



DAFTAR PUSTAKA

- Afriansyah, J. Y. (2016, July 25). *Kompas*. Retrieved March 3, 2019, from <http://bisniskeuangan.kompas.com/read/2016/07/25/090000026/Ini.4.Cara.Me rawat.Karyawan.Berbakat>
- Anvari, R., JianFu, Z., & Chermahini, S. H. (2014). Effective Strategy for Solving Voluntary Turnover Problem among Employees. *Social and Behavioural Sciences*, 186-190.
- Artha, B. I. (2017). Peran Iklim Organisasi Terhadap Work Engagement Melalui Efikasi Diri Karyawan. *Fakultas Psikologi UGM: Skripsi*.
- Azwar, S. (2015). *Reliabilitas dan validitas*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Penyusunan skala psikologi*. Yogyakarta: Pustaka Belajar.
- Badan Pusat Statistik. (2017). *Hasil Pendataan Usaha/Perusahaan: Sensus Ekonomi 2016-Lanjutan*. Jakarta: Badan Pusat Statistik.
- Badan Pusat Statistik RI - Direktorat Pengembangan Metodologi Sensus dan Survei. (2015). *Pencarian berdasarkan kode: operator call center*. Retrieved from Sistem Pencarian Kode Klasifikasi Online: <http://spkonline.bps.go.id/spkonline/searchbycode.do>
- Bakker, A. B., & Demerouti, E. (2007). The Job Demands-Resources model: State of the art. *Journal of Managerial Psychology*, 309-328.
- Bakker, A. B., Killmer, C. H., Siegrist, J., & Schaufeli, W. B. (2000). Effort reward imbalance and burnout among nurses. *Journal of Advanced Nursing*, 884-891.
- Bakker, A. B., Zee, K. I., Lewig, K. A., & Dollard, M. F. (2006). The Relationship Between the Big Five Personality Factors and Burnout: A Study Among Volunteer Counselors. *The Journal of Social Psychology*, 31-50.
- Bakker, A., Schaufeli, W., Sixma, H., Bosveld, W., & Van Dierendonck, D. (2000). Patient demands, lack of reciprocity, and burnout: A Five year



longitudinal study among general practitioners. *Journal of Organizational Behaviour*, 425-441.

Bauwens, R., Audenaert, M., Huisman, J., & Decramer, A. (2019). Performance management fairness and burnout: implications for organizational citizenship behaviors. *Studies in Higher Education*, 584-698.

Bratt, M. M., Broot, M., Kelber, S., & Lostocco, L. (2000). Influence of stress and nursing leadership on job satisfaction of pediatric intensive care unit nurses. *American Journal of Care*, 307-317.

Burke, R., & Greenglass, E. (2001). The Measurement of Burnout: Investigation n the German version of the MBI. *Diagnostica*, 328-353.

Callaghan, G., & Thompson, P. (2002). 'We Recruit Attitude': The Selection and Shaping of Routine Call Center Labour. *Journal of Management Studies*, 232-254.

Chaudhary, R., Rangneka, S., & Barua, M. K. (2014). Organizational climate, climate strength and work engagement. *Procedia - Social and Behavioral Sciences* 133, 291-303.

D'Alleo, G., & Santangelo, A. (2011). Organizational Climate and burnout in call-center operators. *Procedia - Social and Behaviour Science* 30, 1608-1615.

Dean, A. M. (2007). The Impact of The Customer Orientation of Call Center Employees on Customers' Affective Commitment and Loyality. *Journal of Service Research*, 161-173.

Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. (2001). The Job Demands-Resources model of burnout. *Journal of Applied Psychology*, 499-512.

DeVellis, R. F. (2012). *Scale development*. Los Angeles: Sage.

Fernet, C., Gagne, M., Austin, & Stephanie. (2010). When does quality of relationships with coworkers predict burnout over time? The moderating role of work motivation. *Journal of Organizational Behavior*, 1163-1180.



- Giorgi, G., & Perez, F. F. (2015). Bullying among nurses and its relationship with burnout and organizational climate. *International Journal of Nursing Practice*, 1-10.
- Glisson, C., & James, L. R. (2002). The cross-level effects of culture and climate in human service teams. *Journal of Organizational Behavior*, 767-794.
- Hadi, S. (2015). *Statistik*. Yogyakarta: Pustaka Pelajar.
- Hakanen, J., Bakker, A., & Jokissari, M. (2011). A 35 year follow up study on burnout among Finnish employees. *Journal of Occupational Health Psychology*, 345-360.
- Karatepe, O. M., & Uludag, O. (2008). Role stress, burnout and their effects on frontline hotel employees' job performance: evidence from northern cyprus. *International Journal of Tourism Research*, 111-126.
- Leech, N. L., Barret, K. C., & Morgan, G. A. (2005). *SPSS for intermediate statistics: use and interpretation*. London: Lawrence Erlbaum Associates.
- Lurigio, A., & Skogan, W. G. (1994). Winning the hearts and minds of police officers: An assessment of staff perceptions of community policing in Chicago. *Crime and Delinquency*, 315-330.
- Maslach, C., & Jackson, S. E. (1981). The Measurement of Experienced Burnout. *Journal Of Occupational Behaviour*, 99-113.
- Maslach, C., & Leiter, M. P. (2008). Early Predictors of Job Burnout and Engagement. *Journal of Applied Psychology*, 498-512.
- Maslach, C., Jackson, S. E., & Leiter, M. (1996). MBI: The Maslach Burnout Inventory: Manual. *Consulting Psychologists Press*.
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job Burnout. *Annual Reviews Psychology*, 397-422.
- Moliner, C., Martinez-Tur, V., Ramos, J., Peiro, J. M., & Cropanzo, R. (2008). Organizational justice and extrarole customer service: The mediating role of well-being at work. *European Journal of Work Organizational Psychology*, 327-348.



- Portoghesi, I., Galletta, M., Coppola, R. C., Hinco, G., & Campagna, M. (2014). Burnout and workload among health care workers: The moderating role of job control. *Safety and Health at Work*, 152-157.
- Pritchard, R. D., & Karasick, B. W. (1973). The effects of organizational climate on managerial job performance and job satisfaction. *Organizational behavior and human performance*, 126-146.
- Rameshbabu, A., Reddy, D. M., & Fleming, R. (2013). Correlates of negative physical health in call center shift workers. *Applied Ergonomics*, 350-354.
- Rania, D. (2017, September 30). *Call Center Itu Ternyata Salah Satu Pekerjaan Paling Stres Sedunia. Beban Emosinya Luar Biasa*. Retrieved from hipwee: <https://www.hipwee.com/feature/call-center-itu-ternyata-salah-satu-pekerjaan-paling-stres-sedunia-beban-emosinya-luar-biasa/>
- Rehman, W. U., & Janjua, S. Y. (2015). Impact of burnout on employee's performance: an analysis of banking industry. *World Review of Entrepreneurship Management and Sust. Development*, 88-105.
- Rousseau, D. M. (1988). The construction of climate in organizational research. *International review of industrial and organizational psychology*, 139-158.
- Santrock, J. W. (2011). *Life-span development*. New York: McGraw-Hill.
- Schaible, L. M., & Gecas, V. (2010). The impact of emotional labor and value dissonance on burnout among police officers. *Police Quarterly*, 316-341.
- Schaufeli, W. B. (2003). *Professional Burnout Handbook of Work and Health Psychology*. Chichester: John Wiley and Sons Ltd.
- Schaufeli, W. B., & Bakker, A. B. (2004). Job demands, job resources, and their relationship with burnout and engagement: a multi-sample study. *Journal of Organizational Behavior*, 293-315.
- Schneider, B., & Reichers, A. E. (1983). On The Etiology of Climates. *Personnel Psychology*, 36.
- Schulz, M., Damkroger, A., Heins, C., Wehlitz, L., Lohr, M., Driessen, M., . . . Wingenfeld, K. (2009). Effort-reward imbalance and burnout among German



- nurses in medical compared with psychiatric hospital settings. *Journal of Psychiatric and Mental Health Nursing*, 225-233.
- Schwarzer, R. &. (1999). Teacher burnout from a social cognitive perspective: A theoretical position Paper. *International research and practice*, 238-246.
- Tarigan, S. (2008). Burnout Pada Karyawan Pusat Panggilan Ditinjau dari Persepsi Dukungan Organisasi dan Strategi Koping. *Fakultas Psikologi UGM: Tesis*.
- Taris, T. W., Stoffelsen, J., Bakker, A. B., Schaufeli, W. B., & Dierendonck, D. v. (2015). Job control and burnout across occupations. *Psychological Reports*, 955-961.
- The Occupational Information Network. (2018). *Find Occupations: O*net Online*. Retrieved from O*net Resource Center: <https://www.onetonline.org/link/summary/43-2011.00>
- Tresnati, R. (2007). “Call Center” sebagai Alat Komunikasi Pemasaran di Abad ke-21. *Mediator: Jurnal Komunikasi*, Vol 8, No 1.
- Tsai, C.-l. (2014). The organizational climate and employees' job satisfaction in the terminal operation context of kaohsiung port. *The Asian Journal of Shopping and Logistics*, 373-392.
- West, M. A., & Lyubovnikova, J. (2001). Organizational Climate. *International Encyclopedia of the Social & Behavioral Sciences*, 322-326.
- Xiaoming, Y., Ma, B. J., Chang, C., & Shieh, C.-J. (2014). Effects of Workload on Burnout and Turnover Intention of Medical Staff: A Study. *Ethno Med*, 229-237.
- Zhang, L.-f., You, L.-m., Liu, K., Zheng, J., Fang, J.-b., Lu, M.-m., . . . Bu, X.-q. (2014). The association of Chinese hospital work environment with nurse burnout, job satisfaction, and intention to leave. *Nurse Outlook*, 128-137.
- Zou, K. H., Tuncali, K., & Silverman, S. G. (2003). Correlation and simple linear regression. *Radiology*, 617-622.