

DAFTAR PUSTAKA

- Aerowisata. (2016, Oktober 3). Inauguration of Hotel Indonesia Group. Tersedia di <http://www.aerowisata.com/inauguration-oh-hotel-indonesia-group/> diakses pada 15 Oktober 2017.
- Alfonso, L., Zenasni, F., Hodzic, & S., Ripoll, P. (2017). Understanding The Mediating Role of Quality of Work Life on the Relationship between Emotional Intelligence and Organizational Citizenship Behavior. *Psychological Reports*, 118 (1), 107-127.
- Amir, D. (2017). Pengaruh Kepemimpinan Melayani Terhadap Perilaku Kewargaan Organisasional: Peran Kepercayaan Pada Pemimpin Sebagai Pemediasi Dan Dukungan Organisasional Persepsian Sebagai Pemoderasi. Tesis. Program Magister Sains Dan Doktor, FEB. UGM. Yogyakarta.
- Amoah, V., & Baum, T. (1997). Tourism Education: Policy Versus Practice. *International Journal of Contemporary Hospitality Management*, 9 (1), 5-12.
- Arslaner, A., & Boylu, Y. (2017). Perceived Organizational Support, Work-Family/Family-Work Conflict and Presenteeism in Hotel Industry, *Tourism Review*, 72 (2), 1-23.
- Aselage, J., & Eisenberger, R. (2003) Perceived Organizational Support and Psychological Contracts: A Theoretical Integration. *Journal of Organizational Behavior*, 24 (5), 491-509.
- Avey, J., Wernsing, T., & Luthans, F. (2008a) Can Positive Employee Help Positive Organizational Change? Impact of Psychological Capital and Emotions on Relevant Attitudes and Behavior. *The Journal of Applied Behavioral Sciences*, 44 (1), 48-70.
- Avey, J. Luthans, F., & Youssef, C. (2008b) The Additive Value of Positive Psychological Capital in Predicting Work Attitudes and Behaviors. *Journal of Management*, 44 (1), 48-70.
- Avey, J., Luthans, F., Smith, R., & Palmer, N. (2010). Impact of Positive Psychological Capital on Employee Well being Over Time. *Journal of Occupational Health Psychology*, 15 (1), 17-28.
- Avey, J., Reichard, R., Luthans, F., & Mhatre, K. (2011). Meta Analysis of the Impact of Positive Psychological Capital on Employee Attitudes, Behaviors, and Performance. *Human Resource Development Quarterly*, 22 (2), 127-152.
- Azwar, S. (2012). Penyusunan Skala Psikologi. Yogyakarta: Pustaka Pelajar.
- Bandura, A. (1994). Self Efficacy. *Encyclopedia of Human Behavior*, 4, 71-81.
- Bandura, A. (2001). Social Cognitive Theory: An Agentive Prospective. *Annual Review of Psychology*, 51 (1), 1-26.
- Baron, R., Franklin, J., & Hmieleski, K. (2016). Why Entrepreneurs Often Experience Low, Not High, Level of Stress: The Joint Effects of Selection and Psychological Capital. *Journal of Management*, 42 (3), 742-768.
- Caesens G., Stinglhamber F., & Ohana M. (2016). Perceived Organizational Support And Well-Being: A Weekly Study. *Journal of Managerial Psychology*, 31 (7), 1214-1230.

- Caesens, G., Stinglhambr, F., Demoulin, S., & Wilde, M. (2017). Perceived Organizational Support and Employee Well Being: The Mediating Role of Organizational Dehumanization. *European Journal of Work and Organizational Psychology*, DOI:10.1080/1359432X.2017.1319817.
- Chiang, C., & Hsieh, T. (2012). The Impacts of Perceived Organizational Support and Psychological Empowerment on Job Performance: The Mediating Effects of Organizational Citizenship Behavior. *International Journal of Hospitality Management*, 31, 180-190.
- Christen, M., Lyer, G., & Soberman, D. (2006). Job Satisfaction, Job Performance, and Effort: A Reexamination Using Agency Theory. *Journal of Marketing*, 70 (1), 137-150.
- Colakoglu, U., Culha, O., & Atay, H. (2010). The Effects of Perceived Organizational Support on Employess' Affective Outcomes: Evidence from the Hotel Industry. *Tourism and Hospitality Management*, 16 (2), 125-150.
- Colbert, A., Mount, M., Witt, L., Harter, J., & Barrick, M. (2004). Interactive Effects of Personality and Perceptions of the Work Situations on Workplace Deviance. *Journal of Applied Psychology*, 89 (4), 599-609.
- Cooper, D., & Schindler, P. (2014). *Business Research Metohods*. McGraw Hill Education, New York.
- Cropanzano, R. & Malino, A. (2015). Organizational Justice. *International Encyclopedia of the Social and Behavioral Sciences 2nd Edition*. Elsevier
- Cummings, T., & Worley, C. (2015). *Organizational Change and Development 10th Edition*. Cengage Learning, USA.
- Eisenberger, R., Huntington R., Hutchinson S., & Sowa D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, 71 (3), 500-507.
- Fowler, D., Weber, E., Klappa, S., & Miller, S. (2018) Replicating Future Orientation: Investigating the Constructs of Hope and Optimism and their Subscale through Replication and Expansion. *Personality and Individual Differences*, 116, 22-28.
- Ghasemzad, A., & Mohammadkhani, K. (2013). The Relationship between Perceived Organizational Support, Organizational Commitment, and Quality of Work Life and Productivity. *Australian Journal of Basic and Applied Sciencies*, 7 (8), 431-436.
- Gunawan, H. (2017, Mei 26). PT Hotel Indonesia Natour Laksanakan Transformasi Untuk Jadi Market Leader di Negeri Sendiri. Tersedia di <http://www.tribunnews.com/bisnis/2017/05/26/pt-hotel-indonesia-natour-laksanakan-transformasi-untuk-jadi-market-leader-di-negeri-sendiri>. diakses pada 15 Oktober 2017.
- Gurbuz, S., Turunc, O., & Celik, M. (2012). The Impact of Perceived Organizational Support on Work-Family Conflict: Does Role Overload Have A Mediating Role. *Economic and Industrial Democracy*, 34 (1), 145-160.
- Hans, A., Mubeen, S., Mishra, N., & Badi, A. (2015). A Study on Occupational Stress and Quality of Work Life (QWL) in Private Colleges of Oman (Muscat). *Global Business adn Management Research*, 7 (5), 55-68.

- Hapsari, R. (2013). Pengaruh Persepsi Dukungan Atasan, Keadilan Prosedural, dan Stabilitas Emosi terhadap Kualitas Kehidupan Kerja. Tesis. Program Magister Psikologi Profesi, Fakultas Psikologi, UGM. Yogyakarta.
- Haryokusumo, D. (2015) Pengaruh Dimensi Spiritualitas Tempat Kerja Pada Komitmen Organisasional Dengan Dukungan Organisasional Persepsian Sebagai Variable Pemoderasi. Tesis. Program Magister Sains Dan Doktor, FEB. UGM. Yogyakarta.
- Kaur, A. (2016) Quality of Work Life. *International Journal of Engineering Sciences and Computing*, 6 (7), 8305-8311.
- Karatepe, O. (2011). Perceived Organizational Support, Career Satisfaction, and Performance Outcomes. *International Journal of Contemporary Hospitality Management*, 24 (5), 735-752.
- Karatepe, O., & Karadas, G. (2014). The Effect of Psychological Capital on Conflicts in the Work-Family Interface, Turnover, and Absence Intentions. *International Journal of Hospitality Management*, 43, 132-143.
- Khandelwal, P., & Khanum, F. (2017) Psychological Capital: A Review of Current Trends. *The Indian Journal of Industrial Relations*, 53 (1)
- Kim K., Eisenberger R., & Baik K. (2016) Perceived Organizational Support and Affective Organizational Commitment: Moderating Influence of Perceived Organizational Competence. *Journal of Organizational Behavior*, 37, 558-583.
- Kim T., Karatepe O., Lee G., Lee S., Hur K., & Xijing C. (2017) Does Hotel Employees Quality Of Work Life Mediate The Effect Of Psychological Capital On Job Outcomes. *International Journal of Contemporary Hospitality Management*, 29 (6), 1638-1657.
- Koruca H., Stowasser S., Ozdemir G., Orhan H., & Aydemir E. (2011) Evaluation of Working Life Quality for A Textile Company in Turkey. *Gazi University Journal of Science*, 24 (1), 101-112.
- Kurtessis, J., Eisenberger, R., Ford, T., Buffardi, L., Stewart, K., & Adis, C. (2015). Perceived Organizational Support: A Meta-Analytic Evaluation of Organizational Support Theory. *Journal of Management*, 20 (2), 1-31.
- Lau, R.S.M. (2000) Quality of Work Life and Performance – An Ad Hoc Investigation of Two Key Elements in the Service Profit Chain Model. *International Journal of Service Industry Management*, 11 (5), 422-437.
- Lestari, N. (2015) Pengaruh Modal Psikologis dan Kepemimpinan Transformasional terhadap Kinerja BUMN dengan Kualitas Kehidupan Kerja sebagai Mediator. Tesis. Magister Psikologi Profesi. Universitas Gadjah Mada, Yogyakarta.
- Lin, Y. & Liu, N. (2016). High Performance Work Systems and Organizational Service Performance: The Roles of Different Organizational Climate, 55, 118-128.
- Lu, X., Xie, B., & Guo, Y. (2018). The Trickle-Down of Work Engagement from Leader to Follower: The Roles of Optimism and Self-Efficacy, 84, 186-196.

- Luthans, F., Avey, J., Avolio, B., Norman, S., & Combs, G. (2006) Psychological Capital Development: Toward A Micro-Intervention. *Journal of Organizational Behavior*, 27, 387-393
- Luthans F., Avolio J., Avey J., & Norman S. (2007). Positive Psychological Capital: Measurement and Relationship with Performance and Satisfaction. *Personnel Psychology*, 60, 541-572.
- Ningrum, D. (2018, Februari 1). Pertumbuhan Wisatawan Asing RI 20 Persen Berkat Bebas Visa, Lewati Capaian Dunia. *Merdeka*. Tersedia di: <https://www.merdeka.com/uang/pertumbuhan-wisatawan-asing-ri-20-persen-berkat-bebas-visa-lewati-capaian-dunia.html>. Diakses pada 13 Maret 2017
- Nafei, W. (2015) Meta Analysis of the Impact of Psychological Capital on Quality of Work Life and Organizational Citizenship Behavior: A Study on Sadat City University. *International Journal of Business Administration*, 6 (2), 42-59.
- Newman, A., Nielsen, I., Smyth, R., & Hooke, A. (2015). Examining the Relationship between Workplace Support and Life Satisfaction: The Mediating Role of Job Satisfaction. *Soc Indic Research*, 120, 769-781.
- Ng. C. & Sarris, A. (2009). Distinguishing Between the Effect of Perceived Organizational Support and Person-Organisation Fit on Work Outcomes. *The Australian and New Zealand Journal of Organisational Psychology*, 2, 1-9.
- Ni, C. & Wang, Y. (2015). The Impact of Perceived Organizational Support and Core Self Evaluation on Employee's Psychological Well Being. *Journal of Human Resource and Sustainability Studies*, 3, 73-81
- Nguyen T. & Nguyen T. (2012). Psychological Capital, Quality of Work Life, and Quality of Life of Marketers: Evidence from Vietnam. *Journal of Macromarketing*, 32 (1), 87-95.
- Paek, S., Schuckert, M., Kim, T., & Lee, G. (2015) Why is Hospitality Employees' Psychological Capital Important? The Effects of Psychological Capital on Work Engagement and Employee Morale. *International Journal of Hospitality Management*, 50, 9-26.
- Penny, W. & Joanne, C. (2013). Casino's Employee Perceptions of Their Quality of Work Life. *International Journal of Hospitality Management*, 24, 348-358.
- Pikiran Rakyat. (2017, September 28). 180 Event Mancanegara Disiapkan Demi Kejar Target 20 Juta Wisman ke Indonesia. Tersedia di: <http://www.pikiran-rakyat.com/wisata/2017/09/28/180-event-mancanegara-disiapkan-demi-kejar-target-20-juta-wisman-ke-indonesia> diakses pada 10 Oktober 2017.
- Rhoades L. & Eisenberger R. (2002). Perceived Organizational Support: A Review of the Literature. *Journal of Applied Psychology*, 87 (4), 698-714.
- Rozaini, R., Norailis, W. & Aida., B. (2015). Roles of Organizational Support in Quality of Work Life in Insurance Industry. *Journals of Economics, Business, and Management*, 3 (8).
- Said, I. (2017). Hotel Indonesia Group: Driving Transformation Trough Service Excellence (*materi seminar tidak diterbitkan*). Universitas Indonesia, Jakarta.
- Saputra, E. (2017, Mei 10). Menpar: Sektor Pariwisata Tumbuh Pesat dan Sumbang PDB Signifikan. *Jaringan Pemberitaan Pemerintah*. Tersedia di:

- <https://jpp.go.id/ekonomi/pariwisata/306029-men-ar-sektor-pariwisata-tumbuh-pesat-dan-sumbang-pdb-signifikan> . Diakses pada 04 April 2018.
- Sekretariat Kabinet Republik Indonesia (2017, Januari 6). Tahun 2017 Kita Genjot Sektor Pariwisata. Tersedia di: <http://setkab.go.id/tahun-2017-kita-genjot-sektor-pariwisata/>. Diakses pada 31 Januari 2018.
- Sinha C. (2012) Factors Affecting Quality of Work Life: Empirical Evidence from Indian Organizations. *Australian Journal of Business and Management*, 1 (11), 31-40.
- Sirgy M., Efraty D., Siegel P., & Lee D. (2001) A New Measure of Quality of Work Life (QWL) Based on Need Satisfaction and Spillover Theory. *Social Indicators Research*, 55, 241-302.
- Spencer, D. (2013). Promoting High Quality Work: Obstacles and Opportunities. *Journal of Business Ethics*. 114, 583-597.
- Statistik Kepariwisataan. (2016). Dinas Pariwisata Daerah Istimewa Yogyakarta. Tersedia di: <https://visitingjogja.com/downloads/Buku%20Statistik%20Kepariwisataan%20DIY%202016.pdf>
- Susanti, I. (2017, Agustus 17). Kontribusi Pertumbuhan Pariwisata di Sektor Ekonomi Terbesar dan Tercepat. *Sindonews*. Tersedia di: <https://ekbis.sindonews.com/read/1231216/34/kontribusi-pertumbuhan-pariwisata-di-sektor-ekonomi-terbesar-dan-tercepat-1502940648>. Diakses pada 31 Januari 2018.
- Swamy, D., Nanjundeswaraswamy, T., & Rashmi, S. (2015). Quality of Work Life: Scale Development and Validation. *International Journal of Caring Sciences*, 8 (2), 281-300.
- Wahyuni, S. & Boeditomo, P. Does Quality of Work Life Influence Competitiveness? A Comparison between Indonesia and Vietnam. *Global Business and Management Research: An International Journal*, 7 (1), 32-59.
- Yeo R. & Li J. (2013) In Pursuit Of Learning: Sensemaking The Quality Of Work Life. *European Journal of Training and Development*, 37 (2),136-160.