UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR PUSTAKA

Alavi, S., Habel, J., Schwenke, M., & Schmitz, C. (2020). Price negotiating for services: Elucidating the ambivalent effects on customers' negotiation aspirations. *Journal of the Academy of Marketing Science*, *48*(2), 165–185.

Amarnani, R. K., Bordia, P., & Restubog, S. L. D. (2019). Beyond Tit-for-Tat: Theorizing Divergent Employee Reactions to Customer Mistreatment. *Group & Organization Management*, *44*(4), 687–717.

Anjum, A., & Ming, X. (2018). Combating toxic workplace environment: An empirical study in the context of Pakistan. *Journal of Modelling in Management*, *13*(3), 675–697.

Anning-Dorson, T. (2018). Customer involvement capability and service firm performance: The mediating role of innovation. *Journal of Business Research*, *86*, 269–280.

Ashton-James, C. E., & McNeilage, A. G. (2022). A Mixed Methods Investigation of Stress and Wellbeing Factors Contributing to Burnout and Job Satisfaction in a Specialist Small Animal Hospital. *Frontiers in Veterinary Science*, *9*, 1–14.

Bailey, B. C., Cox, S., Terris, L., Van Oppen, D., Howsare, J., Berry, J. H., & Winstanley, E. L. (2023). Rural health care worker wellness during COVID-19: Compassion fatigue, compassion satisfaction & utilization of wellness resources. *PLOS ONE*, *18*(12), 1–18.

Baker, M. A., & Kim, K. (2020). Dealing with customer incivility: The effects of managerial support on employee psychological well-being and quality-of-life. *International Journal of Hospitality Management*, *87*, 1–11.

Bamfo, B. Ab., Dogbe, C. S. K., & Mingle, H. (2018). Abusive customer behaviour and frontline employee turnover intentions in the banking industry: The mediating role of employee satisfaction. *Cogent Business & Management*, *5*(1), 1–15.

Baranik, L. E., Zhu, Y., Wang, M., & Zhuang, W. (2022). When does witnessing patient mistreatment hurt nurses' performance? Gauging the moderation roles of self-concern and other-orientation. *Journal of Managerial Psychology*, *37*(2), 170–185.

Barnett, M. D., & Ruiz, I. A. (2018). Psychological Distress and Compassion Fatigue among Hospice Nurses: The Mediating Role of Self-Esteem and Negative Affect. *Journal of Palliative Medicine*, *21*(10), 1504–1506.

Bi, Y., Choi, S., Yin, J., & Kim, I. (2021). Stress on Frontline Employees from Customer Aggression in the Restaurant Industry: The Moderating Effect of Empowerment. *Sustainability*, *13*(3), 1-15.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Bratucu, R., Gheorghe, I. R., Purcarea, R. M., Gheorghe, C. M., Popa, V. O., & Purcarea, V. L. (2014). Cause and effect: The linkage between the health information seeking behavior and the online environment- a review. *Journal of Medicine and Life*, *7*(3), 310–316.

Bridges, A. (2023). *Perth vets speak up about abusive clients amid mental health scourge in veterinary profession*. https://www.abc.net.au/news/2023-05-30/perth-vets-client-abuse-pet-owners-mental-health/102407920, diakses pada 31 Januari 2025.

Canadian Medical Association. (2020). *Compassion fatigue: Signs, symptoms, and how to cope*. https://www.cma.ca/physician-wellness-hub/content/compassion-fatigue-signs-symptoms-and-how-cope, diakses pada 11 Januari 2024.

Cetrano, G., Tedeschi, F., Rabbi, L., Gosetti, G., Lora, A., Lamonaca, D., Manthorpe, J., & Amaddeo, F. (2017). How are compassion fatigue, burnout, and compassion satisfaction affected by quality of working life? Findings from a survey of mental health staff in Italy. *BMC Health Services Research*, *17*(1), 1–11.

Chen, J., Kang, H., Wang, Y., & Zhou, M. (2021). Thwarted psychological needs: The negative impact of customer mistreatment on service employees and the moderating role of empowerment HRM practices. *Personnel Review*, *50*(7/8), 1566–1581.

Chen, Y., & Li, F. (2023). Trait affective presence and leadership emergence: A preliminary study. *Current Psychology*, *42*(16), 13301–13307.

Chen, Y., Qiang, W., & Li, F. (2024). Leader trait affective presence and safety behaviors: The role of work engagement. *Safety Science*, *169*, 1–7.

Cho, H., & Lee, D. (2023). Effects of affective and cognitive empathy on compassion fatigue: Mediated moderation effects of emotion regulation capability. *Personality and Individual Differences*, *211*, 1–7.

Chu, L. C. (2021). The Influence of Compassion Fatigue on Job Performance and Organizational Citizenship Behaviors: The Moderating Effect of Person–Job Fit. *Journal of Nursing Scholarship*, *53*(4), 500–510.

Chu, L. C. (2024). Effect of compassion fatigue on emotional labor in female nurses: Moderating effect of self-compassion. *PLOS ONE*, *19*(3), 1–19.

Cortina, L. M., Magley, V. J., Williams, J. H., & Langhout, R. D. (2001). Incivility in the Workplace: Incidence and Impact. *Journal of Occupational Health Psychology*, *6*(1), 64–80.

Cougot, B., Gillet, N., Gauvin, J., Caillet, P., Fleury-Bahi, G., Ollierou, F., Armant, A., Peltier, A., Getz, I., Bach-Ngohou, K., Tripodi, D., & Moret, L. (2022). Impact of empowering leadership on emotional exhaustion: A controlled interventional study in a large French university hospital complex. *Journal of Nursing Management*, *30*(8), 4234–4250.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Crane, M., Phillips, J., & Karin, E. (2015). Trait perfectionism strengthens the negative effects of moral stressors occurring in veterinary practice. *Australian Veterinary Journal*, *93*(10), 354–360.

De Clercq, D., Haq, I. U., & Azeem, M. U. (2019). Time-related work stress and counterproductive work behavior: Invigorating roles of deviant personality traits. *Personnel Review*, *48*(7), 1756–1781.

Dow, M., Chur-Hansen, A., Hamood, W., & Edwards, S. (2019). Impact of dealing with bereaved clients on the psychological wellbeing of veterinarians. *Australian Veterinary Journal*, *97*(10), 382–389.

Dyrbye, L. N., West, C. P., Sinsky, C. A., Trockel, M., Tutty, M., Satele, D., Carlasare, L., & Shanafelt, T. (2022). Physicians' Experiences With Mistreatment and Discrimination by Patients, Families, and Visitors and Association With Burnout. *JAMA Network Open*, *5*(5), 1–15.

Edú-Valsania, S., Laguía, A., & Moriano, J. A. (2022). Burnout: A Review of Theory and Measurement. *International Journal of Environmental Research and Public Health*, *19*(3), 1–27.

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, *71*(3), 500–507.

Eisenkraft, N., & Elfenbein, H. A. (2010). The Way You Make Me Feel: Evidence for Individual Differences in Affective Presence. *Psychological Science*, *21*(4), 505–510.

Endeshaw, B. (2020). Healthcare service quality-measurement models: A review. *Journal of Health Research*, *35*(2), 106–117.

Erdogan, B., & Bauer, T. N. (2015). Leader–Member Exchange Theory. In *International Encyclopedia of the Social & Behavioral Sciences* (pp. 641–647). Elsevier.

Fan, P., Liu, Y., Liu, H., & Hou, M. (2022). The multilevel influence of supervisor helping behavior on employee voice behavior: A moderated mediation model. *Frontiers in Psychology*, *13*, 1–11.

Fernández-Miranda, G., Urriago-Rayo, J., Akle, V., Noguera, E., Mejía, N., Amaya, S., & Jimenez-Leal, W. (2023). Compassion and decision fatigue among healthcare workers during COVID-19 pandemic in a Colombian sample. *PLOS ONE*, *18*(3), 1–17.

Ferreira, D. C., Vieira, I., Pedro, M. I., Caldas, P., & Varela, M. (2023). Patient Satisfaction with Healthcare Services and the Techniques Used for its Assessment: A Systematic Literature Review and a Bibliometric Analysis. *Healthcare*, *11*(5), 1–31.

Figley, C. R. (1995). *Compassion Fatigue: Coping with Secondary Traumatic Stress Disorder in Those Who Treat the Traumatized*. Routledge.

Figley, C. R. (2002). *Treating Compassion Fatigue*. Routledge.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Figley, C. R., & Roop, R. G. (2006). *Compassion Fatigue in the Animal-Care Community*. The Humane Society of The United States.

Fischer, H., Heidler, P., Coco, L., & Albanese, V. (2022). Leadership Theories and the Veterinary Health Care System. *Veterinary Sciences*, *9*(10), 1–15.

Foote, A. (2020). *Moral distress, compassion fatigue and burn-out in veterinary practice*. The Veterinary Nurse. https://www.theveterinarynurse.com/content/professional/moral-distress-compassion-fatigue-and-burn-out-in-veterinary-practice/#T2, diakses pada 11 Januari 2024.

Garnett, A., Hui, L., Oleynikov, C., & Boamah, S. (2023). Compassion fatigue in healthcare providers: A scoping review. *BMC Health Services Research*, *23*(1), 1–16.

Graystone, R. (2019). Prevent Compassion Fatigue and Burnout With a Magnet Culture. *JONA: The Journal of Nursing Administration*, *49*(5), 231–233.

Gustafsson, T., & Hemberg, J. (2022). Compassion fatigue as bruises in the soul: A qualitative study on nurses. *Nursing Ethics*, *29*(1), 157–170.

Gustiawan, D., Noermijati, Aisjah, S., & Indrawati, N. K. (2023). Customer incivility, employee emotional exhaustion, and job embeddedness relationship in the Indonesian hospitality sector: The socio-economic status perspective. *Cogent Social Sciences*, *9*(1), 1–16.

Habib, N., Awan, S. H., Naveed, S., & Shoaib Akhtar, C. (2020). Effectiveness of Interpersonal Leadership for Engagement and Task Performance of Nurses. *SAGE Open*, *10*(2), 1–15.

Hagevi, O., Olsson, A., & Jansson, B. (2024). The psychological wellbeing within the veterinary profession in Sweden. *Journal of Workplace Behavioral Health*, 1–13.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2013). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. SAGE Publishing.

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.). SAGE Publishing.

Harvey, L. C., & Cameron, K. E. (2020). Stress and compassion fatigue in veterinary nurses in New Zealand. *The Veterinary Nurse*, *11*(1), 42–46.

Hassard, J., Teoh, K. R. H., Visockaite, G., Dewe, P., & Cox, T. (2018). The cost of work-related stress to society: A systematic review. *Journal of Occupational Health Psychology*, *23*(1), 1–17.

Hatch, P. H., Winefield, H. R., Christie, B. A., & Lievaart, J. J. (2011). Workplace stress, mental health, and burnout of veterinarians in Australia. *Australian Veterinary Journal*, *89*(11), 460–468.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Hayes, A. F. (2022). *Introduction to Mediation, Moderation, and Conditional Process Analysis: A Regression-Based Approach* (3rd ed.). Guilford Press.

Hayes, A. F., & Rockwood, N. J. (2020). Conditional Process Analysis: Concepts, Computation, and Advances in the Modeling of the Contingencies of Mechanisms. *American Behavioral Scientist*, *64*(1), 19–54.

Hobfoll, S. E. (1989). Conservation of Resources. *American Psychologist*, *44*(3), 513–524.

Hobfoll, S. E., & Ford, J. S. (2007). Conservation of Resources Theory. In G. Fink (Ed.), *Encyclopedia of Stress* (2nd ed., pp. 562–567). Academic Press.

Holmgreen, L., Tirone, V., Gerhart, J., & Hobfoll, S. E. (2017). Conservation of Resources Theory: Resource Caravans and Passageways in Health Context. In C. L. Cooper & J. C. Quick (Eds.), *The Handbook of Stress and Health: A Guide to Research and Practice*. John Wiley & Sons Ltd.

Hong, Y., Chen, M., Chen, C., & Qiu, M. (2024). Abusive supervision and nursing students' intention to leave the nursing profession: A moderated mediation model of emotional exhaustion and the nurse-patient relationship. *BMC Nursing*, *23*(1), 361.

Huang, H., Yu, S., & Peng, P. (2022). Can Organizational Identification Weaken the Negative Effects of Customer Bullying?—Testing the Moderating Effect of Organizational Identification. *Frontiers in Psychology*, *13*, 1–14.

Ibrahim, M., Roli Ilhamsyah Putra, T., & Suryani, I. (2024). Does social support and work-life conflict moderate the influence of job stress on job performance? (A study at Syiah Kuala University). *Problems and Perspectives in Management*, *22*(2), 463–476.

Jiang, C., & Jiang, S. (2024). Compassion Fatigue and Compassion Satisfaction: The Underlying Mechanisms Between Work-Related Violence Exposure and Turnover Intention in the Social Work Setting. *Human Service Organizations: Management, Leadership & Governance*, 1–12.

Jiang, J., Dong, Y., Li, B., Gu, H., & Yu, L. (2020). Do feelings matter? The effect of leader affective presence on employee proactive customer service performance. *International Journal of Contemporary Hospitality Management*, *32*(7), 2305–2323.

Jiang, J., Gu, H., Dong, Y., & Tu, X. (2019). The better I feel, the better I can do: The role of leaders' positive affective presence. *International Journal of Hospitality Management*, *78*, 251–260.

Jiang, J., Yuan, Y., Dong, Y., & Dong, H. (2023). Employees' proactive customer service performance in hospitality: Impacts of customer mistreatment and team performance pressure. *Tourism Review*, *78*(6), 1414–1432.

Jing, T., Li, X., Yu, C., Bai, M., Zhang, Z., & Li, S. (2023). Examining Medical Staff Well-Being through the Application and Extension of the Job

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Demands–Resources Model: A Cross-Sectional Study. *Behavioral Sciences*, *13*(12), 1–16.

Johnson, I. R., & Rohde, D. M. (2022). Job Stress, Emotional Exhaustion, Job Satisfaction, and Turnover Intentions: The Role of Servant Leadership. *North American Journal of Psychology*, *24*(3), 543–560.

Kaiser, S., Patras, J., Adolfsen, F., Richardsen, A. M., & Martinussen, M. (2020). Using the Job Demands–Resources Model to Evaluate Work-Related Outcomes Among Norwegian Health Care Workers. *SAGE Open*, *10*(3), 1–11.

Kashif, M., Handoko, I., & Lamichhane, R. (2023). Two Cooks Spoil the Broth: Destructive Outcomes of Supervisor and Customer Mistreatment in Mediating-Moderating Roles of Anger and Self-Control in an Indonesian Context. *Employee Responsibilities and Rights Journal*, *35*(3), 369–393.

Kinicki, A. (2021). *Organizational Behavior: A Practical, Problem-Solving Approach* (3rd ed.). McGraw-Hill Education.

Kogan, L. R., & Rishniw, M. (2023). Veterinarians and moral distress. *Journal of the American Veterinary Medical Association*, 1–7.

Li, Y., You, H., & Oh, S. (2024). A study on the structural relationship between emotional labor, job burnout, and turnover intention among office workers in Korea: The moderated mediating effect of leader-member exchange. *BMC Psychology*, *12*(1), 1–16.

Linzer, M., Poplau, S., Grossman, E., Varkey, A., Yale, S., Williams, E., Hicks, L., Brown, R. L., Wallock, J., Kohnhorst, D., & Barbouche, M. (2015). A Cluster Randomized Trial of Interventions to Improve Work Conditions and Clinician Burnout in Primary Care: Results from the Healthy Work Place (HWP) Study. *Journal of General Internal Medicine*, *30*(8), 1105–1111.

Lu, W., Sun, B., Yu, S., & Liu, S. (2023). A dual-pathway model for examining the effects of customer mistreatment on an employee's customer-directed counterproductive work behavior: Can job autonomy make a difference? *Career Development International*, *28*(1), 73–91.

Ma, H., Huang, S. Q., We, B., & Zhong, Y. (2022). Compassion fatigue, burnout, compassion satisfaction and depression among emergency department physicians and nurses: A cross-sectional study. *BMJ Open*, *12*(4), 1–6.

Macía, P., Goñi-Balentziaga, O., Vegas, O., & Azkona, G. (2022). Professional quality of life among Spanish veterinarians. *Veterinary Record Open*, *9*(1), 1–8.

Madrid, H. P. (2020). Leader Affective Presence and Feedback in Teams. *Frontiers in Psychology*, *11*, 1–5.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Madrid, H. P., Totterdell, P., Niven, K., & Barros, E. (2016). Leader affective presence and innovation in teams. *Journal of Applied Psychology*, *101*(5), 673–686.

Madrid, H. P., Totterdell, P., Niven, K., & Vasquez, C. A. (2018). Investigating a process model for leader affective presence, interpersonal emotion regulation, and interpersonal behaviour in teams. *European Journal of Work and Organizational Psychology*, *27*(5), 642–656.

Madrid, H. P., Vasquez, C. A., & Escaffi-Schwarz, M. (2024). Leader affective presence, psychological safety and team proactive problem prevention. *Journal of Occupational and Organizational Psychology*, *97*(2), 516–535.

Maillet, S., & Read, E. A. (2024). Areas of work-life, psychological capital and emotional intelligence on compassion fatigue and compassion satisfaction among nurses: A cross-sectional study. *Nursing Open*, *11*(2), 1–14.

Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2019). Patient Satisfaction with Health Care Services; An Application of Physician's Behavior as a Moderator. *International Journal of Environmental Research and Public Health*, *16*(18), 1–16.

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

Maslach, C., & Leiter, M. P. (2017). Understanding Burnout: New Models. In C. L. Cooper & J. C. Quick (Eds.), *The Handbook of Stress and Health: A Guide to Research and Practice*. Academic Press.

Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job Burnout. *Annual Review of Psychology*, *52*, 397–422.

McGrath, K., Matthews, L. R., & Heard, R. (2022). Predictors of compassion satisfaction and compassion fatigue in health care workers providing health and rehabilitation services in rural and remote locations: A scoping review. *Australian Journal of Rural Health*, *30*(2), 264–280.

McMurray, R., Credland, N., Griffin, M., Hamilton, P., & Harness, O. (2023). Toxic Absence: Why Leader Presence Matters in Times of Crisis. *Journal of Nursing Management*, *2023*, 1–7.

Memon, M. A., Ting, H., Cheah, J.-H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size for Survey Research: Review and Recommendations. *Journal of Applied Structural Equation Modeling*, *4*(2), 1–20.

Moir, F., & Van Den Brink, A. (2020). Current insights in veterinarians' psychological wellbeing. *New Zealand Veterinary Journal*, *68*(1), 3–12.

Monaghan, H., Rohlf, V., Scotney, R., & Bennett, P. (2020). Compassion fatigue in people who care for animals: An investigation of risk and protective factors. *Traumatology*, *30*(1), 77–85.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Mosadeghrad, A. M. (2014). *Factors Affecting Medical Service Quality*. *43*(2), 210–220.

Moustafa, M. A., Elrayah, M., Aljoghaiman, A., Hasanein, A. M., & Ali, M. A. S. (2024). How Does Sustainable Organizational Support Affect Job Burnout in the Hospitality Sector? The Mediating Role of Psychological Capital. *Sustainability*, *16*(2), 840.

Muir, K. J., Wanchek, T. N., Lobo, J. M., & Keim-Malpass, J. (2022). Evaluating the Costs of Nurse Burnout-Attributed Turnover: A Markov Modeling Approach. *Journal of Patient Safety*, *18*(4), 351–357.

Neill, C. L., Hansen, C. R., & Salois, M. (2022). The Economic Cost of Burnout in Veterinary Medicine. *Frontiers in Veterinary Science*, *9*, 1–10.

Ouedraogo, F. B., Lefebvre, S. L., Hansen, C. R., & Brorsen, B. W. (2021). Compassion satisfaction, burnout, and secondary traumatic stress among full-time veterinarians in the United States (2016–2018). *Journal of the American Veterinary Medical Association*, *258*(11), 1259–1270.

Pansini, M., Buonomo, I., & Benevene, P. (2024). Fostering Sustainable Workplace Through Leaders' Compassionate Behaviors: Understanding the Role of Employee Well-Being and Work Engagement. *Sustainability*, *16*(23), 1–16.

Parker, D. F., & DeCotiis, T. A. (1983). Organizational Determinants of Job Stress. *Organizational Behavior and Human Performance*, *32*, 160–177.

Pehlivan, T., & Guner, P. (2017). Compassion Fatigue: The Known and Unknown. *Journal of Psychiatric Nursing*, *9*(2), 129–134.

Peng, P., & Li, X. (2023). The hidden costs of emotional labor on withdrawal behavior: The mediating role of emotional exhaustion, and the moderating effect of mindfulness. *BMC Psychology*, *11*(1), 1–11.

Perret, J. L., Best, C. O., Coe, J. B., Greer, A. L., Khosa, D. K., & Jones-Bitton, A. (2020). The Complex Relationship Between Veterinarian Mental Health and Client Satisfaction. *Frontiers in Veterinary Science*, *7*, 1–16.

Pohl, R., Botscharow, J., Böckelmann, I., & Thielmann, B. (2022). Stress and strain among veterinarians: A scoping review. *Irish Veterinary Journal*, *75*(15), 1–24.

Porath, C. (2022). *Frontline Work When Everyone Is Angry*. https://hbr.org/2022/11/frontline-work-when-everyone-is-angry, diakses pada 17 Januari 2024.

Pu, B., Sang, W., Ji, S., Hu, J., & Phau, I. (2024). The effect of customer incivility on employees' turnover intention in hospitality industry: A chain mediating effect of emotional exhaustion and job satisfaction. *International Journal of Hospitality Management*, *118*, 1–10.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Qi, L., Wei, X., Li, Y., Liu, B., & Xu, Z. (2020). The Influence of Mistreatment by Patients on Job Satisfaction and Turnover Intention among Chinese Nurses: A Three-Wave Survey. *International Journal of Environmental Research and Public Health*, *17*(4), 1256.

Ren, Y., Ma, D., Liu, Y., Wu, N., & Qin, F. (2023). Does perceived organization support moderates the relationships between work frustration and burnout among intensive care unit nurses? A cross-sectional survey. *BMC Nursing*, *22*(1), 1–9.

Richter-Killenberg, S., & Volmer, J. (2022). How leaders benefit from engaging in high-quality leader-member exchanges: A daily diary study. *Journal of Managerial Psychology*, *37*(7), 605–623.

Rogers, C. W., Murphy, L. A., Murphy, R. A., Malouf, K. A., Natsume, R. E., Ward, B. D., Tansey, C., & Nakamura, R. K. (2022). An analysis of client complaints and their effects on veterinary support staff. *Veterinary Medicine and Science*, *8*(2), 925–934.

Rohlf, V. I., Scotney, R., Monaghan, H., & Bennett, P. (2022). Predictors of Professional Quality of Life in Veterinary Professionals. *Journal of Veterinary Medical Education*, *49*(3), 372–381.

Russo, S., Ronchetti, M., Di Tecco, C., Valenti, A., Jain, A., Mennini, F. S., Leka, S., & Iavicoli, S. (2021). Developing a cost-estimation model for work–related stress: An absence-based estimation using data from two Italian case studies. *Scandinavian Journal of Work, Environment & Health*, *47*(4), 318–327.

Sanders, C. R. (1994). Annoying owners: Routine interactions with problematic clients in a general veterinary practice. *Qualitative Sociology*, *17*(2), 159–170.

Schindler, P. S. (2022). *Business Research Methods* (14th ed.). McGraw-Hill.

Schwatka, N. V., Burden, M., & Dyrbye, L. N. (2024). An Organizational Leadership Development Approach to Support Health Worker Mental Health. *American Journal of Public Health*, *114*(S2), 142–147.

Scotney, R. L., McLaughlin, D., & Keates, H. L. (2019). An investigation of the prevalence of compassion fatigue, compassion satisfaction and burnout in those working in animal-related occupations using the Professional Quality of Life (ProQoL) Scale. *The Veterinary Nurse*, *10*(5), 276–284.

Sfantou, D., Laliotis, A., Patelarou, A., Sifaki- Pistolla, D., Matalliotakis, M., & Patelarou, E. (2017). Importance of Leadership Style towards Quality of Care Measures in Healthcare Settings: A Systematic Review. *Healthcare*, *5*(4), 1–17.

Shahzad, F., Ali, S., Hussain, I., Sun, L., Wang, C., & Ahmad, F. (2023). The Impact of Customer Incivility and Its Consequences on Hotel Employees:

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Mediating Role of Employees' Emotional Exhaustion. *Sustainability*, *15*(21), 1–14.

Shalaby, R., Oluwasina, F., Eboreime, E., El Gindi, H., Agyapong, B., Hrabok, M., Dhanoa, S., Kim, E., Nwachukwu, I., Abba-Aji, A., Li, D., & Agyapong, V. I. O. (2023). Burnout among Residents: Prevalence and Predictors of Depersonalization, Emotional Exhaustion and Professional Unfulfillment among Resident Doctors in Canada. *International Journal of Environmental Research and Public Health*, *20*(4), 1–27.

Shanafelt, T. D., Gorringe, G., Menaker, R., Storz, K. A., Reeves, D., Buskirk, S. J., Sloan, J. A., & Swensen, S. J. (2015). Impact of Organizational Leadership on Physician Burnout and Satisfaction. *Mayo Clinic Proceedings*, *90*(4), 432–440.

Shao, R., & Skarlicki, D. P. (2014). Service Employees' Reactions to Mistreatment by Customers: A Comparison Between North America and East Asia. *Personnel Psychology*, *67*(1), 23–59.

Sheng, H., Tian, D., Sun, L., Hou, Y., & Liu, X. (2023). Nurse practice environment, perceived organizational support, general well-being, occupational burnout and turnover intention: A moderated multi-mediation model. *Nursing Open*, *10*(6), 3828–3839.

Sillero, A., & Zabalegui, A. (2018). Organizational Factors and Burnout of Perioperative Nurses. *Clinical Practice & Epidemiology in Mental Health*, *14*(1), 132–142.

Sinclair, S., Raffin-Bouchal, S., Venturato, L., Mijovic-Kondejewski, J., & Smith-MacDonald, L. (2017). Compassion fatigue: A meta-narrative review of the healthcare literature. *International Journal of Nursing Studies*, *69*, 9–24.

Singh, J., Karanika-Murray, M., Baguley, T., & Hudson, J. (2020). A Systematic Review of Job Demands and Resources Associated with Compassion Fatigue in Mental Health Professionals. *International Journal of Environmental Research and Public Health*, *17*(19), 1–28.

Slack, N., Brandon-Jones, A., & Burgess, N. (2022). *Operations Management* (10th ed.). Pearson.

Springer, S., Sandøe, P., Bøker Lund, T., & Grimm, H. (2019). "Patients' interests first, but … "–Austrian Veterinarians' Attitudes to Moral Challenges in Modern Small Animal Practice. *Animals*, *9*(5), 1–17.

Stamm, B. H. (2010). *The Concise ProQOL Manual* (2nd ed.). ProQOL.org.

Stanley, S., & Sebastine, A. J. (2024). Predictors of Compassion Fatigue and Compassion Satisfaction in Social Workers (A Quantitative Study from India). *Human Service Organizations: Management, Leadership & Governance*, 1–15.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Stoewen, D. L. (2016). Wellness at work: Building healthy workplaces. *The Canadian Veterinary Journal*, *57*(11), 1188–1190.

Stoewen, D. L. (2022). Moving from compassion fatigue to compassion resilience Part 6: Building organizational resilience. *The Canadian Veterinary Journal*, *63*, 203–205.

Swathi, K. S., Barkur, G., & Somu, G. (2023). Assessment of healthcare service quality effect on patient satisfaction and care outcomes: A case study in India. *Cogent Business & Management*, *10*(3), 1–25.

Sypniewska, B. (2020). Counterproductive Work Behavior and Organizational Citizenship Behavior. *Advances in Cognitive Psychology*, *16*(4), 321–328.

Thielmann, B., Pohl, R., & Böckelmann, I. (2024). Overcommitment, Work-Related Behavior, and Cognitive and Emotional Irritation in Veterinarians: A Comparison of Different Veterinary Working Fields. *Healthcare*, *12*(15), 1-23.

Thomas, C. L., Johnson, L. U., Cornelius, A. M., Cobb, H. R., Murphy, L. D., & Vega, D. (2022). Incivility Begets Incivility: Understanding the Relationship Between Experienced and Enacted Incivility with Customers Over Time. *Journal of Business and Psychology*, *37*(6), 1255–1274.

Torppa, M. A., Kuikka, L., Nevalainen, M., & Pitkälä, K. H. (2015). Emotionally exhausting factors in general practitioners' work. *Scandinavian Journal of Primary Health Care*, *33*(3), 178–183.

Townsley, A., Li-Wang, J., & Katta, R. (2023). When Patient Rudeness Impacts Care: A Review of Incivility in Healthcare. *Cureus*, *15*(6), 1–7.

Ugwu, L. I., Enwereuzor, I. K., Fimber, U. S., & Ugwu, D. I. (2017). Nurses' burnout and counterproductive work behavior in a Nigerian sample: The moderating role of emotional intelligence. *International Journal of Africa Nursing Sciences*, *7*, 106–113.

Üngüren, E., Onur, N., Demirel, H., & Tekin, Ö. A. (2024). The Effects of Job Stress on Burnout and Turnover Intention: The Moderating Effects of Job Security and Financial Dependency. *Behavioral Sciences*, *14*(4), 1–21.

Van Hooser, J. P., Pekow, C., Nguyen, H. M., D'Urso, D. M., Kerner, S. E., & Thompson-Iritani, S. (2021). Caring for the Animal Caregiver—Occupational Health, Human-Animal Bond and Compassion Fatigue. *Frontiers in Veterinary Science*, *8*, 1–10.

Van Tuin, L., Schaufeli, W. B., & Van Den Broeck, A. (2021). Engaging leadership: Enhancing work engagement through intrinsic values and need satisfaction. *Human Resource Development Quarterly*, *32*(4), 483–505.

Wang, C., Yao, J., & Gao, L. (2024). How do leaders' positive emotions improve employees' psychological safety in China? The moderating effect of leader-member exchange. *Heliyon*, *10*(3), 1–11.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Wang, H., Zhu, Y., Liang, Y., & Xie, J. (2022). Does customer mistreatment hinder employees from going the extra mile? The mixed blessing of being conscientious. *International Journal of Hospitality Management*, *102*, 1–11.

Wang, I.-A., Lin, S.-Y., & Chuang, T. S. (2024). The role of customer mistreatment and emotional exhaustion in the relationship between surface acting and turnover intention. *Current Psychology*, *43*(28), 1–12.

Wang, J., Su, M., Chang, W., Hu, Y., Ma, Y., Tang, P., & Sun, J. (2023). Factors associated with compassion fatigue and compassion satisfaction in obstetrics and gynaecology nurses: A cross-sectional study. *Nursing Open*, *10*(8), 5509–5520.

Wang, Q., Hou, H., & Li, Z. (2022). Participative Leadership: A Literature Review and Prospects for Future Research. *Frontiers in Psychology*, *13*, 1–12.

Wang, X., & Wang, H. (2017). How to survive mistreatment by customers: Employees' work withdrawal and their coping resources. *International Journal of Conflict Management*, *28*(4), 464–482.

Wang, Y., Li, Y., Li, W., Chen, A., & Sun, Z. (2023). Effect of compassion fatigue on the caring ability of young psychiatric nurses: A dominance analysis and chain mediation model. *Nursing Open*, *10*(7), 4313–4320.

Westmann, M., & Chen, S. (2017). Crossover of Burnout and Engagement from Managers to Followers. In C. L. Cooper & J. C. Quick (Eds.), *The Handbook of Stress and Health: A Guide to Research and Practice*. John Wiley & Sons Ltd.

Westwood, S., Morison, L., Allt, J., & Holmes, N. (2017). Predictors of emotional exhaustion, disengagement and burnout among improving access to psychological therapies (IAPT) practitioners. *Journal of Mental Health*, *26*(2), 172–179.

Wilkinson, H., Whittington, R., Perry, L., & Eames, C. (2017). Examining the relationship between burnout and empathy in healthcare professionals: A systematic review. *Burnout Research*, *6*, 18–29.

Winer, S., Ramos Salazar, L., Anderson, A. M., & Busch, M. (2024). Resolving conflict in interpersonal relationships using passive, aggressive, and assertive verbal statements. *International Journal of Conflict Management*, *35*(2), 334–359.

Wirawan, H., Salam, R., Normawati, N., Paramarta, V., & Sunarsi, D. (2023). Predicting turnover intention in Indonesian public organisations: Investigating the effect of citizen and workplace incivility, and job insecurity. *International Journal of Public Sector Management*, *36*(4/5), 365–381.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

World Bank. (2024a). *Employment in agriculture (% of total employment) (modeled ILO estimate)*. https://data.worldbank.org/indicator/SL.AGR.EMPL.ZS, diakses pada 13 Juni 2024.

World Bank. (2024b). *Employment in industry (% of total employment) (modeled ILO estimate)*. https://data.worldbank.org/indicator/SL.IND.EMPL.ZS, diakses pada 13 Juni 2024.

World Bank. (2024c). *Employment in services (% of total employment) (modeled ILO estimate)*. https://data.worldbank.org/indicator/SL.SRV.EMPL.ZS, diakses pada 13 Juni 2024.

World Health Organization. (2024). *One Health*. https://www.who.int/health-topics/one-health#tab=tab_1, diakses pada 15 Juni 2024.

Wu, H., Wang, X., & Chen, P. (2019). Coping with customer mistreatment: Joining job routinization and proactive personality. *Journal of Managerial Psychology*, *34*(8), 519–532.

Wu, Y., Groth, M., Zhang, K., & Minbashian, A. (2023). A meta-analysis of the impact of customer mistreatment on service employees' affective, attitudinal and behavioral outcomes. *Journal of Service Management*, *34*(5), 896–940.

Yagil, D. (2017). Abuse from Organizational Outsiders: Customer Aggression and Incivility. In P. D'Cruz & E. Noronha (Eds.), *Handbooks of Workplace Bullying, Emotional Abuse and Harassment* (4th ed.). Springer Nature Singapore.

Yan, W., Bao, N., Zheng, S., Wang, H., Yue, D., & Chen, L. (2023). The impacts of patient mistreatment on healthcare workers' role behaviors: A study in Chinese Fangcang shelter hospitals. *BMC Nursing*, *22*(1), 1–13.

Yan, W., Chen, X., Xiao, D., Wang, H., Du, X., Li, L., Xu, C., & Song, C. (2024). Patient mistreatment, social sharing of negative events and emotional exhaustion among Chinese nurses: The combined moderating effect of organizational support and trait resilience. *BMC Nursing*, *23*(1), 1–14.

Yin, J., Ni, Y., Fan, Y., & Chen, Y. (2023). Navigating Unpleasant Interactions: The Influence of Customer Mistreatment on Hospitality Employee Responses Employing Mindfulness as a Moderator. *Sustainability*, *15*(19), 1–17.

Zakerkish, M., Shakurnia, A., Hafezi, A., & Maniati, M. (2024). Association between burnout and empathy in medical residents. *PLOS ONE*, *19*(4), 1–11.

Zhang, J., Su, D., Smith, A. P., & Yang, L. (2023). Reducing Work Withdrawal Behaviors When Faced with Work Obstacles: A Three-Way Interaction Model. *Behavioral Sciences*, *13*(11), 1–12.

UNIVERSITAS
GADJAH MADA
**Pengaruh Perlakuan Buruk Konsumen terhadap Kejadian Compassion Fatigue dengan Keletihan Emosional
dan Kehadiran Afektif Positif Pemimpin sebagai Pemediasi dan Pemoderasi**
Yudhistira Wedartama, Rr. Tur Nastiti, M.Si., Ph.D.
Universitas Gadjah Mada, 2025 | Diunduh dari http://etd.repository.ugm.ac.id/

Zhang, J., Wang, X., Chen, O., Li, J., Li, Y., Chen, Y., Luo, Y., & Zhang, J. (2023). Social support, empathy and compassion fatigue among clinical nurses: Structural equation modeling. *BMC Nursing*, *22*(1), 1–9.

Zhou, H., Waqas, M., Yahya, F., Qadri, U. A., & Fatimah, Z. (2022). I Have Had Enough: When and How Customer Mistreatment Leads to Coworker Undermining. *Frontiers in Psychology*, *13*, 1–12.