

DAFTAR PUSTAKA

- Ahmad, A., Ambad, S. N. A., Syed Mohd, S. J. A. N., & Lajuni, N. (2021). The Moderation Effect of Job Tenure on Psychological Empowerment and Employee Performance in Malaysia Public Sector. *International Journal of Academic Research in Business and Social Sciences*, 11(4), 780–796. <https://doi.org/10.6007/ijarbss/v11-i4/9733>
- Al-Asoufi, B. B., & Akhorshaideh, A. O. (2017). The Impact of Employee Empowerment on the Success of Organizational Change: A Study in Privatized Enterprises in Jordan. *Journal of Public Administration and Governance*, 7(1). <https://doi.org/10.5296/jpag.v7i1.10849>
- Al Halbusi, H., Tehseen, S., & Ramayah, & T. (2017). The Impact of Organizational Justice on the Ethical Leadership under the Moderating Influence of Perceived Support: A Conceptual Study. *Malaysian Journal of Business and Economics*, 4(1), 2289–8018.
- Alcover, C. M., Chambel, M. J., Fernández, J. J., & Rodríguez, F. (2018). Perceived organizational support-burnout-satisfaction relationship in workers with disabilities: The moderation of family support. *Scandinavian Journal of Psychology*, 59(4), 451–461. <https://doi.org/10.1111/sjop.12448>
- AlKahtani, N. S., Iqbal, S., Sohail, M., Sheraz, F., Jahan, S., Anwar, B., & Haider, S. A. (2021). Impact of employee empowerment on organizational commitment through job satisfaction in four and five stars hotel industry. *Management Science Letters*, October, 813–822. <https://doi.org/10.5267/j.msl.2020.10.022>
- Alkasim, M. A., & Prahara, S. A. (2019). Perceived Organizational Support dengan Employee Engagement pada Karyawan. *Psikoislamedia Jurnal Psikologi*, 4, 185–194.
- Alonso, M. L., Garcia-Ael, C., & Topa, G. (2023). A meta-analysis of psychological empowerment: Antecedents, organizational outcomes, and moderating variables. *Current Psychology*. <https://doi.org/10.1007/s12144-023-04369-8>

- Amundsen, S., & Martinsen, Ø. L. (2015). Linking Empowering Leadership to Job Satisfaction, Work Effort, and Creativity: The Role of Self-Leadership and Psychological Empowerment. *Journal of Leadership and Organizational Studies*, 22(3), 304–323. <https://doi.org/10.1177/1548051814565819>
- Anusha, & Raman. (2017). EMPLOYEE ENGAGEMENT-A LITERATURE REVIEW. *International Journal in Management and Social Science*, 5(3), 218–227.
- Asif, M., Qing, M., Hwang, J., & Shi, H. (2019). Ethical leadership, affective commitment, work engagement, and creativity: Testing a multiple mediation approach. *Sustainability (Switzerland)*, 11(16). <https://doi.org/10.3390/su11164489>
- Asri, D. H. (2020). Pengaruh employee empowerment terhadap employee performance dengan employee engagement sebagai mediasi. *Rekaman*. 4(2), 231–237. <http://ojs.jurnalrekaman.com/index.php/rekaman/article/view/57>
- Badan Pusat Statistik. (2023). Jumlah dan Persentase Penduduk Bekerja dan Pengangguran 2020-2021. <https://www.bps.go.id/indicator/6/1953/2/jumlah-dan-persentase-penduduk-bekerja-dan-pengangguran.html>
- Bal, P. M., de Cooman, R., & Mol, S. T. (2013). Dynamics of psychological contracts with work engagement and turnover intention: The influence of organizational tenure. *European Journal of Work and Organizational Psychology*, 22(1), 107–122. <https://doi.org/10.1080/1359432X.2011.626198>
- Bala, M., & Verma, D. (2018). A Critical Review of Digital. *International Journal of Management*, 8(10), 321–339. https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3545505
- Bansal, R. (2020). CUSTOMER ENGAGEMENT – A LITERATURE REVIEW. *October 2016*.
- Budiastuti, D., & Bandur, A. (2018). Metode Penelitian Pendidikan Matematika. In *Validitas dan Reliabilitas Penelitian*. Mitra Wacana Media.
- Budriene, D., & Diskiene, D. (2020). Employee Engagement: Types, Levels and Relationship With Practice of Hrm. *Malaysian E Commerce Journal*, 4(2), 42–47. <https://doi.org/10.26480/mecj.02.2020.42.47>

- Caesens, G., Stinglhamber, F., Demoulin, S., & De Wilde, M. (2017). Perceived organizational support and employees' well-being: the mediating role of organizational dehumanization. *European Journal of Work and Organizational Psychology, 26*(4), 527–540.
<https://doi.org/10.1080/1359432X.2017.1319817>
- Chaffey, D., & Chadwick-Ellis, F. (2016). *Digital Marketing: Strategy, Implementation and Practice*. Pearson. www.pearson.com/uk
- Chanana, N., & Sangeeta. (2021). Employee engagement practices during COVID-19 lockdown. *Journal of Public Affairs, 21*(4).
<https://doi.org/10.1002/pa.2508>
- Chaudhary, V., Mohanty, S., Malik, P., Apsara Saleth Mary, A., Pai Maroor, J., & Nomani, M. Z. M. (2021). Factors affecting virtual employee engagement in India during Covid-19. *Materials Today: Proceedings, 51*(July 2021), 571–575. <https://doi.org/10.1016/j.matpr.2021.05.685>
- Choi, H., & Chiu, W. (2017). Influence of the perceived organizational support, job satisfaction, and career commitment on football referees' turnover intention. *Journal of Physical Education and Sport, 17*(3), 955–959.
<https://doi.org/10.7752/jpes.2017.s3146>
- DAHOU, K., & HACINI, I. (2018). Successful Employee Empowerment: Major Determinants in the Jordanian Context. *Eurasian Journal of Business and Economics, 11*(21), 49–68. <https://doi.org/10.17015/ejbe.2018.021.03>
- Dai, K., & Qin, X. (2016). Perceived Organizational Support and Employee Engagement: Based on the Research of Organizational Identification and Organizational Justice. *Open Journal of Social Sciences, 04*(12), 46–57.
<https://doi.org/10.4236/jss.2016.412005>
- Dale Carnegie. (2017, 13 December). Hanya 25 persen Millennials yang Setia Kepada Perusahaan. <https://www.dalecarnegie.id/sumberdaya/media/media-coverage/hanya-25-persen-millennials-yang-setia-kepada-perusahaan>.
- Diah, Y. M., & Cahyadi, A. (2020). *Improving Organizational Performance Through Job Satisfaction Based on Employee Empowerment*. 142(Seabc 2019), 148–153. <https://doi.org/10.2991/aebmr.k.200520.025>

- BILAL, H., KHAN, A. A., AHMAD, K., & SHAH. S. N. U. (2021). The Impact of Employee Engagement on Task Performance. *Journal of Business & Tourism*, 4(2), 123–129. <https://doi.org/10.34260/jbt.v4i2.166>
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of perceived organizational support. *Journal of Applied Psychology*, 86(1), 42–51. <https://doi.org/10.1037/0021-9010.86.1.42>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Percieve Organisational Support. *Journal of Applied Psychology*, 71(3), 500–507.
- Eisenberger, R., Rhoades Shanock, L., & Wen, X. (2020). Perceived Organizational Support: Why Caring about Employees Counts. *Annual Review of Organizational Psychology and Organizational Behavior*, 7, 101–124. <https://doi.org/10.1146/annurev-orgpsych-012119-044917>
- Elmawan, A. R., & Putera, V. S. (2022). Pengaruh Resiliensi dan Perceived Organizational Support terhadap Work Engagement pada Tenaga Kerja Lapangan LSM AOD. *Psychology Science*, 2(3), 721–730.
- Fauzy, A. (2019). Metode Sampling. In *Molecules*. Universitas Terbuka. <http://doi.org/10.1155/2015/420723>
- Francis, R. S., & Alagas, E. N. (2019). *Hotel Employees' Psychological Empowerment Influence on Their Organizational Citizenship Behavior Towards Their Job Performance*. January, 284–304. <https://doi.org/10.4018/978-1-7998-1474-0.ch016>
- Ganji, S. F. G., Johnson, L. W., Sorkhan, V. B., & Banejad, B. (2021). The effect of employee empowerment, organizational support, and ethical climate on turnover intention: The mediating role of job satisfaction. *Iranian Journal of Management Studies*, 14(2), 311–329. <https://doi.org/10.22059/IJMS.2020.302333.674066>
- Garson, G. D. (2012). Testing statistical assumptions: Blue Book Series. *Asheboro: Statistical Associate Publishing*, 1–54.
- Ghozali, I. (2011). Aplikasi Analisis Multivariate dengan Program IMB SPSS 19. Badan Penerbit Undip.

- Golafshani, N. (2003). Understanding and Validity in Qualitative Research. *The Qualitative Report*, 8(4), 597–607.
<https://doi.org/10.17763/haer.62.3.8323320856251826>
- Han, X., Chen, S., & Chen, B. (2022). From employee engagement to customer engagement: A multilevel dual-path model of engagement spillover effects in service ecosystem. *Journal of Retailing and Consumer Services*, 64.
<https://doi.org/10.1016/j.jretconser.2021.102815>
- Hanaysha, J. (2016). Examining the Effects of Employee Empowerment, Teamwork, and Employee Training on Organizational Commitment. *Procedia - Social and Behavioral Sciences*, 229, 298–306.
<https://doi.org/10.1016/j.sbspro.2016.07.140>
- Handoyo, A., & Setiawan, R. (2017). Pengaruh Employee Engagement Terhadap Kinerja Karyawan Pada Pt. Tirta Rejeki Dewata. *Agora*, 5(1), 1–8.
- Haryanto, A. T. (2023, 22 February). Jumlah Pengguna Internet RI Tembus 212,9 Juta di Awal 2023. Detik.com. <https://inet.detik.com/telecommunication/d-6582738/jumlah-pengguna-internet-ri-tembus-2129-juta-di-awal-2023>
- Hastuti, S. (2022). Pengukuran Level Keterikatan Karyawan (Employee Engagement) Dengan Q12 Gallup Pada Pt. Xt. *Saraq Opat: Jurnal Administrasi Publik*, 4(1), 54–70.
<https://doi.org/10.55542/saraqopat.v4i1.182>
- Hieu, V. M. (2020). EMPLOYEE EMPOWERMENT AND EMPOWERING LEADERSHIP: A LITERATURE REVIEW. *Technium Social Sciences Journal*, 2(7), 20–28.
- Hieu, V. M., Pham, &, & Cham, T. (2020). Examining the Impact of the Employee Motivation to the Organizational Commitment in General Insurance Corporations in Ho Customer satisfaction and service quality in the banking industry (Agribank) in Ho Chi Minh City. *International Journal of Psychosocial Rehabilitation*, 24.
<https://doi.org/10.37200/IJPR/V24I7/PR270821>

- Hilfina, & Putra, M. S. (2023). PENGARUH PERCEIVED ORGANIZATIONAL SUPPORT DAN ORGANIZATIONAL EMPOWERMENT TERHADAP EMPLOYEE WELL-BEING DAN EMPLOYEE. *E-JURNAL EKONOMI DAN BISNIS UNIVERSITAS UDAYANA*, 12(05), 943–956.
- Iqbal, K. M. J., Khalid, F., & Barykin, S. Y. (2021). Hybrid workplace: The future of work. *Handbook of Research on Future Opportunities for Technology Management Education*, September, 28–48. <https://doi.org/10.4018/978-1-7998-8327-2.ch003>
- Irawati, T., Mashita, R., & Alfizar, N. (2021). Studi Komparatif Tingkat Employee Engagement Berdasarkan Masa Kerja Pada Guru. *Psikobuletin: Buletin Ilmiah Psikologi*, 2(1), 53. <https://doi.org/10.24014/pib.v2i1.11832>
- Janie, D. N. A. (2012). Statistik Deskriptif & regresi Linier Berganda dengan SPSS. Semarang: Semarang University Press.
- Jaya, L. H., Ariyanto, E. (2021). The effect of Vigor, Dedication, and Absorption on the Employee Performance of PT Garuda Indonesia Cargo. *European Journal of Business and Management Research*, 6(4), 311-316.
- Kahn, W. A. (1990). Psychological Conditions of Personal Engagement and Disengagement at Work. *Academy of Management*, 33(4), 692–724.
- Kang, M., & Sung, M. (2017). How symmetrical employee communication leads to employee engagement and positive employee communication behaviors: The mediation of employee-organization relationships. *Journal of Communication Management*, 21(1), 82–102. <https://doi.org/10.1108/JCOM-04-2016-0026>
- Karatepe, O. M., Yavas, U., Babakus, E., & Deitz, G. D. (2018). The effects of organizational and personal resources on stress, engagement, and job outcomes. *International Journal of Hospitality Management*, 74, 147–161. <https://doi.org/10.1016/j.ijhm.2018.04.005>
- Karim, M. M., Choudhury, M. M., & Latif, W. Bin. (2019). Dampak Pelatihan dan Pengembangan terhadap Kinerja Karyawan: Analisis Data Kuantitatif. *Noble International Journal of Business and Management Research*, 03(02), 25–33.

- Kerlinger, F. N. (1990.) *Asas-asas Penelitian Behavioral*. Yogyakarta: Gadjah Mada University Press.
- Khan, S. (1997). *The key to being a leader company: Empowerment*. 20(1), 44 – 50.
- Koser, M., Rasool, S. F., & Samma, M. (2018). High Performance Work System is the Accelerator of the Best Fit and Integrated HR-Practices to Achieve the Goal of Productivity: A Case of Textile Sector in Pakistan Mouna. *Global Management Journal for Academic & Corporate Studies*, 8(1), 10–21.
- Kulikowski, K., & Sedlak, P. (2020). Can you buy work engagement? The relationship between pay, fringe benefits, financial bonuses and work engagement. *Current Psychology*, 39(1), 343–353.
<https://doi.org/10.1007/s12144-017-9768-4>
- Kumar, N., Liu, Z., & Jin, Y. (2022). Evaluation of Employee Empowerment on Taking Charge Behaviour: An Application of Perceived Organizational Support as a Moderator. *Psychology Research and Behavior Management*, 15, 1055–1066. <https://doi.org/10.2147/PRBM.S355326>
- Kumar, V., & Pansari, A. (2015). Competitive Advantage through Engagement. *Journal of Marketing Research*, 0–51.
- Kurtessis, J. N., Eisenberger, R., Ford, M. T., Buffardi, L. C., Stewart, K. A., & Adis, C. S. (2017). Perceived Organizational Support: A Meta-Analytic Evaluation of Organizational Support Theory. *Journal of Management*, 43(6), 1854–1884. <https://doi.org/10.1177/0149206315575554>
- Kusumastuti, A., Khoiron, A. M., & Achmadi, T. A. (2020). *Metode Penelitian Kuantitatif*. Yogyakarta: Deepublish
- Kwon, K., & Kim, T. (2020). An integrative literature review of employee engagement and innovative behavior: Revisiting the JD-R model. *Human Resource Management Review*, 30(2), 100704.
<https://doi.org/10.1016/j.hrmr.2019.100704>
- Le, P. B., & Lei, H. (2019). Determinants of innovation capability: the roles of transformational leadership, knowledge sharing and perceived organizational support. *Journal of Knowledge Management*, 23(3), 527–547.
<https://doi.org/10.1108/JKM-09-2018-0568>

- Li, J. (Justin), Bonn, M. A., & Ye, B. H. (2019). Hotel employee's artificial intelligence and robotics awareness and its impact on turnover intention: The moderating roles of perceived organizational support and competitive psychological climate. *Tourism Management*, 73, 172–181.
<https://doi.org/10.1016/j.tourman.2019.02.006>
- Malasari, E. P. (2020). Pengaruh Employee Engagement terhadap Work-Life Balance saat Melaksanakan Work from Home. *Buletin Riset Psikologi Dan Kesehatan Mental (BRPKM)*, 2(1), 212–219.
- Mangku, D. G. S., Yuliantini, N. P. R., & Hartana. (2022). PENGEMBANGAN USAHA UMKM DI MASA PANDEMI MELALUI OPTIMALISASI DIGITAL MARKETING DI KABUPATEN BULELENG. *Jurnal Pendidikan Kewarganegaraan Undiksha*, 10(3), 1–12.
- Manivannan, S. K., & Sanchita, Y. R. M. (2020). Factors influencing employee engagement in educational organization. *International Journal of Psychosocial Rehabilitation*, 24(6), 1569–1574.
- Marin-Garcia, J. A., & Bonavia, T. (2021). Empowerment and employee well-being: A mediation analysis study. *International Journal of Environmental Research and Public Health*, 18(11). <https://doi.org/10.3390/ijerph18115822>
- Mazzei, A., Butera, A., & Quarantino, L. (2019). Employee communication for engaging workplaces. *Journal of Business Strategy*, 40(6), 23–32.
<https://doi.org/10.1108/JBS-03-2019-0053>
- McArthur, E., Kubacki, K., Pang, B., & Alcaraz, C. (2017). The Employers' View of "Work-Ready" Graduates: A Study of Advertisements for Marketing Jobs in Australia. *Journal of Marketing Education*, 39(2), 82–93.
<https://doi.org/10.1177/0273475317712766>
- Menguc, B., Auh, S., Yeniaras, V., & Katsikeas, C. S. (2017). The role of climate : Implications for service employee engagement and customer service performance. *Journal of the Academy of Marketing Science*, 45(3), 428–451.
- Meswantri, M., & Awaludin, A. (2018). Determinant of Employee Engagement and its Implications on Employee Performance. *International Review of Management and Marketing*, 8(3), 36–44.

- Moletsane, M., Tefera, O., & Migiro, S. (2019). The relationship between employee engagement and organisational productivity of sugar industry in South Africa: the employees' perspective. *African Journal of Business and Economic Research*, 14(1), 113–134. <https://doi.org/10.31920/1750-4562/2019/v14n1a6>
- Monje Amor, A., Abeal Vázquez, J. P., & Faíña, J. A. (2020). Transformational leadership and work engagement: Exploring the mediating role of structural empowerment. *European Management Journal*, 38(1), 169–178. <https://doi.org/10.1016/j.emj.2019.06.007>
- Motyka, B. (2018). Employee engagement and performance: a systematic literature review. *International Journal of Management and Economics*, 54(3), 227–244. <https://doi.org/10.2478/ijme-2018-0018>
- Ngwa, W. T., Adeleke, B. S., Agbaeze, E. K., Ghasi, N. C., & Imhanrenialena, B. O. (2019). Effect of reward system on employee performance among selected manufacturing firms in the litoral region of Cameroon. *Academy of Strategic Management Journal*, 18(3).
- Nurcholis, G., & Budi, W. (2020). *The Impact of Organizational Culture and Perceived Organizational Support on Employee Engagement*. January. <https://doi.org/10.2991/assehr.k.200120.050>
- Osborne, J. W., & Waters, E. (2003). Four assumptions of multiple regression that researchers should always test. *Practical Assessment, Research and Evaluation*, 8(2).
- Pendell, R., & Helm, S. V. (2022, 11 November). Generation Disconnect: Data on GenZ in the Workplace. Gallup. <https://www.gallup.com/workplace/404693/generation-disconnected-data-gen-workplace.aspx>
- Pendell, R. (2022, 14 June). The World's \$7.8 Trillion Workplace Problem. Gallup. <https://www.gallup.com/workplace/393497/world-trillion-workplace-problem.aspx>.
- Pradhan, R. K., & Jena, L. K. (2017). Employee Performance at Workplace: Conceptual Model and Empirical Validation. *Business Perspectives and Research*, 5(1), 69–85. <https://doi.org/10.1177/2278533716671630>

- Pratiwi, P. E., Asih, G. Y., & Sari, D. P. (2021). Penggunaan Strength untuk Meningkatkan Engagement dan Kinerja Karyawan. *PHILANTHROPY: Journal of Psychology*, 5(1), 175.
<https://doi.org/10.26623/philanthropy.v5i1.3240>
- Prawiyogi, A. G., Sadiyah, T. L., Purwanugraha, A., & Elisa, P. N. (2021). Penggunaan Media Big Book untuk Menumbuhkan Minat Membaca di Sekolah Dasar. *Jurnal Basicedu*, 5(1), 446–452.
<https://doi.org/10.31004/basicedu.v5i1.787>
- Priadana, S., & Sunarsi, D. (2021). *Metode Penelitian Kuantitatif*. Pascal Books.
- Putra Tampi, P., Diana Nabella, S., & Sari, D. P. (2022). The Influence of Information Technology Users, Employee Empowerment, and Work Culture on Employee Performance at the Ministry of Law and Human Rights Regional Office of Riau Islands. *Enrichment: Journal of Management*, 12(2), 1620–1628.
- Qin, Q., Wen, B., Ling, Q., Zhou, S., Tong, M. (2014). How and when the effect of ethical leadership occurs? A multilevel analysis in the Chinese hospitality industry. *International Journal of Contemporary Hospitality Management*, 26(6), 974-1001.
- Rahman, A., Björk, P., & Ravald, A. (2020). Exploring the effects of service provider's organizational support and empowerment on employee engagement and well-being. *Cogent Business and Management*, 7(1).
<https://doi.org/10.1080/23311975.2020.1767329>
- Rahmawati, A. (2022). Analisis Faktor-Faktor Yang Mempengaruhi Engagement Tenaga Pendidik Pada Program Studi Manajemen Pemasaran Politeknik Negeri Jakarta. *Jurnal Valuasi: Jurnal Ilmiah Ilmu Manajemen Dan Kewirausahaan*, 2(1), 208–222. <https://doi.org/10.46306/vls.v2i1.92>
- Ramadhan, N., & Sembiring, J. (2017). Pengaruh Employee Engagement Terhadap Kinerja Karyawan Di Human Capital Center Pt. Telekomunikasi Indonesia, Tbk. *Jurnal Manajemen Indonesia*, 14(1), 47.
<https://doi.org/10.25124/jmi.v14i1.351>

- Rangkuti, A. A., & Wahyuni, L. D. (2017). Analisis Data Penelitian Kuantitatif Berbasis Classical Test Theory dan Item Response Theory (Rasch Model). Fakultas Pendidikan Psikologi Universitas Negeri Jakarta.
- Raosoft Inc. (2004). RaoSoft® sample size calculator.
<http://www.raosoft.com/samplesize.html>
- Rasool, S. F., Wang, M., Tang, M., Saeed, A., & Iqbal, J. (2021). How toxic workplace environment effects the employee engagement: The mediating role of organizational support and employee wellbeing. *International Journal of Environmental Research and Public Health*, 18(5), 1–17.
<https://doi.org/10.3390/ijerph18052294>
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714.
<https://doi.org/10.1037/0021-9010.87.4.698>
- Riyanto, S., & Adhitama, J. (2020). Maintaining Employee Engagement and Employee Performance during Covid-19 Pandemic at PT Koexim Mandiri Finance. *Quest Journals Journal of Research in Business and Management*, 8(3), 6–10. www.questjournals.org
- Riyanto, S., Endri, E., & Herlisha, N. (2021). Effect of work motivation and job satisfaction on employee performance: Mediating role of employee engagement. *Problems and Perspectives in Management*, 19(3), 162–174.
[https://doi.org/10.21511/ppm.19\(3\).2021.14](https://doi.org/10.21511/ppm.19(3).2021.14)
- Roller, W. K. (1999). Measuring Empowerment: The Perception of Empowerment Instrument (PEI). *The Pfeiffer Annual*.
- Rossides, N. (2022). Engaging the Workforce. *Engaging the Workforce*.
<https://doi.org/10.4324/9781003272571>
- Ryan, D. (2014). *Understanding Digital Marketing*. Kogan Page Limited.
- Sadovaya, V. V., & Korchagina, G. I. (2016). Psychological model of a person dedicated to his profession. *International Journal of Environmental and Science Education*, 11(8), 2047–2057.
<https://doi.org/10.12973/ijese.2016.577a>

- Sahni, J. (2019). Role of Quality of work life in determining employee engagement and organizational commitment in telecom industry. *International Journal for Quality Research*, 13(2), 285–300. <https://doi.org/10.24874/IJQR13.02-03>
- Said, M. Y. S. dan M. (2019). Konsep dan Strategi Pemasaran. In *Analisis Standar Pelayanan Minimal Pada Instalasi Rawat Jalan di RSUD Kota Semarang* (Vol. 3).
- Sari, N. K. (2019). Pengaruh Persepsi Dukungan Organisasi dan Keadilan Organisasi Terhadap Kepuasan Kerja. *Psikoborneo: Jurnal Ilmiah Psikologi*, 7(1), 120–128. <https://doi.org/10.30872/psikoborneo.v7i1.4714>
- 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*, 25(3), 293–315. <https://doi.org/10.1002/job.248>
- SCHAUFELI, W. B., SALANOVA, M., A, V. G.-R. ´, & BAKKER, A. B. (2002). THE MEASUREMENT OF ENGAGEMENT AND BURNOUT: A TWO SAMPLE CONFIRMATORY FACTOR ANALYTIC APPROACH. *Journal of Happiness Studies*, 3, 71–92. <https://doi.org/10.1103/PhysRevE.63.021114>
- Selvi, M. S., & Maheswari, G. S. (2020). Effects of Employee Empowerment on Organizational Success. *Journal of Xi'an University of Architecture & Technology*, 12(3), 2018-2025.
- Sendawula, K., Nakyejwe Kimuli, S., Bananuka, J., & Najjemba Muganga, G. (2018). Training, employee engagement and employee performance: Evidence from Uganda's health sector. *Cogent Business and Management*, 5(1), 1–12. <https://doi.org/10.1080/23311975.2018.1470891>
- Shih, C. (2022, 11 August). Keeping Hybrid Employees Engaged. Harvard Business Review. <https://hbr.org/2022/08/keeping-hybrid-employees-engaged>
- Siska, W. A., Aprilizayanti, P., David, J., Khairal, and T. M., & Abdullah. (2022). Pengaruh Work-life Balance dan Flexible Working Arrangement terhadap Job Performance dengan Dimediasi oleh Employee Engagement. *Jurnal Ilmiah Akuntansi Dan Keuangan*, 5(22), 932–947.

- Srie Intan Maisyuri, R., & Ariyanto, E. (2021). the Affect of Vigor, Dedication and Absorption on the Employee Performance At Pt. Mandiri Utama Finance. *Dinasti International Journal of Management Science*, 2(4), 689–702. <https://doi.org/10.31933/dijms.v2i4.819>
- Srivastava, S., & Madan, P. (2016). Understanding the Roles of Organizational Identification, Trust and Corporate Ethical Values in Employee Engagement–Organizational Citizenship Behaviour Relationship: A Study on Indian Managers. *Management and Labour Studies*, 41(4), 314–330. <https://doi.org/10.1177/0258042X16676675>
- Suhermin, S. (2022). Empowerment as a Mediation of Organizational Support. *Wiga : Jurnal Penelitian Ilmu Ekonomi*, 12(4), 324–337. <https://doi.org/10.30741/wiga.v12i4.915>
- Sugiyono. (2010). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta
- Sugiyono. (2013). Metode Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: Alfabeta CV
- Sujarweni, V. W., & Utami, L. R. (2019). The Master Book Of SPSS. Yogyakarta: STARTUP.
- Sun, L. (2019). Perceived Organizational Support: A Literature Review. *International Journal of Human Resource Studies*, 9(3), 155. <https://doi.org/10.5296/ijhrs.v9i3.15102>
- Sun, L., & Bunchapattanasakda, C. (2019). Employee Engagement: A Literature Review. *International Journal of Human Resource Studies*, 9(1), 63. <https://doi.org/10.5296/ijhrs.v9i1.14167>
- Sunarsi, D., Arifin, Y., Narimawati, U., Mulyani, S. R., & Kadarisman, S. (2022). THE EFFECT OF HUMAN RESOURCE PLANNING AND KNOWLEDGE. *Oeconomia Copernicana*, 13(2), 1185–1197. <https://doi.org/04.3618/oeco.584788>
- Sungkono, J., & Nugrahaningsih, T. K. (2017). Simulasi Dampak Multikolinearitas Pada Kondisi Penyimpangan Asumsi Normalitas. *Magistra*, XXIX(101), 45–50.

- Supatmi, M. E., Nimram, U., & Utami, H. N. (2012). Pengaruh Pelatihan, Kompensasi terhadap Kepuasan Kerja Karyawan dan Kinerja Karyawan. *Jurnal Profit*, 7(1), 25–37.
- Syahputra, W., Yundianto, D., & Indrawardhana, E. (2022). Instrument validation of perceived organizational support (POS) indonesian version: A rasch model analysis. *Psikoislamika : Jurnal Psikologi Dan Psikologi Islam*, 19(2), 423–436. <https://doi.org/10.18860/psikoislamika.v19i2.15985>
- Umulkulsum, D., & Suaji, R. A. D. A. (2020). A new decade for social changes. *Technium Social Sciences Journal*, 7, 312–320.
- Unaradjan. (2019). Metode Penelitian Kuantitatif. Jakarta: Grafindo
- Veleva, S. S., & Tsvetanova, A. I. (2020). Characteristics of the digital marketing advantages and disadvantages. *IOP Conference Series: Materials Science and Engineering*, 940(1). <https://doi.org/10.1088/1757-899X/940/1/012065>
- Verma, J. P., & Abdel-Salam, A.-S. G. (2019). Testing Statistical Assumptions in Research. *John Wiley & Sons*.
- Wahab, F. K., Umaroh, S. K., Mariskha, S. eka, & Purwaningrum, evi K. (2018). Pengaruh Perceived Organizational Support terhadap Employee Engagement pada Karyawan. *Jurnal Ilmu Psikologi*, 6(1), 162–172.
- Wen, J., Huang, S. (Sam), & Hou, P. (2019). Emotional intelligence, emotional labor, perceived organizational support, and job satisfaction: A moderated mediation model. *International Journal of Hospitality Management*, 81(July 2017), 120–130. <https://doi.org/10.1016/j.ijhm.2019.01.009>
- Widana, W., & Muliani, P. L. (2020). Uji Persyaratan Analisis. In *Klik Media*.
- Widarnandana, I. G. D. (2019). Penyusunan Skala Work Engagement Pada Pegawai di Indonesia. *Jurnal Psikologi MANDALA*, 3(1), 15–27.
- Widyastuti, A. R., & Subroto, A. S. (2021). Komitmen Organisasi Ditinjau Dari Empowerment Pada Karyawan Bagian Produksi Pt . Jamu Jago Semarang. *Jurnal IMAGE*, 01(2), 37–47.
- World Economic Forum. (2022, Mei 24). These are the world's most in-demand professions. <https://www.weforum.org/agenda/2022/05/most-in-demand-professions-list-2022>.

- Zaraket, W., Garios, R., & Malek, L. A. (2018). The Impact of Employee Empowerment on the Organizational Commitment. *International Journal of Human Resource Studies*, 8(3), 284. <https://doi.org/10.5296/ijhrs.v8i3.13528>
- Zheng, M. M. (2019). Empowerment across Cultures: How National Culture Affects Structural and Psychological Empowerment and Employee Engagement. *Journal of Marketing Development and Competitiveness*, 13(3), 144–156. <https://doi.org/10.33423/jmdc.v13i3.2245>
- Zondo, R. W. D. (2020). The influence of employee engagement on labour productivity in an automotive assembly organisation in South Africa. *South African Journal of Economic and Management Sciences*, 23(1), 1–9. <https://doi.org/10.4102/sajems.v23i1.3043>

