



UNIVERSITAS  
GADJAH MADA

PENGARUH KUALITAS KEHIDUPAN KERJA TERHADAP EXIT, VOICE, LOYALTY DAN NEGLECT  
(MODEL EVLN) DENGAN  
KETERIKATAN KERJA SEBAGAI PEMEDIASIAN STUDI PADA HOTEL AGAS INTERNATIONAL  
SURAKARTA

AHYANI LUTHFIANA S. C. Budi Santoso, Dr., M.Bus

Universitas Gadjah Mada, 2021 | Diunduh dari <http://etd.repository.ugm.ac.id/>

## DAFTAR PUSTAKA

- Abdullah, N. K., Lukman, N., Rashid, R. S. A., Yusof, Y. H. M., dan Annuar, M. (2018). Quality of working life among nurses at a general hospital in malaysia. *Advance in Economics, Business and Management Research (AEBMR)*, Vol. 46, pp. 338-345.
- Agus, A., dan Selvaraj, R. (2020). The mediating role of employee commitment in the relationship between quality of work life and the intention to stay. *Employee Relation: The International Journal*, Vol.42, No.6, pp. 0142-5455.
- Ann, S., dan Blum, S. C. (2018). Motivating senior employes in the hospitality industry. *International Journal of Contemporary Hospitality Management*, Vol. 32, No. 1, pp. 324-346.
- Badan Pusat Statistik Kota Surakarta. (2019). *Banyaknya Hotel dan Jumlah Kamar Menurut Klasifikasi di Kota Surakarta*. Badan Pusat Statistik Kota Surakarta.
- Badan Pusat Statistik. (2019). *Keadaan Angkatan Kerja di Indonesia*. Badan Pusat Statistik.
- Bakker, A. B. dan Demerouti, E. (2008). Towards a model of work engagement. *Current Directions in Psychological Science*, Vol. 13, No. 3, pp. 209-223.
- Bakker, M. P., dan Leiter, A. B. (2010). Work Engagement: Introduction. Diakses pada 01 November 2020 pada [https://books.google.co.id/books?hl=en&lr=&id=IZJ5AgAAQBAJ&oi=fnd&pg=PA1&dq=work+engagement:+introduction&ots=N0MB2Gof4R&sig=cFzSUtQqpTA83laKKJaum9RB3g&redir\\_esc=y#v=onepage&q=work%20engagement%3A%20introduction&f=false](https://books.google.co.id/books?hl=en&lr=&id=IZJ5AgAAQBAJ&oi=fnd&pg=PA1&dq=work+engagement:+introduction&ots=N0MB2Gof4R&sig=cFzSUtQqpTA83laKKJaum9RB3g&redir_esc=y#v=onepage&q=work%20engagement%3A%20introduction&f=false).
- Baldwin, R., dan Mauro, B. W. (2020). *Mitigating The Covid Economic Crisis: Act Fast and Do Whatever It Takes*. London: CEPR Press.
- Baron, R. M., dan Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: conceptual, strategies, and statistical considerations. *Journal of Personality and Social Psychology*, Vol. 51, No. 6, pp. 1173-1182.
- Bavik, Ali. (2020). A systematic review of the servnt leadership literature in management and hospitality. *International Journal of Contemporary Hospitality Management*, Vol. 32, No. 1, pp. 347-382.
- Bellou, V. (2009). Matching individuals and organizations: evidence from the greek public sector. *Employee Relations*, Vol. 31, No. 5, pp. 455-470.
- Brochado, A., Rita, P., dan Gameiro, C. (2015). Exploring backpackers' perceptions of the hostel service quality. *International Journal of Contemporary*, Vol. 27, No. 8, pp. 1839-1855.
- Cascio, W. F. (2006). *Human Resources: Productivity, Quality of Work Life, Profits, 6<sup>th</sup> Edition*. New York: McGraw-Hill Companies.
- Chang, C., Chiu, C. M., dan Chen, C. A. (2010). The effect of tqm practices on employee satisfaction and loyalty in government. *Total Quality Management and Business Excellence*, Vol. 21, No. 12, pp. 1299-1314.



- Cohen, J. (1992). *Statistical Power Analysis*. Cambridge University Press, Vol. 1, No. 3, pp. 98-101.
- Daud, N. (2010). Investigating the relationship between quality of work life and organizational commitment amongst employees in malaysian firms. *International Journal of Business and Management*, Vol. 5, No. 10, pp. 75-82.
- Deloitte Indonesia Perspectives. (2019). Generasi Milenial dalam Industri 4.0: Berkah Bagi Sumber Daya Manusia Indonesia atau Ancaman?. Deloitte Indonesia Perspectives.
- Dinas Kepemudaan Olahraga dan Pariwisata Jawa Tengah. (2019). *Neraca Satelit Pariwisata Daerah (NESPARD) Jawa Tengah*. Diakses pada 03 November 2020 pada <https://disporapar.jatengprov.go.id/content/files/NESPARD%20JATENG%202019.pdf>.
- Dinas Kepemudaan Olahraga dan Pariwisata Jawa Tengah (2018). *Buku Saku 2018*. Diakses pada 03 November 2020 pada <http://disporapar.jatengprov.go.id/content/files/Buku%20Saku%202018.pdf>.
- Efraty, D., dan Sirgy, M. J. (1990). The effect of quality of working life (qwl) on employee behavioral responses. *Social indicators research*, Vol. 22, No. 1, pp. 31-47.
- Efraty, D., Sirgy, M. J., dan Claiborne, C. B. (1991). The effect of personal alienation on organizational identification: a quality-of-work-life model. *Journal of Business and Psychology*, Vol. 6, No. 1, pp. 57-78.
- Gillies, D. A. (1994). *Nursing Management: A System Approach 3<sup>rd</sup> Edition*. W.B. Saunders Company.
- Gokhale, M. (2015). Work-related quality of life and work engagement of college teachers. *Annamalai International Journal of Business Studies and Research*, Vol. 1, No. 30, pp. 60-63.
- Golkar, H. (2013). The relationship between qwl and job satisfaction: a survey of human resource managers in iran. *Interdisciplinary Journal of Contemporary Research in Business*, Vol. 5, No. 8, pp. 215-224.
- Guzeller, C. O., dan Celiker, N. (2019). Examining the relationship between organizational commitment and turnover intention via a meta-analysis. *International Journal of Culture, Tourism and Hospitality Research*, pp. 1-20.
- Hair, J. F., Hult, G.T., Ringle, C. M., dan Sarstedt, M. (2014). *A primer on partial least squares structural equation modeling*. Los Angeles: Sage.
- Hannon, K. (2017). *Great Jobs for Everyone 50+, Updated Edition: Finding Work That Keeps You Happy and Healthy and Pays the Bills*. New York: John Wiley and Sons.
- Hagedoorn, M., Van Yperen, N., Van De Vliert, E., dan Buuk, B. P. (1999). Employees reactions to problematic events: a circumplex structure of five categories of responses, and the role of job satisfaction. *Journal of Organizational Behavior*, Vol. 20, No.3, pp. 309-321.



- Jackson, N. M. (2017). *Older workers bring unique benefits to the workplace*. The Atlantic. Diakses pada 12 November 2020 di <https://www.theatlantic.com/health/archive/2013/05/how-happiness-changes-with-age/276274/>
- Kanten, S., dan Sadullah, O. (2012). An empirical research on relationship quality of work life and work engagement. *Social and Behavioral Sciences*, Vol. 62, pp. 360-366.
- Karatepe, O. M., dan Karadas, G. (2015). Do psychological capital and work engagement foster frontline employee' satisfaction?: a study in the hostel industry. *International Journal of Contemporary*, Vol. 27, No. 6, pp. 1254-1278.
- Karatepe, O. M., dan Olugbade, O. A. (2009). The effects of job and personal resources on hotel employees' work engagement. *International Jounal of Hospitality Management*, Vol. 29, No. 4, pp. 504-512.
- Khan, W. A. (1990). Psychological condition of personal engagement and disengagement at work. *Academy of Management Journal*, Vol.33, pp. 692-724.
- Kickul, J., Lester, S., dan Belgio, E. (2004). Attitudinal and behavioral outcomes of psychological contract breach a cross cultural comparison of the united states and hong kong chinese. *International Journal of Cross Cultural Management*, Vol. 4, No. 2, pp. 229-252.
- Kock, N. (2018). *WarpPLS 6.0 User Manual Version 6.0*. Laredo, Texas: ScriptWarp Systems.
- Lake, C. J., Highhouse, S. dan Shrift, A. G. (2018). Validation of the job-hopping motives scale. *Journal of Career Assessment*, Vol. 26, No. 3, pp. 531-548.
- Lau, R., dan May, B. E. (1998). A win-win paradigm for quality of work life and business performance. *Human Resource Development*, Vol. 9, No. 3, pp. 211-226.
- Lee, J., Back, K. J., dan Chan, E. S. W. (2015). Quality of work life and job satisfaction among frontline hotel employees. *International Journal of Contemporary Hospitality Management*, Vol. 27, No. 5, pp. 768-789.
- Lee, S., dan Ravichandran, S. (2019). Impact of employees' job control perceptions on their work-related responses in the hospitality industry. *International Journal of Contemporary Hospitality Management*, Vol. 31, No.7, pp. 2720-2738.
- Lehtinen, T. A. (2013). Quality of working life and engagement in an evolving hospitality subsector: the case of hostel. *Master of Thesis*. Instituto Universitario de Lisboa.
- Luthans, F. (2006). *Organizational Behavior 9<sup>th</sup> Edition*. New York: McGraw-Hill Companies.
- Mondy, R. W. (2008). *Human Resource Management*. New Jersey: Pearson Education.
- Mosadeghrad, A. M. (2013). Quality of working life an antecedent to employee turnover intention. *International Journal of Health Policy and Management*, Vol. 1, No. 1, pp. 49-58.



- Wilkinson, A., Sun, J. M. J., dan Mowbray, P. K. (2020). Employee voice in the asia pacific. *Asia Pasific Journal of Human Resources*, Vol. 58, No. 4, pp. 471-484.
- Naus, F., Iterson, A. V., Roe, R. A. (2007). Organizational cynicism: extending the exit, voice, loyalty, and neglect model of employees' responses to adverse conditions in the workplace. *Human Relations*, Vol. 60, No. 5, pp. 683-718.
- Nayak, T., dan Sahoo, C. K. (2015). Quality of work life and organizational performance: the mediating role of employee commitment. *Journal of Health Management*, Vol. 17, No. 3, pp. 263-273.
- Paek, S., Schuckert, M., Kim, T. T., dan 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*, Vol. 50, pp. 9-26.
- Penny, W. Y. K., dan Joanne, C. S. H. (2013). Casino employees' perceptions of their quality of work life. *International Journal of Hospitality Management*, Vol. 34, pp. 348-358.
- Presbitero, A. (2017). How changes in human resource management practices influence employee engagement? A longitudinal study in a hotel chain in the philipines. *Journal of Human Resources in Hospitality and Tourism*, Vol. 16, No.1, pp. 56-70.
- Ram, P., dan Gantasala, V. P. (2011). The role of employee engagement in work-related outcomes. *Interdisciplinary Journal of Research in Business*, Vol. 1, No. 3, pp. 47-61.
- Rice, C. (2015). *What are the keys to engaging employees?*. Diakses pada 10 November 2020 pada <http://www.workforce.com/articles/20103-what-are-the-keys-to-engaging-employees>.
- Robbins, S. P., dan Judge, T. A. (2013). *Organizational Behavior 15<sup>th</sup> Edition*. New Jersey: Pearson Education.
- Robinson, S. L., dan Rousseau, D. M. (1994). Violating the psychological contract: not the exception but the norm. *Journal of Organizational Behavior*, Vol. 15, No. 3, pp. 245-259.
- Rusbult, C., Farrell, D., Rogers, G., dan Mainous, A. (1998). Impact of exchange variables on exit, voice, loyalty, and neglect: an integrative model of responses to declining job satisfaction. *Academy of Management Journal*, Vol. 31, No. 3, pp. 599-627.
- Ryan, G. M. (1995). Theoretical basis for the QWL concept (esprit project 8162. Working paper. University of Siena.
- Schaufeli, W. B. (2012). Work engagement. What do we know and where do we go? Work engagement in everyday life, business, and academia. *Romanian Journal of Applied Psychology*, Vol. 14, No. 1, pp. 3-10.
- Schaufeli, W. B. dan Bakker, A. B. (2004). Job demands, job resources, and their relationship with burnout and engagement: a multi-sample study. *Journal of Organizational Behavior*, Vol. 25, No.3, pp. 293-315.



UNIVERSITAS  
GADJAH MADA

PENGARUH KUALITAS KEHIDUPAN KERJA TERHADAP EXIT, VOICE, LOYALTY DAN NEGLECT  
(MODEL EVLN) DENGAN  
KETERIKATAN KERJA SEBAGAI PEMEDIASIAN STUDI PADA HOTEL AGAS INTERNATIONAL  
SURAKARTA

AHYANI LUTHFIANA S. C. Budi Santoso, Dr., M.Bus

Universitas Gadjah Mada, 2021 | Diunduh dari <http://etd.repository.ugm.ac.id/>

- Schaufeli, W. B., Bakker, A. B., dan Salanova, M. (2006). The measurement of work engagement with a short questionnaire a cross-national study. *Educational and Psychological Measurement*, Vol. 66, No.4, pp. 701-716.
- Schaufeli, W. B., Salanova, M., Gonzalez-Roma, V. dan Bakker, A. B. (2002). The measurement of engagement and burnout: a two sample confirmatory factor analytic approach. *Journal of Happiness Studies*, Vol. 3, No.1, pp. 71-92.
- Schiemann, W. A. (2011). *Alignment Capability Engagement*. Jakarta: PPM Manajemen.
- Schindler, P. S. (2019). *Business Research Methods 13<sup>th</sup>*. New York: McGraw Hill Education.
- Sheridan, K. (2015). *What exactly is employee engagement?*. Diakses pada 8 November 2020 di <http://www.workforce.com/articles/21450-what-exactly-is-employee-engagement>.
- Sholihin, M., dan Ratmono, D. (2013). *Analisis SEM-PLS dengan WarpPLS 3.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis*. Yogyakarta: Andi Offset.
- Si, S., dan Li, Y. (2012). Human resource management practices on exit, voice, loyalty, and neglect: organizational commitment as a mediator. *The International Journal of Human Resource Management*, Vol. 29, No.3, pp. 1705-1716.
- Sirgy, M. J., Efraty, D. S. P., dan Dong-Jin, L. (2001). A new measure of quality of work life (qwl) based on need satisfaction and spillover theories. *Social Indicators Research*, Vol. 55, No. 3, pp. 241-302.
- Spencer, D. G. (1986). Employee voice and employee retention. *Academy of Management Journal*, Vol. 29, No. 3, pp. 488-502.
- Stamolampros, P., Korfiatis, N., Chalvatzis, K., dan Buhalis, D. (2019). Job satisfaction and employee turnover determinants in high contact services: insights from employees' online reviews. *Tourism Management*, Vol. 75, pp. 130-147.
- Trisnaningtyas, F. (2020). *Gara-gara Pandemi Covid-19, 12 Hotel Berbintang di Solo Sempat Ditutup*. Diakses pada 01 November 2020 pada <https://www.solopos.com/gara-gara-pandemi-covid-19-12-hotel-berbintang-di-solo-sempat-ditutup-1063904>.
- Turnley, W. H., dan Feldman, D. C. (1999). The impact of psychological contractviolations on exit, voice, loyalty, and neglect. *Human Relations*, Vol. 52, No. 7, pp. 895-922.
- Wahlberg, T. A., Ramalho, N., Brochado, A. (2017). Quality of working life and engagement in hostels. *Tourism Review*, Vol. 72, No. 4, pp. 411-428.
- Walton, R. E. (1973). Quality of work life: what is it?. *Sloan Management Review*, Vol.15, No.1, pp. 11-21.
- Werther, W., dan Davis, K. (1983). *Administracao de pesonal e recursos humanos: a qualidade de vidano trabalho*. Sao Paulo: McGraw-Hill.
- Withey, M. J., dan Cooper, W. H. (1989). Predicting exit, voice, loyalty, and neglect. *Administrative Science Quarterly*, Vol. 34, No. 4, pp. 521-539.



UNIVERSITAS  
GADJAH MADA

PENGARUH KUALITAS KEHIDUPAN KERJA TERHADAP EXIT, VOICE, LOYALTY DAN NEGLECT  
(MODEL EVLN) DENGAN  
KETERIKATAN KERJA SEBAGAI PEMEDIASIAN STUDI PADA HOTEL AGAS INTERNATIONAL  
SURAKARTA

AHYANI LUTHFIANA S, C. Budi Santoso, Dr., M.Bus

Universitas Gadjah Mada, 2021 | Diunduh dari <http://etd.repository.ugm.ac.id/>

World Health Organization. (2020). *Coronavirus Disease 2019 (Covid-19)*. World Health Organization.

Yeh, C. M. (2013). Tourism involvement, work engagement and job satisfaction among frontline hotel employees. *Annals of Tourism Research*, Vol. 42, pp. 214-239.

Zopiatis, A., Constanti, P., dan Theocharous, A. L. (2014). Job involvement, commitment, satisfaction and turnover: evidence from hotel employees in cyprus. *Tourism Management*, Vol. 41, pp. 129-140.