

DAFTAR PUSTAKA

- Abd-El-Salam, E. M., Shawky, A. Y., & El-Nahas, T. (2013). The impact of corporate image and reputation on service quality, customer satisfaction and customer loyalty: testing the mediating role. Case analysis in an international service company. *Journal of Business and Retail Management Research*, 8(1). [[G-Schoolar](#)]
- Adams-Prassl, A., Boneva, T., Golin, M., & Rauh, C. (2020). Inequality in the impact of the coronavirus shock: Evidence from real time surveys. *Journal of Public economics*, 189, 104245. [[CrossRef](#)]
- Ahmad, F., & Karim, M. (2019). Impacts of knowledge sharing: a review and directions for future research. *Journal of workplace learning*, 31(3), 207-230.
- Ahmed, M. N., Shabbir, M. S., & Sulaiman, M. A. B. A. (2020). COVID-19 challenges and human resource management in organized retail operations. *Utopia y Praxis Latinoamericana*, 25(12), 81-92. [[CrossRef](#)]
- Albrecht, S. L. (2010). Employee keterikatan kerja: 10 key questions for research and practice. In *Handbook of employee engagement*. Edward Elgar Publishing. [[Z-Lib](#)]
- Alniacik, E., Alniacik, Ü., Erat, S., & Akçin, K. (2013). Does person-organization fit moderate the effects of affective commitment and job satisfaction on turnover intentions?. *Procedia-Social and Behavioral Sciences*, 99, 274-281. [[CrossRef](#)]
- Alshaabani, A., Naz, F., Magda, R., & Rudnák, I. (2021). Impact of perceived organizational support on OCB in the time of COVID-19 pandemic in Hungary: employee engagement and affective commitment as mediators. *Sustainability*, 13(14), 7800. [[CrossRef](#)]
- Amano, H., Fukuda, Y., Shibuya, K., Ozaki, A., & Tabuchi, T. (2021). Factors associated with the keterikatan kerja of employees working from home during the COVID-19 pandemic in Japan. *International journal of environmental research and public health*, 18(19), 10495. [[CrossRef](#)]
- Anastasi, A., & Urbina, S. (1997). *Psychological testing*. Prentice Hall/Pearson Education. [[E-Book](#)]
- Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modeling in practice: A review and recommended two-step approach. *Psychological bulletin*, 103(3), 411. [[CrossRef](#)]
- Andrew, O. C., & Sofian, S. (2012). Individual factors and work outcomes of employee keterikatan kerja. *Procedia-Social and behavioral sciences*, 40, 498-508.. [[CrossRef](#)]
- Antoni, C. H., Baeten, X., Perkins, S. J., Shaw, J. D., & Vartiainen, M. (2017). Reward management: Linking employee motivation and organizational performance.. [[CrossRef](#)]
- Aon Hewitt. "Aon Hewitt ' s Model of Employee Engagement." *Aon Inc.*, no. January, 2015, [[Internet](#)] (Diakses 25 April 2022)
- Aziri, Brikend. "Job satisfaction: A literature review." *Management Research & Practice* 3.4.

- Azwar, S. (2012). Reliabilitas dan validitas edisi 4. *Yogyakarta: Pustaka Pelajar*.
- Bakker, A. B. (2015). A job demands-resources approach to public service motivation. *Public Administration Review*, 75, 723-732. [[CrossRef](#)]
- Bakker, A. B., & Demerouti, E. (2007). The job demands-resources model: State of the art. *Journal of managerial psychology*. [[CrossRef](#)]
- Bakker, A. B., Schaufeli, W. B., Leiter, M. P., & Taris, T. W. (2008). Work Engagement: An emerging concept in occupational health psychology. *Work & stress*, 22(3), 187-200. [[CrossRef](#)]
- Bakker, A. B., Albrecht, S. L., & Leiter, M. P. (2011). Key questions regarding work engagement. *European journal of work and organizational psychology*, 20(1), 4-28. [[CrossRef](#)]
- Bakker, A. B., & Demerouti, E. (2007). The job demands-resources model: State of the art. *Journal of managerial psychology*. [[Crossref](#)]
- Bakker, A. B., & Demerouti, E. (2008). Towards a model of work engagement. *Career development international*. [[CrossRef](#)]
- Bakker, A. B., Hakanen, J. J., Demerouti, E., & Xanthopoulou, D. (2007). Job resources boost work engagement, particularly when job demands are high. *Journal of educational psychology*, 99(2), 274. . [[CrossRef](#)]
- Bakker, A. B., Demerouti, E., & Verbeke, W. (2004). Using the job demands-resources model to predict burnout and performance. *Human Resource Management: Published in Cooperation with the School of Business Administration, The University of Michigan and in alliance with the Society of Human Resources Management*, 43(1), 83-104. [[CrossRef](#)]
- Bano, S., Vyas, K., & Gupta, R. (2015). Perceived organisational support and work engagement: A cross generational study. *Journal of Psychosocial Research*, 10(2), 357-364. [[CrossRef](#)]
- Barello, S., Caruso, R., Palamenghi, L., Nania, T., Dellafiore, F., Bonetti, L., ... & Graffigna, G. (2021). Factors associated with emotional exhaustion in healthcare professionals involved in the COVID-19 pandemic: an application of the job demands-resources model. *International Archives of Occupational and Environmental Health*, 94(8), 1751-1761. [[CrossRef](#)]
- Bass, B. M., & Bass Bernard, M. (1985). Leadership and performance beyond expectations.
- Baumruk, R. (2006). Why managers are crucial to increasing work engagement: Identifying steps managers can take to engage their workforce. *Strategic HR Review*. [[CrossRef](#)]
- Bednall, T. C., & Henricks, M. D. (2021). Adaptive Performance: A Review of Managerial Interventions. *Global Perspectives on Change Management and Leadership in the Post-*

- Belingeri, M., Paladino, M. E., & Riva, M. A. (2020). COVID-19: Health prevention and control in non-healthcare settings. *Occupational Medicine*, 70(2), 82-83. [[PubMed](#)]
- Ben Wigert, Sangeeta Agrawal, Kristin Barry and Ellyn Maese. "Gallup." 13 March 2021. [Gallup](#). Diakses 23 April 2022.
- Bentler, P. M., & Bonett, D. G. (1980). Significance tests and goodness of fit in the analysis of covariance structures. *Psychological bulletin*, 88(3), 588. [[CrossRef](#)]
- Bernthal, R. Paul. (2007). Measuring Employee Engagement. White Paper DDI World.
- Blaique, L., Ismail, H. N., & Aldabbas, H. (2022). Organizational learning, resilience and psychological empowerment as antecedents of work engagement during COVID-19. *International Journal of Productivity and Performance Management*. [[CrossRef](#)]
- Boonsiritomachai, W., & Sud-On, P. (2021). The moderation effect of work engagement on entrepreneurial attitude and organizational commitment: evidence from Thailand's entry-level employees during the COVID-19 pandemic. *Asia-Pacific Journal of Business Administration*. [[CrossRef](#)]
- Bos-Nehles, A., Renkema, M., & Janssen, M. (2017). HRM and innovative work behaviour: A systematic literature review. *Personnel review*, 46(7), 1228-1253.
- Borst, R. T., Kruyen, P. M., & Lako, C. J. (2019). Exploring the job demands–resources model of work engagement in government: Bringing in a psychological perspective. *Review of Public Personnel Administration*, 39(3), 372-397. [[CrossRef](#)]
- Bowles, D., & Cooper, C. (2009). *Employee morale: Driving performance in challenging times*. Springer. [[E-Book](#)]
- Bozeman, B., & Feeney, M. K. (2011). *Rules and red tape: A prism for public administration theory and research*. London, England: M.E. Sharpe. [[E-Book](#)]
- Brewer, G. A., & Walker, R. M. (2010). The impact of red tape on governmental performance: An empirical analysis. *Journal of Public Administration Research and Theory*, 20, 233-257. [[CrossRef](#)]
- Bright, L. (2007). Does person-organization fit mediate the relationship between public service motivation and the job performance of public employees? *Review of Public Personnel Administration*, 27, 361-379. 394 *Review of Public Personnel Administration* 39(3) [[CrossRef](#)]
- Breaugh, J. A. (2008). Important considerations in using statistical procedures to control for nuisance variables in non-experimental studies. *Human Resource Management Review*, 18(4), 282-293. [[CrossRef](#)]

- Buelens, M., & Van den Broeck, H. (2007). An analysis of differences in work motivation between public and private sector organizations. *Public administration review*, 67(1), 65-74. [[CrossRef](#)]
- Canedo, J. C., Graen, G., Grace, M., & Johnson, R. D. (2017). Navigating the new workplace: Technology, millennials, and accelerating HR innovation. *AIS Transactions on Human-Computer Interaction*, 9(3), 243-260. [[CrossRef](#)]
- Carlson, K. D., & Wu, J. (2012). The illusion of statistical control: Control variable practice in management research. *Organizational research methods*, 15(3), 413-435. [[CrossRef](#)]
- Carnevale, J. B., & Hatak, I. (2020). Employee adjustment and well-being in the era of COVID-19: Implications for human resource management. *Journal of business research*, 116, 183-187. [[CrossRef](#)]
- Cartwright, S., & Holmes, N. (2006). The meaning of work: The challenge of regaining employee engagement and reducing cynicism. *Human resource management review*, 16(2), 199-208. [[CrossRef](#)]
- Castellano, W. G. (2015). A new framework of employee engagement. *EPE white paper*. [[E-book](#)]
- Chanana, N. (2021). Employee engagement practices during COVID-19 lockdown. *Journal of public affairs*, 21(4), e2508. [[CrossRef](#)]
- Chawla, N., MacGowan, R. L., Gabriel, A. S., & Podsakoff, N. P. (2020). Unplugging or staying connected? Examining the nature, antecedents, and consequences of profiles of daily recovery experiences. *Journal of Applied Psychology*, 105(1), 19. [[CrossRef](#)]
- Chin, W. W. (1998). The partial least squares approach to structural equation modeling. *Modern methods for business research*, 295(2), 295-336.
- Christen, M., Iyer, G., & Soberman, D. (2006). Job satisfaction, job performance, and effort: A reexamination using agency theory. *Journal of marketing*, 70(1), 137-150. [[CrossRef](#)]
- Christian, M. S., & Slaughter, J. E. (2007, August). Work engagement: a meta-analytic review and directions for research in an emerging area. In *Academy of management proceedings* (Vol. 2007, No. 1, pp. 1-6). Briarcliff Manor, NY 10510: Academy of Management. [[CrossRef](#)]
- Churchill Jr, G. A. (1979). A paradigm for developing better measures of marketing constructs. *Journal of marketing research*, 16(1), 64-73. [[CrossRef](#)]
- Clark, S. C. (2000). Work/family border theory: A new theory of work/family balance. *Human relations*, 53(6), 747-770. [[CrossRef](#)]
- Crant, J. (1995). The proactive personality scale and objective job performance among real estate agents. *Journal of Applied Psychology*, 80, 532-537. [[CrossRef](#)]

- Crawford, E. R., LePine, J. A., & Rich, B. L. (2010). Linking job demands and resources to employee engagement and burnout: A theoretical extension and meta-analytic test. *Journal of Applied Psychology*, 95, 834-848. [[Crossref](#)]
- Creswell, J. W., & Creswell, J. D. (2017). *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications. [[Z-Lib](#)]
- Creswell, J. W., & Clark, V. L. P. (2017). *Designing and conducting mixed methods research*. Sage publications. [[Z-Lib](#)]
- Cohen, R. J., Swerdlik, M. E., & Phillips, S. M. (1996). *Psychological testing and assessment: An introduction to tests and measurement*. Mayfield Publishing Co. [[Z-Lib](#)]
- Conger, J. A., & Kanungo, R. N. (1988). The empowerment process: Integrating theory and practice. *Academy of management review*, 13(3), 471-482. [[CrossRef](#)]
- Conway, E., Fu, N., Monks, K., Alfes, K., & Bailey, C. (2016). Demands or resources? The relationship between HR practices, employee engagement, and emotional exhaustion within a hybrid model of employment relations. *Human Resource Management*, 55(5), 901-917. [[CrossRef](#)]
- Cook, S. (2008). *The essential guide to employee engagement: better business performance through staff satisfaction*. Kogan Page Publishers. [[E-book](#)]
- Counil, E., & Khlat, M. (2020). Covid 19: is there a disproportionate burden on working classes in France?. *The Conversation*, 1-6. [Available online](#): (diakses 11 Maret 2022).
- Crocker, L., & Algina, J. (1986). *Introduction to classical and modern test theory*. Holt, Rinehart and Winston, 6277 Sea Harbor Drive, Orlando, FL 32887. [[Z-Lib](#)]
- Dalal, R. S., Baysinger, M., Brummel, B. J., & LeBreton, J. M. (2012). The relative importance of employee engagement, other job attitudes, and trait affect as predictors of job performance. *Journal of Applied Social Psychology*, 42, E295-E325. [[CrossRef](#)]
- Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. (2001). The job demands-resources model of burnout. *Journal of Applied psychology*, 86(3), 499. [[G-Schoolar](#)]
- DP, S. (1980). Construct validity in organizational behavior. *Res Organ Behav*, 2, 3-43
- De Spiegelaere, S., Van Gyes, G., De Witte, H., & Van Hootegeem, G. (2015). Job design, work engagement and innovative work behavior: A multi-level study on Karasek's learning hypothesis. *management revue*, 123-137.
- De Wispelaere, F., & Gillis, D. (2021). COVID-19 and the Fight against Undeclared Work. *KU Leuven HIVA: Leuven, Belgium*. [[CrossRef](#)]
- Dhanias, D. R. (2012). Pengaruh stres kerja, beban kerja, terhadap kepuasan kerja (studi pada medical representatif di kota kudu). *Jurnal Psikologi: PITUTUR*, 1(1), 15-23. [[G-Schoolar](#)]

Duke, B. (2020). Back of the queue: self-employed workers during and after the COVID-19 crisis. *British Politics and Policy at LSE*. [Available online](#): (diakses pada 11 Maret 2022).

DeHart-Davis, L., & Pandey, S. K. (2005). Red tape and public employees: Does perceived rule dysfunction alienate managers? *Journal of Public Administration Research and Theory*, 15, 133-148. [\[Crossref\]](#)

De-la-Calle-Durán, M. C., & Rodríguez-Sánchez, J. L. (2021). Employee engagement kerja and wellbeing in times of COVID-19: a proposal of the 5Cs model. *International Journal of Environmental Research and Public Health*, 18(10), 5470. [\[CrossRef\]](#)

De Vellis RF. Scale Development Theory and Applications (2nd ed.). Applied Social Research Methods Series Thousand Oaks, CA: Sage Publications. 2003, 26

Fitriani, Arbania. (2019). "Employee Engagement Pada PT PJB." *Jurnal Psikologi: Media Ilmiah Psikologi* 17.01 [\[CrossRef\]](#)

Fitriani, Arbania. (2020). "Laporan Employee Engagement PT PLN PERSERO." [Belum dipublikasikan]

Fitriani, Arbania. (2022). "Laporan Employee Satisfaction Dan Engagement PT TASPEN PERSERO." [Belum dipublikasikan]

Foreman, S. K., & Money, A. H. (1995). Internal Marketing: Concepts, Measurement, and Application. *Journal of Marketing Management*, 11(8), 755–768. [\[CrossRef\]](#)

Fritzsche, B. A., & Parrish, T. J. (2005). Theories and research on job satisfaction. *Career development and counseling: Putting theory and research to work*, 180-202. [\[CrossRef\]](#)

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, work engagement, and stress. *Journal of occupational and environmental medicine*, 63(7), e426. [\[CrossRef\]](#)

Garson, G. D. (2016). Partial least squares. Regression and structural equation models. [\[Z-Lib\]](#)

Geisser, S. (1974). A predictive approach to the random effect model. *Biometrika*, 61(1), 101-107. [\[CrossRef\]](#)

Gerbing, D. W., & Anderson, J. C. (1988). An updated paradigm for scale development incorporating unidimensionality and its assessment. *Journal of marketing research*, 25(2), 186-192. [\[CrossRef\]](#)

Greenberg, J. (1990). Organizational justice: Yesterday, today, and tomorrow. *Journal of management*, 16(2), 399-432. [\[CrossRef\]](#)

Guest, D. E. (2017). Human resource management and employee well-being: Towards a new analytic framework. *Human resource management journal*, 27(1), 22-38. [\[CrossRef\]](#)

Hahs-Vaughn, D. L. (2016). *Applied multivariate statistical concepts*. Routledge. [\[CrossRef\]](#)

- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). A primer on partial least squares structural equation modeling (PLS-SEM) (3rd ed.). Thousand Oaks: Sage. [[E-Book](#)]
- Hair Jr, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). *A primer on partial least squares structural equation modeling (PLS-SEM)*. Sage publications. [[Z-Lib](#)]
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019)a. When to use and how to report the results of PLS-SEM. *European business review*, 31(1), 2-24. [[CrossRef](#)]
- Hair, J. F., Sarstedt, M., & Ringle, C. M. (2019)b. Rethinking some of the rethinking of partial least squares. *European journal of marketing*, 53(4), 566-584. [[CrossRef](#)]
- Hair, J. F., Hult, G., Tomas, M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*, Sage, Thousand Oaks, CA.
- Halbesleben, J. R. (2010). A meta-analysis of work engagement: Relationships with burnout, demands, resources, and consequences. *Keterikatan kerja: A handbook of essential theory and research*, 8(1), 102-117. [[G-Schoolar](#)]
- Hamouche, S. (2021). Human resource management and the COVID-19 crisis: Implications, challenges, opportunities, and future organizational directions. *Journal of Management & Organization*, 1, 1-16. [[CrossRef](#)]
- Harmaji. (2022). *Kementrian Keuangan*. Retrieved from Website Kemenkeu: <https://www.djkn.kemenkeu.go.id/artikel/baca/15238/Work-From-Anywhere-WFA-Sebagai-Pola-Kerja-Baru-Pasca-Pandemi-COVID-19.html>
- Harrison, S. (2006). Local government public relations and the local press. In *Local journalism and local media* (pp. 197-210). Routledge. [[G-Schoolar](#)]
- Harrison, D. A., & McLaughlin, M. E. (1993). Cognitive processes in self-report responses: tests of item context effects in work attitude measures. *Journal of Applied Psychology*, 78(1), 129. [[CrossRef](#)]
- Hartika. (2016). Kepuasan Kerja Tinggi Pada Mental Workload Yang Tinggi: Studi Korelasi Di Perusahaan X, *Jurnal Psikologi Ulayat*, Vol. 3 No. 1, Hlm. 77-90.
- Harter, J. K., Schmidt, F. L., & Hayes, T. L. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: a meta-analysis. *Journal of applied psychology*, 87(2), 268. [[CrossRef](#)]
- Harvard Business Review. (2013). The impact of employee engagement on performance. [Internet](#) (Diakses 25 April 2022)
- Hasibuan, M. S. (2005). *Manajemen sumber daya manusia edisi revisi*. Bumi Aksara, Jakarta, 288.
- Heskett, J. L., Jones, T. O., Loveman, G. W., Sasser, W. E., & Schlesinger, L. A. (1994).

Putting the service-profit chain to work. *Harvard business review*, 72(2), 164-174.
[Available Online](#) (diakses 23 Maret 2022)

Hewitt, A. (2012). 2012 Trends in global employee engagement. *Aon Corporation*, [Available Online](#) (diakses 23 Maret 2022)

Heymann, J., Raub, A., Waisath, W., McCormack, M., Weistroffer, R., Moreno, G., ... & Earle, A. (2020). Protecting health during COVID-19 and beyond: a global examination of paid sick leave design in 193 countries. *Global public health*, 15(7), 925-934. [[PubMed](#)]

Hierarchy of Needs Applied to Employee Engagement. In Blog; [internet]. 2020, [Available Online](#) (Diakses 23 Maret 2022)

Hindom, S. G. (2022). *Badan Kepegawaian Negara*. Retrieved from Website BKN: <https://www.bkn.go.id/sistem-work-from-anywhere-wfa-bagi-asn-sebagai-sistem-kerja-yang-humanis-dan-dinamis-menjawab-tantangan-era-vuca-yang-ditruptif-bkn-work-from-anywhere/>

Hinkin, T. R. (1998). A brief tutorial on the development of measures for use in survey questionnaires. *Organizational research methods*, 1(1), 104-121. [[CrossRef](#)]

Hoppock, R. (1935). Job Satisfaction, Harper and Brothers. *New York*, 47

Houston, D. J. (2000). Public-service motivation: A multivariate test. *Journal of public administration research and theory*, 10(4), 713-728. [[CrossRef](#)]

Hughes, J. C., & Rog, E. (2008). Talent management: A strategy for improving employee recruitment, retention and work engagement within hospitality organizations. *International journal of contemporary hospitality management*. [[CrossRef](#)]

International Labour Organization. (2020). Managing Work-Related Psychosocial Risks during the COVID-19 Pandemic; ILO: Geneva, Switzerland.

Juneman. (2013). Jurnal Pengukuran Psikologi dan Pendidikan Indonesia. 2(5), 364–381.

Karasek Jr, R. A. (1979). Job demands, job decision latitude, and mental strain: Implications for job redesign. *Administrative science quarterly*, 285-308. [[CrossRef](#)]

Khan, K. S., Daya, S., & Jadad, A. R. (1996). The importance of quality of primary studies in producing unbiased systematic reviews. *Archives of Internal Medicine*, 156(6), 661-666. [[PubMed](#)]

Kahn, W. A. (1990). Psychological conditions of personal engagement and disketerikatan kerja at work. *Academy of management journal*, 33(4), 692-724. [[CrossRef](#)]

Kahn, W. A. (1992). To be fully there: Psychological presence at work. *Human relations*, 45(4), 321-349. [[CrossRef](#)]

Katou, A. A. (2021, December). COVID-19 and organisational performance: a quasi-longitudinal and multilevel study of Greece. In *Forum Scientiae Oeconomia* (Vol. 9, No.

Key, Overview.(2021).Employee Experience Survey, [Available Online](#) (Diakses 23 Maret 2022)

Kmiecziak, R. (2021). Trust, knowledge sharing, and innovative work behavior: empirical evidence from Poland. *European Journal of Innovation Management*, 24(5), 1832-1859.

Koh, D., & Goh, H. P. (2020). Occupational health responses to COVID-19: What lessons can we learn from SARS?. *Journal of occupational health*, 62(1), e12128. [[PubMed](#)]

Komisi II DPR RI. (2022). *DPR RI*. Retrieved from Website DPR RI: <https://www.dpr.go.id/berita/detail/id/38842/t/Aminurokhman%3A+Kebijakan+WFA+Harus+Perhatikan+Tupoksi+ASN>

Kular, S., Gatenby, M., Rees, C., Soane, E., & Truss, K. (2008). Employee Engagement: A literature review. [[CrossRef](#)]

Kumar, P. (2021). V-5 model of employee engagement during COVID-19 and post lockdown. *Vision*, 25(3), 271-274.. [[CrossRef](#)]

Kurniawan,SS.; Rafie, Barratut Taqiyyah. (2022). WHO Sedang Pantau Varian Baru Corona Ini, Punya Mutasi Lebih Tinggi Dari Omicron.Kontan.Co.Id., [Available Online](#) (diakses 23 Maret 2022)

Lawler Iii, E. E., & Porter, L. W. (1967). The effect of performance on job satisfaction. *Industrial relations: A journal of Economy and Society*, 7(1), 20-28. [[CrossRef](#)]

Lavigna, R. J. (2013). *Engaging government employees: Motivate and inspire your -people to achieve superior performance*. New York, NY: Amacom.[[E-Book](#)]

Lavigna, R. J. (2015). Public Service Motivation and employee engagement. *Public Administration Review*, 75, 732-733.[[G-Schoolar](#)]
Leiter, M. P., & Bakker, A. B. (2010). Work Engagement: introduction. *Work Engagement: A handbook of essential theory and research*, 1(9). [[CrossRef](#)]

Leguina, Adrian. "A primer on partial least squares structural equation modeling (PLS-SEM)." (2015): 220-221.[[CrossRef](#)]

Leiter, M. P., & Maslach, C. (2003). Areas of worklife: A structured approach to organizational predictors of job burnout. In *Emotional and physiological processes and positive intervention strategies*. Emerald Group Publishing Limited. [[CrossRef](#)]

Little, B., & Little, P. (2006). Employee engagement: Conceptual issues. *Journal of Organizational Culture, Communications and Conflict*, 10(1), 111-120. [[G-Schoolar](#)]

Liu, L., Zhang, C., & Fang, C. C. (2021). Effects of health-promoting leadership, employee health on employee engagement: employability as moderating variable. *International Journal of Workplace Health Management*. [[CrossRef](#)]

Locke, E. A., & Latham, G. P. (1990). *A theory of goal setting & task performance*. Prentice-Hall, Inc. [[G-Schoolar](#)]

Lucia, Dina Diana. (2017). Faktor-faktor yang Mempengaruhi Employee Engagement dengan Psychological Capital sebagai Mediator dan Management Leadership Sebagai Moderator pada Karyawan PT Sriwijaya Air, Disertasi, UPI YAI [[Repository](#)]

Macey, W., & Schneider, B. (2008). The meaning of employee engagement. *Indus Organ Psychol* 1: 3–30. [[CrossRef](#)]

Mahmood, S., & Ur Rehman, A. (2016). Impact of effective vision attributes on employee satisfaction. *International Journal of Economics & Management Sciences*, 5(02). [[CrossRef](#)]

Malhotra, N. K., Kim, S. S., & Patil, A. (2006). Common method variance in IS research: A comparison of alternative approaches and a reanalysis of past research. *Management science*, 52(12), 1865-1883. [[CrossRef](#)]

Manullang, M. (1980). Pengantar ekonomi perusahaan.

Marastuti, A., Anggoro, W. J., Marvianto, R. D., & Al Afghani, A. A. (2020). Perbandingan Properti Psikometri antara Tes PAPs Berbentuk Computer-Based dan Paper and Pencil Test. *Gadjah Mada Journal of Psychology (GamaJoP)*, 6(1), 12-28. [[CrossRef](#)]

Markos, S., & Sridevi, M. S. (2010). Employee engagement: The key to improving performance. *International journal of business and management*, 5(12), 89. [[CrossRef](#)]

Marzuki, M., Agusmadi, A., & Usman, U. (2021). Antecedent Kinerja Adaptive Implikasinya Pada Kinerja Organisasi Pasca Covid 19: Tinjauan model mediasi Untuk Penelitian Masa Depan. *Jurnal Serambi Akademica*, 9(6), 1084-1096. [[CrossRef](#)]

Maslach, C., Jackson, S. E., Leiter, M. P., Schaufeli, W. B., & Schwab, R. L. (1996). Maslach Burnout Inventory 3rd edition manual. *Mountain View, CA: CPP Inc.* [[G-Schoolar](#)]

Maslach, C., & Leiter, M. P. (1997). The truth about burnout Sanfrancisco. *CA: Josey-Bass.* [[G-Schoolar](#)]

Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job burnout. *Annual review of psychology*, 52(1), 397-422. [[G-Schoolar](#)]

McBain, R. (2007). The practice of keterikatan kerja: Research into current employee engagement practice. *Strategic HR review*. [[CrossRef](#)]

McKibbin, W., & Fernando, R. (2021). The global macroeconomic impacts of COVID-19: Seven scenarios. *Asian Economic Papers*, 20(2), 1-30. [[CrossRef](#)]

Mende, C. D., & Dewi, Y. E. P. (2021). Pengaruh Manajemen Talenta terhadap Employee Engagement dan Work From Home sebagai Variabel Moderasi. *Jurnal Administrasi Bisnis*, 10(1), 45-56. [[CrossRef](#)]

- Meyer, J. P., & Allen, N. J. (1991). A three-component conceptualization of organizational commitment. *Human resource management review*, 1(1), 61-89. [[CrossRef](#)]
- Michael, L. I. P. S. K. Y. (1980). Street-level bureaucracy: Dilemmas of the individual in public services. *New York: Russell Sage Foundation*.
- Miller, L. A., & Lovler, R. L. (2016). *Foundations of psychological testing: A practical approach*. Sage Publications, Inc. [[PsycNet](#)]
- Nadiri, H., & Tanova, C. (2010). An investigation of the role of justice in turnover intentions, job satisfaction, and organizational citizenship behavior in hospitality industry. *International journal of hospitality management*, 29(1), 33-41. [[CrossRef](#)]
- Nagase, N., & Brinton, M. C. (2017). The gender division of labor and second births: Labor market institutions and fertility in Japan. *Demographic Research*, 36, 339-370. [[CrossRef](#)]
- Nandania, R. (2021). *Hubungan Antara Iklim Organisasi Dan Employee Engagement Di Masa Pandemi COVID-19 Dengan Psychological Well-Being Sebagai Variabel Mediator* (Doctoral dissertation, Universitas 17 Agustus 1945 Surabaya). [[CrossRef](#)]
- Neck, C. P., & Manz, C. C. (2010). *Mastering self-leadership: Empowering yourself for personal excellence*. pearson.
- Nembhard, I. M., Burns, L. R., & Shortell, S. M. (2020). Responding to COVID-19: lessons from management research. *NEJM Catalyst Innovations in Care Delivery*, 1(2). [[G-Schoolar](#)]
- O'Donoghue, J. (2010). *The impact of the implementation of Behavioural Interviewing in Starwood Hotels in UK, Ireland and Scandinavia* (Doctoral dissertation, Dublin, National College of Ireland). [[G-Schoolar](#)]
- Ojo, A. O., Fawehinmi, O., & Yusliza, M. Y. (2021). Examining the predictors of resilience and work engagement during the COVID-19 pandemic. *Sustainability*, 13(5), 2902. [[CrossRef](#)]
- Ojo, A. O., Fawehinmi, O., & Yusliza, M. Y. (2022). Survey data on the social, personal, and work resources associated with work engagement among knowledge workers in Malaysia amid the COVID-19 pandemic. *Data in brief*, 40. [[G-Schoolar](#)]
- Oksa, R., Kaakinen, M., Savela, N., Hakanen, J. J., & Oksanen, A. (2021). Professional social media usage and keterikatan kerja among professionals in Finland before and during the COVID-19 pandemic: four-wave follow-up study. *Journal of medical Internet research*, 23(6), e29036. [[CrossRef](#)]
- Parent-Lamarche, A. (2022). Teleworking, Work Engagement, and Intention to Quit during the COVID-19 Pandemic: Same Storm, Different Boats?. *International Journal of Environmental Research and Public Health*, 19(3), 1267. [[CrossRef](#)]
- Parker, L. D. (2020). The COVID-19 office in transition: cost, efficiency and the social

- Pritchard, M., Hilari, K., Cocks, N., & Dipper, L. (2017). Reviewing the quality of discourse information measures in aphasia. *International Journal of Language & Communication Disorders*, 52(6), 689-732. [[CrossRef](#)]
- Perry, J. L., & Hondeghem, A. (2008). *Motivation in public management: The call of public service*. Oxford, UK: Oxford University Press. [[G-Schoolar](#)]
- Perry, J. L., & Vandenabeele, W. (2015). Public service motivation research: Achievements, challenges, and future directions. *Public Administration Review*, 75, 692-699. [[CrossRef](#)]
- Proudfoot, J. G., Corr, P. J., Guest, D. E., & Dunn, G. (2009). Cognitive-behavioural training to change attributional style improves employee well-being, job satisfaction, productivity, and turnover. *Personality and Individual Differences*, 46(2), 147-153. [[CrossRef](#)]
- Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: a critical review of the literature and recommended remedies. *Journal of applied psychology*, 88(5), 879. [[CrossRef](#)]
- Quratulain, S., & Khan, A. K. (2015). Red tape, resigned satisfaction, public service motivation, and negative employee attitudes and behaviors: Testing a model of moderated mediation. *Review of Public Personnel Administration*, 35, 307-332. [[CrossRef](#)]
- Rahmawati, K. D. Y. (2020). Analisis Pengaruh Beban Kerja Mental dan Work-Family Conflict Terhadap Kepuasan Kerja Selama Work From Home (WFH) Saat Pandemi COVID-19 (Studi Kasus: PT Industri Kereta Api (Persero)). *Institut Teknologi Sepuluh Nopember*. [[G-Schoolar](#)]
- Randstad. (2020). Flexibility at Work. [[Available Online](#)]
- Rioux, Sheila M., Paul R. Bernthal, and Richard S. Wellins. "The globalization of human resource practices." *NHRD Network Journal* 2.1 (2008): 88-91. [[CrossRef](#)]
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: a review of the literature. *Journal of applied psychology*, 87(4), 698. [[CrossRef](#)]
- Robertson, I. T., & Cooper, C. L. (2010). Full keterikatan kerja: the integration of employee engagement and psychological well-being. *Leadership & Organization Development Journal*. [[CrossRef](#)]
- Robertson-Smith, G., & Markwick, C. (2009). *Employee engagement: A review of current thinking*. Brighton: Institute for Employment Studies. [[G-Schoolar](#)]
- Robinson, D., Perryman, S., & Hayday, S. (2004). *The drivers of employee engagement*. Institute for Employment Studies. [[CrossRef](#)]
- Rosari, R. (2016). *Pengembangan dan Validasi Pengukuran Kepemilikan Psikologikal pada*

- Rothbard, N. P. (2001). Enriching or depleting? The dynamics of work engagement in work and family roles. *Administrative science quarterly*, 46(4), 655-684. [[CrossRef](#)]
- Rožman, M., Sternad Zabukovšek, S., Bobek, S., & Tominc, P. (2021). Gender differences in work satisfaction, work engagement and work efficiency of employees during the COVID-19 pandemic: the case in Slovenia. *Sustainability*, 13(16), 8791. [[CrossRef](#)]
- Rust, J., & Golombok, S. (2014). *Modern psychometrics: The science of psychological assessment*. Routledge. [[Z-Lib](#)]
- Sahoo, C. K., & Sahu, G. (2009). Effective employee engagement: The mantra of achieving organizational excellence. *Management and labour studies*, 34(1), 73-84. [[CrossRef](#)]
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of managerial psychology*. [[CrossRef](#)]
- Saks, A. M., & Gruman, J. A. (2014). What do we really know about employee enagement??. *Human resource development quarterly*, 25(2), 155-182. [[CrossRef](#)]
- Salanova, M., Del Líbano, M., Llorens, S., & Schaufeli, W. B. (2014). Engaged, workaholic, burned-out or just 9-to-5? Toward a typology of employee well-being. *Stress and Health*, 30(1), 71-81. [[CrossRef](#)]
- Sasaki, N., Kuroda, R., Tsuno, K., & Kawakami, N. (2020). Workplace responses to COVID-19 associated with mental health and work performance of employees in Japan. *Journal of occupational health*, 62(1), e12134. [[PubMed](#)]
- Schaufeli, W. B., & Bakker, A. B. (2004). Job demands, job resources, and their relationship with burnout and work engagement: A multi-sample study. *Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior*, 25(3), 293-315.[[CrossRef](#)]
- Schaufeli, W. B., & Bakker, A. B. (2010). Defining and measuring work engagement: Bringing clarity to the concept. *Keterikatan kerja: A handbook of essential theory and research*, 12, 10-24. [[CrossRef](#)]
- Schaufeli, W. B., Salanova, M., González-Romá, V., & Bakker, A. B. (2002). The measurement of work engagement and burnout: A two sample confirmatory factor analytic approach. *Journal of Happiness studies*, 3(1), 71-92.[[CrossRef](#)]
- Schaufeli, W. B., & Taris, T. W. (2005). The conceptualization and measurement of burnout: Common ground and worlds apart. *Work & Stress*, 19(3), 256-262. [[CrossRef](#)]
- Schiemann, W. A. (2014). From talent management to talent optimization. *Journal of World Business*, 49(2), 281-288.[[CrossRef](#)]
- Schumacker, R. E., & Lomax, R. G. (2010). (3rd ed.). *Routledge/Taylor & Francis Group*.

- Shigemura, J., Ursano, R. J., Morganstein, J. C., Kurosawa, M., & Benedek, D. M. (2020). Public responses to the novel 2019 coronavirus (2019-nCoV) in Japan: Mental health consequences and target populations. *Psychiatry and clinical neurosciences*, 74(4), 281. [[PubMed](#)]
- Shimazu, A., Schaufeli, W. B., Kamiyama, K., & Kawakami, N. (2015). Workaholism vs. work engagement: The two different predictors of future well-being and performance. *International journal of behavioral medicine*, 22(1), 18-23. [[PubMed](#)]
- Shin, Y., & Hur, W. M. (2021). Do Organizational Health Climates and Leader Health Mindsets Enhance Employees' Work engagement and Job Crafting Amid the Pandemic?. *International Journal of Environmental Research and Public Health*, 18(22), 12123. [[CrossRef](#)]
- Shorbaji, R., Messarra, L., & Karkouljian, S. (2011). Core self-evaluation: Predictor of employee engagement. *The Business Review*, 17(1), 276-283. [[CrossRef](#)]
- Silalahi, U. (1999). Metode dan Metodologi Penelitian.
- Sonnentag, S., Dormann, C., & Demerouti, E. (2010). Not all days are created equal: The concept of state work engagement. *Keterikatan kerja: A handbook of essential theory and research*, 25-38. [[G-Books](#)]
- Stone, M. (1974). Cross-validatory choice and assessment of statistical predictions. *Journal of the royal statistical society: Series B (Methodological)*, 36(2), 111-133. [[CrossRef](#)]
- Sucahyowati, H., & Hendrawan, A. (2020). Pengaruh Employee Engagement Terhadap Kinerja Karyawan pada PT MK Semarang. *Jurnal Sains Teknologi Transportasi Maritim*, 2(2), 9-15 [[CrossRef](#)]
- Sugiyono, M. (2012). Metode Penelitian Kuantitatif, Kualitatif, dan Kombinasi. *Bandung: Alfabeta*. [[Z-Lib](#)]
- Surma, M. J., Nunes, R. J., Rook, C., & Loder, A. (2021). Assessing employee engagement in a Post-COVID-19 workplace ecosystem. *Sustainability*, 13(20), 11443. [[CrossRef](#)]
- Tao, W., Lee, Y., Sun, R., Li, J. Y., & He, M. (2022). Enhancing Employee Engagement via Leaders' Motivational Language in times of crisis: Perspectives from the COVID-19 outbreak. *Public relations review*, 48(1), 102133. [[CrossRef](#)]
- Taylor, M. A. S. (2014). *Armstrong's Handbook of Human Resource Management Practice*. Kogan Page Limited. [[E-Book](#)]
- Testa, M. R. (1999). Satisfaction with organizational vision, job satisfaction and service efforts: an empirical investigation. *Leadership & Organization Development Journal*, 20(3), 154-161. [[CrossRef](#)]

Thurstone, L. L. (1947). Multiple-factor analysis; a development and expansion of The Vectors of Mind. <https://psycnet.apa.org/record/1947-02833-000>

Urbina, S. (2014). *Essentials of psychological testing*. John Wiley & Sons. [[Z-Lib](#)]

Vakola, M., Petrou, P., & Katsaros, K. (2021). Work engagement and job crafting as conditions of ambivalent employees' adaptation to organizational change. *The Journal of Applied Behavioral Science*, 57(1), 57-79. [[CrossRef](#)]

Van den Broeck, A., Vansteenkiste, M., De Witte, H., & Lens, W. (2008). Explaining the relationships between job characteristics, burnout, and work engagement: The role of basic psychological need satisfaction. *Work & stress*, 22(3), 277-294. [[CrossRef](#)]

Van der Heijden, B. I. J. M. (2000). The development and psychometric evaluation of a multidimensional measurement instrument of professional expertise. *High Ability Studies*, 11(1), 9-39. [[CrossRef](#)]

Van Riel, C. B., & Balmer, J. M. (1997). Corporate identity: the concept, its measurement and management. *European journal of marketing*, 31(5/6), 340-355. [[CrossRef](#)]

Van Rooy, D. L., Whitman, D. S., Hart, D., & Caleo, S. (2011). Measuring employee engagement during a financial downturn: business imperative or nuisance?. *Journal of Business and Psychology*, 26(2), 147-152. [[CrossRef](#)]

VanWingerden, J.; Derks, D.; Bakker, A.B. The Impact of Personal Resources and Job Crafting Interventions on Work Engagement and Performance. *Hum. Resour. Manag.* **2017**, 56, 51–67. [[CrossRef](#)]

Verhoef, P. C., Lemon, K. N., Parasuraman, A., Roggeveen, A., Tsiros, M., & Schlesinger, L. A. (2009). Customer experience creation: Determinants, dynamics and management strategies. *Journal of retailing*, 85(1), 31-41. [[CrossRef](#)]

Vermeeren, B., & van Geest, D. (2012). Research note: Pride and red tape within the public sector. *Tijdschrift Voor Arbeidsvraagstukken*, 28, 315-327. [[G-Schoolar](#)]

Vickers, M. (2019). Boosting worker engagement in tough times. *American Management Association*. [Available Online](#) (Diakses 25 Juni 2022)

Vieira dos Santos, J., Gonçalves, S. P., Silva, I. S., Veloso, A., Moura, R., & Brandão, C. (2021). Organizational and Job Resources on Employees' Job Insecurity During the First Wave of COVID-19: The Mediating Effect of Work Engagement. *Frontiers in Psychology*, 12, 733050-733050. [[CrossRef](#)]

Vicenzo, R. (2016). The Four Q Model: A Proposal for Work Engagement, Satisfaction, and Openness to Organizational Change. *Europe's Journal of Psychology*, 12(3), 455-478.

Walker, R. M., & Brewer, G. A. (2008). An organizational echelon analysis of the determinants of red tape in public organizations. *Public Administration Review*, 68, 1112-1127. [[CrossRef](#)]

- Walsh, G., Mitchell, V. W., Jackson, P. R., & Beatty, S. E. (2009). Examining the antecedents and consequences of corporate reputation: A customer perspective. *British journal of management*, 20(2), 187-203. [[CrossRef](#)]
- Wayne, S. J., Shore, L. M., & Liden, R. C. (1997). Perceived organizational support and leader-member exchange: A social exchange perspective. *Academy of Management journal*, 40(1), 82-111. [[CrossRef](#)]
- Weber, M. (1987). Bureaucracy dalam Jay M. Shafritz dan Albert C. Hyde: Classics of Public Administration. Pasific Grove, California: Brooks.
- Wilmar, B. S., Marisa, S., Vicente, G. R., & Arnold, B. B. (2002). The measurement of work engagement and burnout: a confirmative analytic approach. *Journal of happiness studies*, 3(1), 71-92. [[CrossRef](#)]
- Wontorczyk, A., & Rożnowski, B. (2022). Remote, Hybrid, and On-Site Work during the SARS-CoV-2 Pandemic and the Consequences for Stress and Work Engagement. *International journal of environmental research and public health*, 19(4), 2400. [[CrossRef](#)]
- Xanthopoulou, D., Bakker, A. B., Demerouti, E., & Schaufeli, W. B. (2009). Work engagement and financial returns: A diary study on the role of job and personal resources. *Journal of occupational and organizational psychology*, 82(1), 183-200. [[CrossRef](#)]
- Yang, X., Feng, Y., Meng, Y., & Qiu, Y. (2019). Career adaptability, work engagement, and employee well-being among Chinese employees: The role of guanxi. *Frontiers in psychology*, 10, 1029. [[CrossRef](#)]
- Zaharie, M., Kerekes, K., & Osoian, C. (2018). Employee wellbeing in health care services: The moderating role of job satisfaction on the relationship between burnout and turnover. *Managerial Challenges of the Contemporary Society. Proceedings*, 11(2), 124