

## DAFTAR PUSTAKA

- Arokiasamy ARA. 2019. *Exploring the internal factors affecting job satisfaction in the fast food industry in Malaysia*. International Journal of Advanced and Applied Sciences, 6(11): 11-20.
- Avolio, B. J., & Bass, B. M. 1995. *Individual consideration viewed at multiple levels of analysis: A multi-level framework for examining the diffusion of transformational leadership*. The Leadership Quarterly, 6(2), 199–218. [https://doi.org/10.1016/1048-9843\(95\)90035-7](https://doi.org/10.1016/1048-9843(95)90035-7).
- Avolio, B. J., & Yammarino, F.J. 2002. *Transformational and Charismatic Leadership: The Road Ahead*, Elsevier Science, Oxford.
- Bakker, A. B., & Demerouti, E. 2007. *The job demands-resources model: State of the art*. Journal of Managerial Psychology, 22(3), 309e328. <https://doi.org/10.1108/02683940710733115>.
- Bakker, A. B., & Demerouti, E. 2008. *Towards a model of work engagement*. Career Development International, 13(3), 209e223. <https://doi.org/10.1108/13620430810870476>.
- Baron, R. M., & Kenny, D. A. 1986. *The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations*. Journal of Personality and Social Psychology, 51(6), 1173e1182.
- Bass, B. M. 1990. *From transactional to transformational leadership: Learning to share the vision*. Organizational Dynamics, 18(3), 19e31. [https://doi.org/10.1016/0090-2616\(90\)90061-S](https://doi.org/10.1016/0090-2616(90)90061-S).
- Bass, B. M. and Avolio. 1997. “Does The Transactional-Transformational Leadership Paradigm Transcend Organizational and National Boundaries?”. Journal American Psychologist, 52: 130-139.
- Bass, B. M. 1999. *Two Decades of Research and Development in Transformational Leadership*. European Journal of Work and Organizational Psychology, 8, 1, 9-32.
- Blau, P. M. 1964. *Exchange and power in social life*. New York: Wiley.
- Boamah, S. A., & Laschinger, H. K. S. 2015. *Engaging new nurses: The role of psychological capital and workplace empowerment*. Journal of Research in Nursing, 20(4), 265e277. <https://doi.org/10.1177/1744987114527302>.
- Boamah, S. A., Laschinger, H. K. S., Wong, C., & Clarke, S. 2018. *Effect of transformational leadership on job satisfaction and patient safety outcomes*. Nursing Outlook. <https://doi.org/10.1016/j.outlook.2017.10.004>.
- Buila, Isabel, Martinez, Eva, Matutec, Jorge. 2019. *Transformational leadership and employee performance: The role of identification, engagement and proactive personality*. International Journal of Hospitality Management 77 (2019) 64–75.
- Burns, J. M. 1978. *Leadership*. New York. Harper & Row.
- Castro, C. B., Perinan, M. M. V., & Bueno, J. C. C. 2008. *Transformational leadership and followers' attitudes: the mediating role of psychological*

- empowerment*. The International Journal of Human Resource Management, Vol. 19 No. 10.
- Christian, Michael & Garza, Adela & Slaughter, Jerel. 2011. *Work Engagement: A Quantitative Review and Test of Its Relations with Task and Contextual Performance*. Personnel Psychology. 64. 89-136. 10.1111/j.1744-6570.2010.01203.x.
- Cook, K. S., Cheshire, C., Rice, E. R. W., & Nakagawa, S. 2013. *Social exchange theory*. In J. DeLamater, & A. Ward (Eds.), Handbook of social psychology (pp. 61e88). [https://doi.org/10.1007/978-94-007-6772-0\\_3](https://doi.org/10.1007/978-94-007-6772-0_3).
- Cook, Sarah, & Macaulay, Steve. 1997. *Perfect Empowerment*. Jakarta: PT. Elex Media Komputindo.
- Cropanzano, R., & Mitchell, M. S. 2005. *Social exchange theory: An interdisciplinary review*. Journal of Management, 31, 874-900.
- Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. 2001. *The job-demands-resources model of burnout*. Journal of Applied Psychology, 86(3), 499e512. <https://doi.org/10.1037/0021-9010.86.3.499>.
- Dieffendorf, M.J., Brown, J. D., Kamin, M.A., and Lord, G. R. 2002. *Examining The roles of Job involvement and Work Centrality in predicting organizational citizenship behaviours and job performance*. Journal of Organizational Behavior, 23, 93-108.
- Evelyn dan Elegwa. 2015. *The effects of transformational leadership on employee engagement: A survey of civil service in Kenya, Issues in Business Management and Economic Vol.3 (2), pp.9-16*.
- Evellyn dan Hazel. 2015. *The effects of transformational leadership on employee engagement: The Mediating Role of Employee Engagement, Journal Impact Factor (2015): 7.9270 (Calculated by GISI)*.
- García-Sierra, R., & Fernández-Castro, J. 2018. *Relationships between leadership, structural empowerment and engagement in nurses*. Journal of Advanced Nursing. doi:10.1111/jan.13805.
- Gonzalez-Roma, V., Schaufeli, W. B., Bakker, A. B., & Lloret, S. 2006. *Burnout and work engagement: Independent factors or opposite poles?* Journal of Vocational Behavior, 68, 165-174.
- Gözükara, İzlem & Şimşek, Ömer. 2015. *Linking Transformational Leadership to Work Engagement and the Mediator Effect of Job Autonomy: A Study in a Turkish Private Non-Profit University*. Procedia-Social and Behavioral Sciences. 195. 963-971. 10.1016/j.sbspro.2015.06.274.
- Greco, P., Laschinger, H. K. S., & Wong, C. A. 2006. *Leader empowering behaviours, staff nurse empowerment and work engagement/burnout*. Canadian Journal of Nursing Leadership, 19(4), 41e56. <https://doi.org/10.12927/cjnl.2006.18599>.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. 2010. *Multivariate data analysis (7<sup>th</sup> ed.)*. Pearson.
- Hakanen, Jari & Schaufeli, Wilmar & Ahola, Kirsi. 2008. *The Job Demands-Resources Model: A three-year cross-lagged study of burnout, depression, commitment, and work engagement*. Work and Stress. 22. 10.1080/02678370802379432.

- Hayati, D., Charkhabi, M. & Naami, A. 2014. *The relationship between transformational leadership and work engagement in governmental hospitals nurses: a survey study*. SpringerPlus 3, 25, <https://doi.org/10.1186/2193-1801-3-25>.
- Hollander, E. P. 2006. *Influence Processes in Leadership-Followership: Inclusion and the Idiosyncrasy Credit Model*. In D. A Hantula (Ed.), *Advances in social & organizational psychology: A tribute to Ralph Rosnow* (p. 293–312). Lawrence Erlbaum Associates Publishers.
- Hughes, David & Lee, Allan & Tian, Amy & Newman, Alexander & Legood, Alison. 2018. *Leadership, creativity, and innovation: A critical review and practical recommendations*. The Leadership Quarterly. 29. 10.1016/j.leaqua.2018.03.001.
- Hui, Li & Nazir, Sajjad & Wang, Qun & Asadullah, Muhammad Ali & Zeb, Khaqan & Shafi, Amina. 2019. *Influence of Transformational Leadership on Employees' Innovative Work Behavior in Sustainable Organizations: Test of Mediation and Moderation Processes*. Sustainability. 11. 1594.
- Jin, M. H., & McDonald, B. 2016. *Understanding Employee Engagement in the Public Sector: The Role of Immediate Supervisor, Perceived Organizational Support, and Learning Opportunities*. *The American Review of Public Administration*, 47(8), 881–897. doi:10.1177/0275074016643817.
- Jones, Gareth R, & George, Jennifer M. 2015. *Essential of Contemporary Management*. Singapore: McGraw Hills.
- Judge, T. A., & Piccolo, R. F. 2004. *Transformational and Transactional Leadership: A Meta-Analytic Test of Their Relative Validity*. *Journal of Applied Psychology*, 89(5), 755–768. <https://doi.org/10.1037/0021-9010.89.5.755>
- Kahn, W. A. 1990. *Psychological conditions of personal engagement and disengagement at work*. *Academy of Management Journal*, 33, 692–724.
- Kanter, R. M. 1977. *Men and Women of the Corporation*. Basic Books, New York, NY.
- Kanter, R. M. 1993. *Men and Women of the Corporation*, 2<sup>nd</sup> edn. Basic Books. New York, NY.
- Keller, T. and Dansereau, F. 1995. ‘*Leadership and empowerment: a social exchange perspective*’, *Human Relations*, Vol. 48 No. 2, pp. 127-46.
- Larkin, S., & McFarland, D. 1978. *The cost of changing from one activity to another*. *Animal Behaviour*, 26(4), 1237–1246. [https://doi.org/10.1016/0003-3472\(78\)90114-8](https://doi.org/10.1016/0003-3472(78)90114-8).
- Laschinger, H. K. S. 2008. *Effect of empowerment on professional practice environments, work satisfaction, and patient care quality: Further testing the nursing worklife model*. *Journal of Nursing Care Quality*, 23(4), 322e330. <https://doi.org/10.1097/01.NCQ.0000318028.67910.6b>.
- Laschinger, H. K. S., & Finegan, J. 2005. *Empowering nurses for work engagement and health in hospital settings*. *The Journal of Nursing Administration*, 35(10), 439e449.
- Laschinger, H. K. S., Finegan, J., Shamian, J., & Wilk, P. 2001. *Impact of structural and psychological empowerment on job strain in nursing work settings:*

- Expanding Kanter's model*. The Journal of Nursing Administration, 31(5), 260e272.
- Laschinger, H. K. S., Leiter, M. P., Day, A., & Gilin, D. 2009. *Workplace empowerment, incivility, and burnout: Impact on staff nurse recruitment and retention outcomes*. Journal of Nursing Management, 17(3), 302e311. <https://doi.org/10.1111/j.1365-2834.2009.00999.x>.
- Laschinger, H. K. S., Sabiston, J. A., & Kutszcher, L. 1997. *Empowerment and staff nurse decision involvement in nursing work environments: Testing Kanter's theory of structural power in organizations*. Research in Nursing & Health, <https://doi.org/10.1002>.
- Laschinger, H. K. S., Wilk, P., Cho, J., & Greco, P. 2009. *Empowerment, engagement and perceived effectiveness in nursing work environments: Does experience matter?* Journal of Nursing Management, 17(5), 636e646. <https://doi.org/10.1111/j.1365-2834.2008.00907.x>.
- Long, Sang, Choi & Thean, Lee & Wan Ismail, Wan Khairuzzaman & Jusoh, Ahmad. 2012. *Leadership Styles and Employees' Turnover Intention: Exploratory Study of Academic Staff in a Malaysian College*. World Applied Sciences Journal. 19. 575-581. 10.5829/idosi.wasj.2012.19.04.155.
- Luthans, Fred. 2006. *Perilaku Organisasi*. Edisi Sepuluh. Yogyakarta: Andi.
- Macey, W. H., & Schneider, B. 2006. *Employee experiences and customer satisfaction: Toward a framework for survey design with a focus on service climate*. In A. I. Kraut (Ed.), *Getting action from organizational surveys* (pp. 53–75). San Francisco: Jossey-Bass.
- McFarland, L. J., Senn, L. E., & Childress, J. R. 1993. *21<sup>st</sup> century leadership: Dialogues with 100 top leaders*. New York: Leadership Press.
- Monje-Amor, Ariadna, Vazquez, Jose Pablo Abeal, Faina, Jose Andreas. 2020. *Transformational leadership and work engagement: Exploring the mediating role of structural empowerment*. European Management Journal 38 (2020) 169-178. <https://doi.org/10.1016/j.emj.2019.06.007>.
- Monje-Amor, Ariadna, Xanthopolou, Despoina, Calvo, Nuria, Vázquez, José Pablo Abeal. 2021. *Structural empowerment, psychological empowerment, and work engagement: A cross-country study*. European Management Journal.
- Mozammel, Soleman, & Haan, Perry. 2016. *Transformational leadership and employee engagement in the banking sector in Bangladesh*. Journal of Developing Areas, Tennessee State University, College of Business, vol. 50(6), pages 43-55, Special I.
- Nielsen, Karina & Randall, Raymond & Yarker, Jo & Brenner, Sten-Olof. 2008. *The effects of transformational leadership on followers' perceived work characteristics and psychological well-being: A longitudinal study*. Work and Stress - WORK STRESS. 22. 16-32. 10.1080/02678370801979430.
- Nikolova, Irina, Schaufeli, Wilmar, Notelaers, Guy. 2019. *Engaging leader ~ Engaged employees? A cross-lagged study on employee engagement*. European Management Journal 37.
- Nurlia, Nurlia. 2019. *Pengaruh Struktur Organisasi terhadap Pengukuran Kualitas Pelayanan*. Meraja Journal, vol. 2, no. 2, 12 Jun. 2019, pp. 51-66, doi:10.33080/mrj.v2i2.38.



- Papalexandris, N., Galanaki, E. 2009. *Leadership's impact on employee engagement: differences among entrepreneurs and professional CEOs*. Leadership & Organization Journal. Vol 30 No. 4, Pp.365-385.
- Pfiffner, J. P. 1980. *Political appointees and career executives: The democracy-bureaucracy nexus in the third century*. Public Administration Review, 47, 57-65.
- Podsakoff, P. M., MacKenzie, S. B., Moorman, R. H., & Fetter, R. 1990. *Transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors*. The Leadership Quarterly, 1(2), 107e142. [https://doi.org/10.1016/1048-9843\(90\)90009-7](https://doi.org/10.1016/1048-9843(90)90009-7).
- Prihutami, N. D., Hubeis, M., & Puspitawati, H. 2015. *Strategi Human Capital Group Department dalam Mengembangkan Keterikatan Karyawan (Employee Engagement) (Studi Kasus: Unit Operasional PT Bumitama Gunajaya Agro)*. Jurnal Aplikasi Manajemen, 13 (4), 634 – 642.
- Puspita, M. D. 2012. *Hubungan Antara Dukungan Sosial dan Makna Kerja sebagai Panggilan (Calling) dengan Keterikatan Kerja*. Calyptra: Journal Ilmiah Mahasiswa Universitas Surabaya, 1(1), 1–17.
- Rafferty, A. E., & Griffin, M. A. 2004. *Dimensions of transformational leadership: Conceptual and empirical extensions*. The Leadership Quarterly, 15(3), 329e354. <https://doi.org/10.1016/j.leaqua.2004.02.009>.
- Rafia, Retno, Sudiro, Achmad, Sunaryo. 2020. *The effect of transformational leadership on employee performance mediated by job satisfaction and employee engagement*. International Journal of Business, Economics and Law, Vol. 21, Issue 5 (April) ISSN 2289-1552.
- Rayton, B., & Yalabik, Z. 2014. *Work engagement, psychological contract breach and job satisfaction*. International Journal of Human Resource Management. <https://doi.org/10.1080/09585192.2013.876440>.
- Rich, Bruce & Lepine, Jeffrey & Crawford, Eean. 2010. *Job Engagement: Antecedents and Effects on Job Performance*. Academy of Management Journal. 53. 617-635. 10.5465/AMJ.2010.51468988.
- Robbins, Stephen P. dan Judge, Timothy A., 2009. *Organizational Behavior*. 13<sup>th</sup> Edition. Pearson Education, Inc., Upper Saddle River, New Jersey.
- Robinson, Viviane & Hohepa, Margie & Lloyd, Claire. 2009. *School Leadership and Student Outcomes: Identifying What Works and Why Best Evidence Synthesis Iteration (BES)*.
- Şahin, D. R., Çubuk, D., & Uslu, T. 2014. *The Effect of Organizational Support , Transformational Leadership, Personnel Empowerment, Work Engagement, Performance and Demographical Variables on the Factors of Psychological Capital The Effect of Organizational Support, Transformational Leadership*. Emerging Markets Journal, 3(3), 0–17.
- Salanova, M., & Schaufeli, W. B. 2008. *A cross-national study of work engagement as a mediator between job resources and proactive behaviour*. International Journal of Human Resource Management, 19(1), 116e131. <https://doi.org/10.1080/09585190701763982>.
- Salanova M., Lorente L, Chambel MJ, Martínez IM. 2011. *Linking transformational leadership to nurses' extra-role performance: the*

- mediating role of self-efficacy and work engagement.* J Adv Nurs. doi: 10.1111/j.1365-2648.2011.05652.x.
- Saks, A. M. 2006. *Antecedents and consequences of employee engagement.* *Journal of Managerial Psychology.* <https://doi.org/10.1108/02683940610690169>.
- Schaufeli, W. B., & Bakker, A. B. 2010. *Defining and measuring work engagement: Bringing clarity to the concept.* In *Work engagement: A handbook of essential theory and research* (pp. 10e24). New York: Psychology Press.
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. 2006. *The measurement of work engagement with a short questionnaire: A cross-national study.* *Educational and Psychological Measurement*, 66(4), 701e716. <https://doi.org/10.1177/0013164405282471>.
- Schaufeli, W. B., & Salanova, M. 2010. *How to improve work engagement? In S. L. Albrecht (Ed.), Handbook of employee engagement.* Perspectives, issues, research and practice (pp. 399e415). Northampton, MA: Edward Elgar.
- Schaufeli, W.B., Salanova, M., Gonzalez-Roma, V., & Bakker, A.B. 2002. *The measurement of engagement and burnout: A two sample confirmatory factor analytic approach.* *Journal of Happiness Studies*, 3, 71e92. <https://doi.org/10.1023/A:1015630930326>.
- Sekaran, U. and Bougie, R. 2016. *Research Methods for Business: A Skill Building Approach*, 6th ed. New Jersey: John Wiley & Sons.
- Shuck, M. B. 2011. *Four emerging perspectives of employee engagement: An integrative literature review.* *Human Resource Development Review*, 10, 304-328.
- Solikhah, Umar. 2020. *Masa Depan Sektor Pelayanan Publik Pemerintah.* Kompas Gramedia, 6 Januari.
- Soleman, Aminah. 2011. *Analisis Beban Kerja Ditinjau Dari Faktor Usia Dengan Pendekatan Recommended Weight Limit (Studi Kasus Mahasiswa Unpatti Poka).* *Jurnal Arika*, Vol. 05 No. 02. ISSN:1978-1105.
- Song, J. H., Kolb, J. A., Hee Lee, U., & Kyoung Kim, H. 2012. *Role of transformational leadership in effective organizational knowledge creation practices: Mediating effects of employees' work engagement.* *Human Resource Development Quarterly*, 23(1), 65e101. <https://doi.org/10.1002/hrdq.21120>.
- Sonnentag, S., Dormann, C., & Demerouti, E. 2010. *Not all days are created equal: The concept of state work engagement.* In *Work engagement: A handbook of essential theory and research* (pp. 25e38). New York, NY, US: Psychology Press.
- Sun, Rusi & Wang, Weijie. 2016. *Transformational leadership, employee turnover intention, and actual voluntary turnover in public organizations.* *Public Management Review*. 1-18. 10.1080/14719037.2016.1257063.
- Thompson, P. A. 2008. *Key challenges facing American nurse leaders.* *Journal of Nursing Management*, 16(8), 912-914. doi:10.1111/j.1365-2834.2008.00951.x
- Tim Penyusun. 2020. *Laporan Evaluasi Karyawan 2020.* Jakarta: BPJS Ketenagakerjaan.

- Tims, M., Bakker, A. B., & Derks, D. 2012. *The development and validation of the job crafting scale. Journal of Vocational Behavior*, 80(2), 173e186. <https://doi.org/10.1016/j.jvb.2011.05.009>.
- Tims, M., Bakker, A. B., & Xanthopoulou, D. 2011. *Do transformational leaders enhance their followers' daily work engagement? The Leadership Quarterly*, 22, 121e131. <https://doi.org/10.1016/j.leaqua.2010.12.011>.
- Wong, C. A., & Laschinger, H. K. S. 2012. *Authentic leadership, performance, and job satisfaction: The mediating role of empowerment. Journal of Advanced Nursing*. <https://doi.org/10.1111/j.1365-2648.2012.06089.x>.
- Xanthopoulou, D., & Bakker, A. B. 2013. *State work engagement: The significance of within-person fluctuations. In A. B. Bakker, & K. Daniels (Eds.), A day in the life of a happy worker (pp. 25e40)*. New York, NY: Psychology Press.
- 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, 183e200. <https://doi.org/10.1348/096317908X285633>.
- Xanthopoulou, D., Bakker, A. B., Heuven, E., Demerouti, E., & Schaufeli, W. B. 2008. *Working in the sky: A diary study on work engagement among flight attendants. Journal of Occupational Health Psychology*, 13(4), 345e356. <https://doi.org/10.1037/1076-8998.13.4.345>.
- Yammarino, F. 2013. *Leadership: Past, present, and future. Journal of Leadership & Organizational Studies*, 20(2), 149–155. <https://doi.org/10.1177/1548051812471559/>
- Yukl, G. A. 1981. *Leadership in organizations*. Englewood Cliffs, N. J.: Prentice-Hall.
- Zhu, W., Avolio, B. J., & Walumbwa, F. O. 2009. *Moderating role of follower characteristics with transformational leadership and follower work engagement. Group & Organization Management*, 34(5), 590e619. <https://doi.org/10.1177/1059601108331242>.