riemenschneider, C. K. (2008). Factors impacting the perceived organizational support of IT employees. *Information & Management*, 45: 556–563.

Amarneh, B. H., Al-Rub, R. F. A., dan Al-Rub, N. F. A. (2010). Coworkers' support and job performance among nurses in Jordian hospitals. *Journal of Research in Nursing*, 15, 391-401.

Anasi, S.N. (2020), "Perceived influence of work relationship, work load and physical work environment on job satisfaction of librarians in South-West, Nigeria", *Global Knowledge, Memory and Communication*, 69(6): 377-398.

Azila-Gbettor, E. M., Atsu, E., & Quarshie, A. N. K. (2022). Job stress and job involvement among tertiary interns: the buffering role of perceived coworker support. *Heliyon*, 8(9), e10414.

Bahniuk, M. H., Dobos, J., & Hill, S. E. K. (1990). The Impact of Mentoring, support and information adequacy on career success. *Journal of Social Behavior & Personality*, 5, 431–451.

Bateman, G. (2009). *Employee perceptions of co-worker support and its effect on job satisfaction, work stress and intention to quit (Unpublished Dissertation)*. University of Canterbury.

Beard, D.F. (2007). Assessment of internship experiences and accounting core competencies. *Accounting Education*. 16: 207-220.

Charoensukmongkol, P., Moqbel, M., & Gutierrez-Wirsching, S. (2016). The role of co-worker and supervisor support on job burnout and job satisfaction. *Journal of Advances in Management Research*, 13(1), 4–22.

Clark, S. C. (2003). Enhancing the educational value of business internships. *Journal of Management Education,* 27(4): 472-484.

Cobb, S. (1976). Social support as a moderator of life stress. *Psychosomatic Medicine*, 38(5), 300–314.

D'Abate, C. P., Youndt, M. A., & Wenzel, K. E. (2009). Making the most of an internship: An empirical study of internship satisfaction. *The Academy of Management Learning and Education*, 8(4): 527–539.

Deelstra, J. T., Peeters, M. C. W., Schaufeli, W. B., Stroebe, W., Zijlstra, F. R. H., & van Doornen, L. P. (2003). Receiving instrumental support at work: When help is not welcome. *Journal of Applied Psychology*, 88: 324–331.

Divine, R. L., Linrud, J. K., Miller, R. H., & Wilson, J. H. (2007). Required internship programs in marketing: Benefits, challenges and determinants of fit. *Marketing Education Review*.

Eisenberger, R., & Stinglhamber, F. (2011). Perceived organizational support: Fostering enthusiastic and productive employees. *American Psychological Association*.

Eisenberger, R., Cummings, J., Armeli, S., & Lynch, P. (1997). Perceived organizational support, discretionary treatment, and job satisfaction. *Journal of Applied Psychology*, 82(5), 812–820.

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied psychology*, 71(3), 500.

Ejiwale, J. (2019). Minimizing skills and training gaps through professional development course. *Journal of Education and Learning* (EduLearn), 13(3): 318–323. https://doi.org/10.11591/edulearn.v13i3.9151

Farmaki, A. (2018). Tourism and hospitality internships: A prologue to career intentions?. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 23: 50-58.

Fisher, C. D. (1985). Social support and adjustment to work: A longitudinal study. *Journal of Management*, 11, 39-53.

Geisser, S. (1974). A predictive approach to the random effect model. Biometrika, 61(1), 101-107.

Giorgi, G., Dubin, D., & Perez, J. F. (2016). Perceived organizational support for enhancing welfare at work: A regression tree model. *Frontiers in psychology*, 7, 1770.

Golden, T. D., & Veiga, J. F. (2008). The impact of superior–subordinate relationships on the commitment, job satisfaction, and performance of virtual workers. *The Leadership Quarterly*, 19: 77–88.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). A primer on partial least squares structural equation modeling (PLS-SEM) (2nd ed.). Thousand Oaks, CA:Sage.

Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. Journal of Marketing Theory and Practice, 19(2), 139–151

Hellman, C. M. (1997). Job satisfaction and intent to leave. *The Journal of Social Psychology.*

Henseler, J., Hubona, G., & Ray, P. A. (2016). Using PLS path modeling in new technology research: updated guidelines. Industrial management & data systems, 116(1), 2-20.

Hirsh, B. J. (1981). Social networks and the coping process: Creating personal communities. In B. Gottlieb (Ed.). *Social networks and social support*, 149–170.

Hobman, E. V., Restubog, S. L. D., Bordia, P., & Tang, R. L. (2009). Abusive supervision in advising relationships: Investigating the role of social support. *Applied Psychology*, 58, 233–256

Hu, L. T., & Bentler, P. M. (1998). Fit indices in covariance structure modeling: Sensitivity to underparameterized model misspecification. Psychological methods, 3(4), 424.

Huang, H., & Jia, J. (2010). Factors affecting internship satisfaction: Based on organizational socialization theory. *Internasional Conference on Artificial Intelligence and Education (ICAIE)*, 128-131.

Hussien, F. M., & La Lopa, M. (2018). The determinants of student satisfaction with internship programs in the hospitality industry: A case study in the USA. *Journal of Human Resources in Hospitality & Tourism*, 17(4), 502–527.

Jaradat, G. M. (2017). Internship training in computer science: Exploring student satisfaction levels. *Evaluation and Program Planning*, 109-115.

Jiao, N., & Zheng, X. (2019). The effects of psychological capital of student internships at hotels on students' willingness to be retained for regular employment: the role of internship satisfaction and perceived organizational support. *Tourism Tribune*, 34(2), 106-119.

Jing, J., & Yan, J. (2022). Study on the Effect of Employees' Perceived Organizational Support, Psychological Ownership, and Turnover Intention: A Case of China's Employee. *International Journal of Environmental Research and Public Health*, 19(10), 6016.

Kampus Merdeka Kemdikbud (2021). *Kampusmerdeka.kemdikbud.go.id*. Dipetik 8 Juni 2023, dari https://kampusmerdeka.kemdikbud.go.id/faq/magang

Kim, H. B., & Park, E. J. (2013). The role of social experience in undergraduates' career perceptions through internships. *Journal of Hospitality, Leisure, Sports and Tourism Education*, 12(1), 70–78

Knoop, R. (1993). Work values and job satisfaction. *The Journal of Psychology*

Kurtessis, J. N., Eisenberger, R., Ford, M. T., Buffardi, L. C., Stewart, K. A., & Adis, C. S. (2017). Perceived organizational support: A meta-analytic evaluation of organizational support theory. *Journal of Management*, 43, 1854–1884.

Lam, T. and Ching, L. (2007). An exploratory study of an internship program: the case of Hong Kong students. *International Journal of Hospitality Management*, 26.

Landy, F. J. (1978). An opponent process theory of job satisfaction. Journal of Applied Psychology

Lawrence, S. A., & Callan, V. J. (2011). The role of social support in coping during the anticipatory stage of organizational change: A test of an integrative model. *British Journal of Management*, 22(4), 567–585.

Li M, Jameel A, Ma Z, Sun H, Hussain A, Mubeen S. (2022) Prism of Employee Performance Through the Means of Internal Support: A Study of Perceived Organizational Support. *Psychology Research Behavior Management*, 15, 965-976.

Lin, J.-H., Wong, J.-Y., & Ho, C. (2015). The role of work-to-leisure conflict in promoting frontline employees' leisure satisfaction Examining the job demand-control-support model. *International Journal of Contemporary Hospitality Management,* 27(7), 1539–1555.

Locke, E. A. (1969). What is Job Satisfaction? *Organizational Behavior and Human Performance*, 309-336.

Maan, A. T., Abid, G., Butt, T. H., Ashfaq, F., & Ahmed, S. (2020). Perceived organizational support and job satisfaction: a moderated mediation model of proactive personality and psychological empowerment. *Future Business Journal*, 6, 1-12.

Maaravi, Y., Heller, B., Hochman, G., & Kanat-Maymon, Y. (2021). Internship Not Hardship: What Makes Interns in Startup Companies Satisfied? *Journal of Experiential Education*, 257-276

McHugh, P. P. (2017). The impact of compensation, supervision and work design on internship efficacy: Implications for educators, employers and prospective interns. *Journal of Education and Work*, 30(4): 367–382.

McKinsey. (2019, September). Automation and the future of work in Indonesia. Dipetik 18 Maret 2023, dari mckinsey.com: https://www.mckinsey.com/~/media/mckinsey/featured%20insights/asia%20pacific/automation%20and%20the%20future%20of%20work%20in%20indonesia/automation-and-the-future-of-work-in-indonesia-vf.ashx

Menguc, B., & Boichuk, J. P. (2012). Customer orientation dissimilarity, sales unit identification, and customer-directed extra-role behaviors: Understanding thecontingency role of co-worker support. *Journal of Business Research*, 65(9), 1357–1363

Mensah, C., Appietu, M. E., & Asimah, V. K. (2020). Work-based social support and hospitality internship satisfaction. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 27, 100242.

Mensah, C., Azila-Gbettor, E. M., Appietu, M. E., & Agbodza, J. S. (2020). Internship Work-related Stress: A Comparative Study between Hospitality and Marketing Students. *Journal of Hospitality & Tourism Education*, 1-14.

Meta, S. 2022. Critical Literature Review on Bridging Skills Gap through Development of Professional Courses: A Remedy for Unemployment Crisis in Kenya. *Advances in Applied Sociology*, 12: 415-422. doi: 10.4236/aasoci.2022.129033.

Mun, M. K., & Jo, M. N. (2009). The Effects of Working Conditions on Internship Satisfaction of Hotel & Restaurant Management Students. *Korean journal of food and cookery science*, 25(6), 725-738.

Narayanan, V., & Olk, P. (2010). Determinants of Internship Effectiveness: An Exploratory Model. *Academy of Management Learning & Education*, 61-80.

Nasurdin, A. M., Ling, T. C., & Khan, S. N. (2018). Linking Social Support, Work Engagement And Job Performance In Nursing. *International Journal of Business and Society,* 19(2), 363–386.

Ng, T. W., & Sorensen, K. L. (2008). Toward a further understanding of the relationships between perceptions of support and work attitudes: A meta-analysis. *Group & Organisation Management*, 33, 234–268.

Nijman, Derk-Jan J.M. (2004). Supporting Transfer of Training Effects of The Supervisor. University of Twente, Enschede

Nurdiana, L. (2014). Pengaruh Dukungan Supervisor Dan Dukungan Rekan Kerja Terhadap Transfer Pelatihan Karyawan Mekanik. *Jurnal Ilmu Manajemen*, 2(2), 675–686

OECD/ADB (2020), "Fostering local approaches to skills in Indonesia", in Employment and Skills Strategies in Indonesia, OECD Publishing, Paris,

Olusola, A. O. 2019. Skills Gap Assessment to Enhance the Delivery of Technical and Vocational Education: A Case Study of Electrical Installation Graduates in Ogun and Kaduna States of Nigeria. University of the West of England.

Paisey, C. and Paisey, N.J. 2010. Developing skills via work placements in accounting: student and employer views. *Accounting Forum*. 34: 89-108.

Perry-Smith, J. E. (2006). Social yet creative: The role of social relationships in facilitating individual creativity. *Academy of Management Journal*, 49, 85–101.

Qu, H., Leung, X. Y., Huang, S. S., & He, J. 2021. Factors affecting hotel interns' satisfaction with internship experience and career intention in China. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 28, 100311.

Ramachandran, K., & Tsokos, C. (2009). Mathematical Statistics with Applications. London: Elsevier Academic Press.

Riggle, R. J., Edmondson, D. R., & Hansen, J. D. (2009). A meta-analysis of the relationship between perceived organizational support and job outcomes: 20 years of research. *Journal of Business Research*, 62, 1027–1030

Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior (Seventeenth ed.)*. Harlow: Pearson Education Limited.

Sahrir, Muhammad & Ismail, Taufik & Mustapha, Nik Hanan & Bakar, Radhwa & Man, Saupi & Ahmad, Muhammad & Mokhtar, Ma'Ahad. 2016. An Evaluation of Internship Programme in Improving Graduate Skills and Marketability Among Arabic Language students in IIUM from the Perspective of Malaysian Job Market. *Journal of Education and Human Development*. 5.

Scott, S. and Bruce, R. (1994). Determinants of innovative behaviour: a path model of individual innovation in the workplace. *Academy of Management Journal*, 37, 580-607.

Sekaran, U., & Bougie, R. (2016). Research Methods for Business. United Kingdom: John Wiley & Sons.

Stone, M. (1974). Cross-validatory choice and assessment of statistical predictions. Journal of the Royal Statistical Society, 36, 111–147.

Tett, R. P., & Meyer, J. P. (1993). Job satisfaction, organizational commitment, turnover intention, and turnover: Path analysis based on meta-analytic findings. *Personnel Psychology*

To, W.M. and Lung, J.W.Y. (2020), "Factors influencing internship satisfaction among Chinese students", *Education + Training*, Vol. 62.

UU No. 13 Tahun 2003, pasal 21, bab II. (2003). UU No. 13 Tahun 2003 Tentang Ketenagakerjaan. Presiden Republik Indonesia.

Velez, G. S., & Giner, G. (2015). Effects of Business Internships on Students, Employers, and Higher Education Institutions: A Systematic Review. *Journal of employment counseling*, 121-130

Weible, R. (2009). Are universities reaping the available benefits internship programs offer?. *Journal of education for business*, 85(2), 59-63.

Yuh, J., & Choi, S. (2017). Sources of social support, job satisfaction, and quality of life among childcare teachers. The Social Science Journal, 54, 450–457. Zopiatis, A. (2007). Hospitality internships in Cyprus: A genuine academic experience or a continuing frustration? *International Journal of Contemporary Hospitality Management*, 19(1), 65–77.

Zhang, B., Zhao, L., Liu, X., Bu, Y., & Ren, Y. (2022). The influence of employee emotion fluctuation on service performance: an experience sampling data analysis. *Frontiers in Psychology*, *13*, 648142.

Zhou, J. and George, J.M. (2001).When job dissatisfaction leads to creativity: encouraging the expression of voice. *Academy of Management Journal*, 44(4), 683-96.

Zubaidah, N. (2021, September 8). Sepekan, 7 Ribu Mahasiswa Berlomba Ajukan Magang di Senayan. Dipetik 12 April 2023, dari sindonews.com: https://edukasi.sindonews.com/read/534618/211/sepekan-7-ribumahasiswa-berlomba-ajukan-magang-di-senayan-1631034547