

## DAFTAR PUSTAKA

- Abualigah, A., Darwish, T. K., Davies, J., Haq, M., & Ahmad, S. Z. (2023). Supervisor support, religiosity, work engagement, and affective commitment: evidence from a Middle Eastern emerging market. *Journal of Asia Business Studies, November 2022*. <https://doi.org/10.1108/JABS-11-2022-0394>
- Aburumman, O., Salleh, A., Omar, K., & Abadi, M. (2020). The impact of human resource management practices and career satisfaction on employee's turnover intention. *Management Science Letters, 10(3)*, 641–652. <https://doi.org/10.5267/j.msl.2019.9.015>
- Agustin, C. F., & Jannah, M. (2021). Perbedaan Psychological Capital Ditinjau dari Jenis Kelamin pada Siswa Madrasah Aliyah Negeri “ X .” *Character: Jurnal Penelitian Psikologi, 8(8)*, 1–9.
- AK, B. (2018). Turnover Intention Influencing Factors of Employees: An Empirical Work Review. *Journal of Entrepreneurship & Organization Management, 07(03)*, 3–7. <https://doi.org/10.4172/2169-026x.1000253>
- Ali, H. F., Chaudhary, A., & Islam, T. (2023). How does responsible leadership enhance work engagement? The roles of knowledge sharing and helping initiative behaviour. *Global Knowledge, Memory and Communication*. <https://doi.org/10.1108/GKMC-03-2023-0085>
- Andrade, C. (2021). A Student's Guide to the Classification and Operationalization of Variables in the Conceptualization and Design of a Clinical Study: Part 1. *Indian Journal of Psychological Medicine, 43(2)*, 177–179. <https://doi.org/10.1177/0253717621994334>
- Andriani, R. (2020). Pengaruh Organizational Citizenship Behaviour, Komitmen Organisasi, Stres Kerja Dan Kepuasan Kerja Terhadap Turnover Intention Pada PT. Kuala Mina Persada. *Widya Cipta: Jurnal Sekretari Dan Manajemen, 4(1)*, 34–39. <https://doi.org/10.31294/widyacipta.v4i1.7470>
- Anggraini, N. P., & Fajrianti, F. (2019). Peran Psychological Capital dalam Hubungan Persepsi Dukungan Manajemen dan Kesiapan untuk Berubah. *Jurnal Psikologi Teori Dan Terapan, 10(1)*, 85. <https://doi.org/10.26740/jppt.v10n1.p85-94>
- Ann, S., & Blum, S. C. (2020). Motivating senior employees in the hospitality industry. *International Journal of Contemporary Hospitality Management, 32(1)*, 324–346. <https://doi.org/10.1108/IJCHM-08-2018-0685>
- Ayu, W., Dewi, K., Putri, D. F., Mur, B., Arvenina, N., Rania, S., & Arapat, P. (2022). *Jurnal Sudut Pandang ( JSP ) PERAN PSYCHOLOGICAL CAPITAL PADA ACADEMIC PERFORMANCE MAHASISWA. 2(12)*, 201–207.
- Balundė, A., Perlaviciute, G., & Steg, L. (2019). The relationship between people's environmental considerations and pro-environmental behaviour in Lithuania. In *Frontiers in Psychology* (Vol. 10, Issue OCT). <https://doi.org/10.3389/fpsyg.2019.02319>
- Belwalkar, S., Vohra, V., & Pandey, A. (2018). The relationship between workplace spirituality, job satisfaction and organizational citizenship behaviours – an empirical study. *Social Responsibility Journal, 14(2)*, 410–430. <https://doi.org/10.1108/SRJ-05-2016-0096>

- Benuyenah, V. (2021). Theorising an organisational citizenship behaviour model for managerial decision-making: from history to contemporary application. *Management Research Review*, 44(8), 1182–1198. <https://doi.org/10.1108/MRR-07-2020-0422>
- Bhat, M. A., Tariq Khan, S., & Rainayee, R. A. (2023). Assessment of perceived labor market conditions in employees' turnover intention model – mediation and moderation analyzes. *PSU Research Review*, 7(1), 1–32. <https://doi.org/10.1108/PRR-05-2020-0017>
- Carmeli, A., Meitar, R., & Weisberg, J. (2006). Self-leadership skills and innovative behaviour at work. *International Journal of Manpower*, 27(1), 75–90. <https://doi.org/10.1108/01437720610652853>
- Chante' Miller, O. P., & Banks-Hall, R. (2020). Human Capital Strategies to Reduce Employee Turnover in the Food Service and Automotive Industries. *International Journal of Business and Management Research*, 8(3), 84–90. <https://doi.org/10.37391/ijbmr.080304>
- Cheng, C., Lay, K. L., Hsu, Y. F., & Tsai, Y. M. (2021). Can Likert scales predict choices? Testing the congruence between using Likert scale and comparative judgment on measuring attribution. *Methods in Psychology*, 5, 100081. <https://doi.org/10.1016/j.metip.2021.100081>
- Chiat, L. C., & Panatik, S. A. (2019). Perceptions of Employee Turnover Intention by Herzberg's Motivation-Hygiene Theory: A Systematic Literature Review. *Journal of Research in Psychology*, 1(2), 10–15. <https://doi.org/10.31580/jrp.v1i2.949>
- Clausen, T., Pedersen, L. R. M., Andersen, M. F., Theorell, T., & Madsen, I. E. H. (2022). Job autonomy and psychological well-being: A linear or a non-linear association? *European Journal of Work and Organizational Psychology*, 31(3), 395–405. <https://doi.org/10.1080/1359432X.2021.1972973>
- Coetzee, M., & Veldsman, D. (2019). Psychological work immersion enablers and behavioural indicators: Exploring socio-demographic differences among staff members. *African Journal of Employee Relations (Formerly South African Journal of Labour Relations)*, 40(1), 42–58. <https://doi.org/10.25159/2520-3223/5859>
- Corbu, A., Peláez Zuberbühler, M. J., & Salanova, M. (2021). Positive Psychology Micro-Coaching Intervention: Effects on Psychological Capital and Goal-Related Self-Efficacy. *Frontiers in Psychology*, 12(February), 1–14. <https://doi.org/10.3389/fpsyg.2021.566293>
- Da Camara, N., Dulewicz, V., & Higgs, M. (2015). *Exploring the Relationship between Perceptions of Organizational Emotional Intelligence and Turnover Intentions amongst Employees: The Mediating Role of Organizational Commitment and Job Satisfaction*. July, 295–339. <https://doi.org/10.1108/s1746-979120150000011012>
- Das, K. (2020). *IMPACT OF COVID 19 PANDEMIC INTO SOLAR ENERGY GENERATION SECTOR*.
- Deshmukh, A., & Natu, S. (2023). How India defines organizational citizenship behaviour: an inductive study from an employee perspective. *International Journal of Organization Theory and Behaviour*, 26(3), 165–184.

- <https://doi.org/10.1108/IJOTB-08-2022-0163>
- Douglas, S., & Haley, G. (2023). Connecting organizational learning strategies to organizational resilience. *Development and Learning in Organizations*. <https://doi.org/10.1108/DLO-01-2023-0018>
- Dunlop, R., & Scheepers, C. B. (2023). The influence of female agentic and communal leadership on work engagement: vigour, dedication and absorption. *Management Research Review*, 46(3), 437–466. <https://doi.org/10.1108/MRR-11-2021-0796>
- Dutta, A., & Rangnekar, S. (2022). Co-worker support and community of practice: the role of concern for team member and preference for teamwork. *Benchmarking*, 1999. <https://doi.org/10.1108/BIJ-08-2021-0462>
- Efiliti, E., & Çoklar, A. N. (2019). Teachers' technostress levels as an indicator of their psychological capital levels. *Universal Journal of Educational Research*, 7(2), 413–421. <https://doi.org/10.13189/ujer.2019.070214>
- Ephrem, A. N., Namatovu, R., & Basalirwa, E. M. (2019). Perceived social norms, psychological capital and entrepreneurial intention among undergraduate students in Bukavu. *Education and Training*, 61(7–8), 963–983. <https://doi.org/10.1108/ET-10-2018-0212>
- Garg, N., Mahipalan, M., & Sharma, N. (2023). Does workplace toxicity influence turnover intentions among Indian healthcare employees? Investigating the moderating role of gratitude. *Journal of Health Organization and Management*, 37(2), 250–272. <https://doi.org/10.1108/JHOM-08-2022-0233>
- Garg, N., Murphy, W., & Singh, P. (2021). Reverse mentoring, job crafting and work-outcomes: the mediating role of work engagement. *Career Development International*, 26(2), 290–308. <https://doi.org/10.1108/CDI-09-2020-0233>
- Ghoddousi, P., & Zamani, A. (2023). The effect of emotional intelligence, motivation and job burnout on safety behaviours of construction workers: a case study. *Engineering, Construction and Architectural Management*. <https://doi.org/10.1108/ECAM-01-2023-0083>
- Goswami, M., & Goswami, A. K. (2022). A comprehensive examination of psychological capital research using bibliometric, TCCM and content analysis. *Benchmarking*. <https://doi.org/10.1108/BIJ-10-2021-0586>
- Guangyi, L., & Shanshan, Y. (2016). Research on Psychological Capital Intervention Strategy of Enterprise Employees. *Canadian Social Science*, 12(4), 46–50. <https://doi.org/10.3968/8326>
- Hanaysha, J. R. (2023). Impact of participative and authoritarian leadership on employee creativity: organizational citizenship behaviour as a mediator. *International Journal of Organization Theory and Behaviour*, 26(3), 221–236. <https://doi.org/10.1108/IJOTB-08-2022-0165>
- Haridas, J., Ture, R. S., & Nayanpally, A. K. (2022). Organizational career management and turnover intentions: mediating role of trust in management. *European Journal of Training and Development*, 46(1–2), 257–275. <https://doi.org/10.1108/EJTD-09-2020-0136>
- Håvold, O. K. S., Håvold, J. I., & Glavee-Geo, R. (2021). Trust in leaders, work satisfaction and work engagement in public hospitals. *International Journal of Public Leadership*, 17(2), 145–159.

0061

- Hiariey, H., Attamimi, R., & Salmon, J. (2022). Job Embeddedness dan Organizational Citizenship Behaviour Pengaruhnya terhadap Turnover Intention. *Jurnal Pendidikan Tambusai*, 6, 9231–9238. <https://jptam.org/index.php/jptam/article/view/3872><https://jptam.org/index.php/jptam/article/download/3872/3234>
- Hidayat, W. G. P. A., & Tannady, H. (2023). Analysis of Organizational Citizenship Behaviour (OCB) Variables, Work Stress, Work Communication, Work Climate Affecting Employee Performance and Turnover Intention at PT. Bank Tabungan Negara (Persero) Tbk. Cabang Gresik. *International Journal of Science, Technology & Management*, 4(3), 688–696. <https://doi.org/10.46729/ijstm.v4i3.834>
- Islam, M. S., Amin, M., Feranita, F., & Karatepe, O. M. (2023). High-involvement work practices, work engagement and their effects on bank employees' turnover intentions: the moderating role of functional competence. *International Journal of Bank Marketing*, 41(6), 1360–1388. <https://doi.org/10.1108/IJBM-04-2022-0157>
- Islam, T., Khatoon, A., Cheema, A. U., & Ashraf, Y. (2023). How does ethical leadership enhance employee work engagement? The roles of trust in leader and harmonious work passion. *Kybernetes*. <https://doi.org/10.1108/K-09-2022-1343>
- kakar, A. S., Mansor, N. N. A., & Saufi, R. A. (2021). Does organizational reputation matter in Pakistan's higher education institutions? The mediating role of person-organization fit and person-vocation fit between organizational reputation and turnover intention. *International Review on Public and Nonprofit Marketing*, 18(1), 151–169. <https://doi.org/10.1007/s12208-020-00266-z>
- Kakkar, S., Kuril, S., Saha, S., Gupta, P., & Singh, S. (2023). The effect of social support on teleworker environment and work engagement: a multimethod analysis. *Information Technology and People*. <https://doi.org/10.1108/ITP-03-2022-0194>
- Kanchana, L., & Jayathilaka, R. (2023). Factors impacting employee turnover intentions among professionals in Sri Lankan startups. *PLoS ONE*, 18(2 February), 1–20. <https://doi.org/10.1371/journal.pone.0281729>
- Kašpárková, L., Vaculík, M., Procházka, J., & Schaufeli, W. B. (2018). Why resilient workers perform better: The roles of job satisfaction and work engagement. *Journal of Workplace Behavioural Health*, 33(1), 43–62. <https://doi.org/10.1080/15555240.2018.1441719>
- Kaur, R., & Kaur, G. (2023). Managerial leadership and turnover intentions with the mediating role of employee happiness: an empirical study based on private universities. *TQM Journal*. <https://doi.org/10.1108/TQM-08-2022-0253>
- Kaur, R., & Randhawa, G. (2021). Supportive supervisor to curtail turnover intentions: do employee engagement and work–life balance play any role? *Evidence-Based HRM*, 9(3), 241–257. <https://doi.org/10.1108/EBHRM-12-2019-0118>
- Kim, M. R., Knutson, B. J., & Choi, L. (2016). The Effects of Employee Voice and

- Delight on Job Satisfaction and Behaviours: Comparison Between Employee Generations. *Journal of Hospitality Marketing and Management*, 25(5), 563–588. <https://doi.org/10.1080/19368623.2015.1067665>
- Kim, Y., Meganck, S., & Basnyat, I. (2023). Effects of internal crisis communication during the COVID-19 pandemic: employee perceptions of communication quality, leadership and relational outcomes. *Corporate Communications*. <https://doi.org/10.1108/CCIJ-09-2022-0110>
- Kloutsiniotis, P. V., & Mihail, D. M. (2020). The effects of high performance work systems in employees' service-oriented OCB. *International Journal of Hospitality Management*, 90(September 2019), 102610. <https://doi.org/10.1016/j.ijhm.2020.102610>
- Kmieciak, R. (2022). Co-worker support, voluntary turnover intention and knowledge withholding among IT specialists: the mediating role of affective organizational commitment. *Baltic Journal of Management*, 17(3), 375–391. <https://doi.org/10.1108/BJM-03-2021-0085>
- Kunda, M. M., Ataman, G., & Kartaltepe Behram, N. (2019). Corporate social responsibility and organizational citizenship behaviour: The mediating role of job satisfaction. *Journal of Global Responsibility*, 10(1), 47–68. <https://doi.org/10.1108/JGR-06-2018-0018>
- Kuriakose, V., Bishwas, S. K., & Mohandas, N. P. (2023). Does bullying among students hamper their well-being? Roles of helplessness and psychological capital. *International Journal of Educational Management*, 37(5), 1104–1123. <https://doi.org/10.1108/IJEM-10-2022-0437>
- Laksono, B. F. W., & Wardoyo, P. (2019). Pengaruh Work – Life Balance, Kepuasan Kerja Dan Work Engagement Terhadap Turnover Intentions Dengan Mentoring Sebagai Variabel Moderating Pada Karyawan Hotel Dafam Semarang. *Jurnal Riset Ekonomi Dan Bisnis*, 12(1), 17. <https://doi.org/10.26623/jreb.v12i1.1525>
- Li, N., Zhang, L., Xiao, G., Chen, J., & Lu, Q. (2019). The relationship between workplace violence, job satisfaction and turnover intention in emergency nurses. *International Emergency Nursing*, 45(January), 50–55. <https://doi.org/10.1016/j.ienj.2019.02.001>
- Lin, C. C., Lu, S. C., Lai, F. Y., & Chen, H. L. (2023). The role of coworker exchange in the relationship between coworker incivility and employees' behaviours: the moderating effect of servant leadership. *Journal of Managerial Psychology*. <https://doi.org/10.1108/JMP-08-2022-0397>
- Lupsa, D. (2020). *Increasing Psychological Capital: A Pre-Registered Meta-Analysis of Controlled Interventions*.
- Luthans, F., Avolio, B. J., Avey, J. B., & Norman, S. M. (2007). Digital Commons @ University of Nebraska - Lincoln Positive Psychological Capital: Measurement and Relationship with Performance and Satisfaction Positive Psychological Capital: Measurement and Relationship with Performance and Satisfaction. *Personnel Psychology*, 60, 541–572.
- Malekar, S. (2020). Organizational Citizenship Behaviour: A Review. *International Journal of Work Organisation and Emotion*, 11(2), 1. <https://doi.org/10.1504/ijwoe.2020.10031493>

- Manoppo, V. P. (2020). Transformational leadership as a factor that decreases turnover intention: a mediation of work stress and organizational citizenship behaviour. *TQM Journal*, 32(6), 1395–1412. <https://doi.org/10.1108/TQM-05-2020-0097>
- Mardiah, N., Rozalinda, R., & Farisman, D. (2021). Pengaruh Perencanaan Karier Dan Psychological Capital Terhadap Turnover Intention Hotel Rangkayo Basa Dan Hotel Sriwijaya Kota Padang. *JEBI (Jurnal Ekonomi Dan Bisnis Islam)*, 6(1), 21–35.
- McNally, J. J. (2018). The functions of the executive [Review of the book by C. Barnard]. *Academy of Management Learning and Education, The*, 17(January 2018), 1–3.
- Mgaiwa, S. J. (2023). Leadership styles of academic deans and department heads: university dons' perspectives on how they affect their job satisfaction. *International Journal of Educational Management*, 37(5), 1088–1103. <https://doi.org/10.1108/IJEM-09-2022-0367>
- Mohd Zin, M. L., Ibrahim, H., Aman-Ullah, A., & Ibrahim, N. (2023). Transformational leadership, job enrichment and recognition as predictors of job satisfaction in non-profit organizations. *Nankai Business Review International*, 14(2), 338–351. <https://doi.org/10.1108/NBRI-01-2022-0010>
- Morales-Sánchez, R., & Pasamar, S. (2020). How to improve organisational citizenship behaviour by combining ability, motivation and opportunity: The moderator role of perceived organisational support. *Employee Relations*, 42(2), 398–416. <https://doi.org/10.1108/ER-04-2019-0169>
- Muaja, F. G., Trang, I., & Lumintang, G. G. (2021). Pengaruh organizational citizenship behaviour (ocb), job satisfaction, dan affective commitment terhadap turnover intention karyawan pt. suzuki finance manado. *Jurnal EMBA*, 9(1), 715–723.
- Mulyanti, D. (2018). Conscientiousness dan Courtesy Menjadi Faktor Penentu Organizational Citizenship Behaviour. *Jurnal Kajian Ilmiah*, 18(3), 307. <https://doi.org/10.31599/jki.v18i3.316>
- Naveed, M., Zia, M. Q., & Cangialosi, N. (2022). The nexus of job resources and turnover intentions with the mediating role of employees' work engagement in the hospitality industry. *Consumer Behaviour in Tourism and Hospitality*, 17(3), 282–296. <https://doi.org/10.1108/CBTH-09-2021-0217>
- Nurrohmat, N. (2022). The effects of professionalism and behaviour by organizational citizenship (OCB) as mediating variables on the effect of personality on performance (a study on Makassar Police). *International Journal of Quality and Reliability Management*, 39(4), 1040–1058. <https://doi.org/10.1108/IJQRM-08-2018-0219>
- Nwanzu, C. L., & Babalola, S. S. (2019). Examining psychological capital of optimism, self-efficacy and self-monitoring as predictors of attitude towards organizational change. *International Journal of Engineering Business Management*, 11, 1–12. <https://doi.org/10.1177/1847979019827149>
- Organ, D. W. (1997). Organizational citizenship behaviour: It's construct clean-up time. In *Human Performance* (Vol. 10, Issue 2, pp. 85–97). [https://doi.org/10.1207/s15327043hup1002\\_2](https://doi.org/10.1207/s15327043hup1002_2)

- Pariyanti, E., Adawiyah, W. R., & Wulandari, S. Z. (2023). We need to talk about kinship: how kinship weakens turnover intentions among academicians at private higher education institutions in Indonesia. *Journal of Applied Research in Higher Education*, 15(4), 988–1010. <https://doi.org/10.1108/JARHE-04-2022-0118>
- Parray, Z. A., Shah, T. A., & Islam, S. U. (2023). Psychological capital and employee job attitudes: the critical significance of work-life balance. *Evidence-Based HRM*, 11(3), 483–500. <https://doi.org/10.1108/EBHRM-07-2022-0160>
- Peterson, T. O., & Peterson, C. M. (2020). Exemplary followership. Part 2: impact of organizational citizenship behaviour. *Industrial and Commercial Training*, 53(2), 136–145. <https://doi.org/10.1108/ICT-06-2020-0072>
- Rahmah, A. A., & Nurtjahjanti, H. (2020). Hubungan Antara Psychological Capital Dengan Intensi Turnover Pada Karyawan Matahari Department Store Javamall Semarang. *Jurnal EMPATI*, 10(2), 155–162. <https://doi.org/10.14710/empati.2020.27703>
- Rahmawati, T., & Prasetya, A. (2017). Analisis.faktor – faktor.yang.mempengaruhi. *Analisis Faktor-Faktor Yang Mempengaruhi Organizational Citizenship Behaviour (OCB) Pada Karyawan Tetap Dan Karyawan Kontrak (Studi Pada Karyawan Pizza Hut Kota Malang)*, 48(1), 98.
- Ramayanti, F. K. S. (2017). 195917-ID-faktor-faktor-yang-mempengaruhi-organiza. *Faktor-Faktor Yang Mempengaruhi Organizational Citizenship Behaviour (Ocb)*, 115–119.
- Renn, R. W., Steinbauer, R., & Huning, T. M. (2019). External career mentoring and mentor turnover intentions: Role of mentor work engagement, satisfaction with protégé, and meeting frequency. *Evidence-Based HRM*, 7(3), 342–356. <https://doi.org/10.1108/EBHRM-02-2019-0012>
- Ripoll, R. R., Manzanares, F. V., & Montoya, G. A. G. (2017). A theoretical review to improve outcomes of innovation in enterprises from the perspective of ``Happiness Management{}``. *Retos-Revista De Ciencias De La Administracion Y Economia*, 7(14), 107–122.
- Saeed AlShamsi, S. S., Bin Ahmad, K. Z., & Jasimuddin, S. M. (2022). The relationship between curiosity and innovative work behaviour in the aviation industry: the mediating effect of work engagement. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-05-2022-3267>
- Saeed, M. (2020). Mediation effect of psychological contract between personality dimensions and turnover intention. *Journal of Economics, Finance and Administrative Science*, 25(50), 205–219. <https://doi.org/10.1108/JEFAS-06-2019-0101>
- Safitri, W, R. (2014). Analisis Korelasi Dalam Menentukan Hubungan Antara Kejadian Demam Berdarah Dengue Dengan Kepadatan Penduduk Di Kota Surabaya Pada Tahun 2012 - 2014. *Jurnal Kesehatan Masyarakat*, 1(3), 1–9.
- Samson, A. M., & Suliystiorini, D. (2020). Person Organization Fit Dan Psychological Capital Sebagai Prediktor Turnover Intention Pada Karyawan Site Pertambangan. *Prosiding Seminar Nasional Dan Call Paper “Psikologi Positif Menuju Mental Wellness,”* 97–109.

- <http://conference.um.ac.id/index.php/psi/article/view/22>
- Sawalha, N., Kathawala, Y., & Magableh, I. (2019). Educator organizational citizenship behaviour and job satisfaction moderation in the GCC expatriate-dominated market. *International Journal of Organizational Analysis*, 27(1), 19–35. <https://doi.org/10.1108/IJOA-09-2017-1247>
- Schaufeli, W. B. (2017). Applying the Job Demands-Resources model: A ‘how to’ guide to measuring and tackling work engagement and burnout. *Organizational Dynamics*, 46(2), 120–132. <https://doi.org/10.1016/j.orgdyn.2017.04.008>
- Schaufeli, W. B., & Bakker, A. B. (2004). Utrecht work engagement scale Preliminary Manual Version 1.1. *Occupational Health Psychology Unit Utrecht University, December*, 1–60. <https://doi.org/10.1037/t01350-000>
- Schulman, P. (1999). Applying learned optimism to increase sales productivity. *Journal of Personal Selling and Sales Management*, 19(1), 31–37. <https://doi.org/10.1080/08853134.1999.10754157>
- Sengupta, S., Bajaj, B., Singh, A., Sharma, S., Patel, P., & Prikshat, V. (2023). Innovative work behaviour driving Indian startups go global – the role of authentic leadership and readiness for change. *Journal of Organizational Change Management*, 36(1), 162–179. <https://doi.org/10.1108/JOCM-05-2022-0156>
- Shen, Y. (2019). Cognitive leader–member exchange differences between supervisors and subordinates. *International Journal of Productivity and Performance Management*, 68(4), 817–837. <https://doi.org/10.1108/IJPPM-03-2018-0104>
- Sonnentag, S. (2017). A task-level perspective on work engagement: A new approach that helps to differentiate the concepts of engagement and burnout. *Burnout Research*, 5(October 2016), 12–20. <https://doi.org/10.1016/j.burn.2017.04.001>
- Sri Ramalu, S., & Janadari, N. (2022). Authentic leadership and organizational citizenship behaviour: the role of psychological capital. *International Journal of Productivity and Performance Management*, 71(2), 365–385. <https://doi.org/10.1108/IJPPM-03-2020-0110>
- Srivastava, S., & Agrawal, S. (2020). Resistance to change and turnover intention: a moderated mediation model of burnout and perceived organizational support. *Journal of Organizational Change Management*, 33(7), 1431–1447. <https://doi.org/10.1108/JOCM-02-2020-0063>
- Sun, H., Ali, Z., & Wei, L. (2022). The impact of management support on individual learning opportunity and creativity performance in Hong Kong manufacturing companies. *Journal of Manufacturing Technology Management*, 33(4), 696–716. <https://doi.org/10.1108/JMTM-01-2021-0001>
- Supriadi, Y. N., Ahman, E., Wibowo, L. A., & Furqon, C. (2019). Organizational citizenship behaviour model for turnover intention management. *International Journal of Recent Technology and Engineering*, 8(2 Special Issue), 340–347.
- Syuhada, M. N. (2020). Psychological Capital Dan Faktor Keberhasilan Pemberdayaan Ekonomi Pada Komunitas Usaha Batik. *Jurnal Ecopsy*, 7(1), 14–21. <https://doi.org/10.20527/ecopsy.v7i1.8416>



- Tetteh, S., Dei Mensah, R., Opata, C. N., & Mensah, C. N. (2022). Service employees' workplace fun and turnover intention: the influence of psychological capital and work engagement. *Management Research Review*, 45(3), 363–380. <https://doi.org/10.1108/MRR-12-2020-0768>
- Tran, Q. H. N. (2023). A cross-cultural comparison of organizational culture: evidence from academic libraries in Vietnam and China. *Global Knowledge, Memory and Communication*. <https://doi.org/10.1108/GKMC-02-2023-0072>
- Tummers, L., Steijn, B., Nevicka, B., & Heerema, M. (2018). The Effects of Leadership and Job Autonomy on Vitality: Survey and Experimental Evidence. *Review of Public Personnel Administration*, 38(3), 355–377. <https://doi.org/10.1177/0734371X16671980>
- Tumwesigye, G., Onen, D., & Musaazi, J. C. S. (2020). Human Resource Management Practices, Organisation Citizenship Behaviour and Turnover Intentions in Public Universities: The Mediating Role of Job Satisfaction. *Journal of Education, Society and Behavioural Science*, 33(12), 1–17. <https://doi.org/10.9734/jesbs/2020/v33i1230283>
- Turnipseed, D. L., & VandeWaa, E. A. (2020). The little engine that could: the impact of psychological empowerment on organizational citizenship behaviour. *International Journal of Organization Theory and Behaviour*, 23(4), 281–296. <https://doi.org/10.1108/IJOTB-06-2019-0077>
- Valenti, A., & Horner, S. V. (2020). Leveraging board talent for innovation strategy. *Journal of Business Strategy*, 41(1), 11–18. <https://doi.org/10.1108/JBS-12-2018-0207>
- Vasudevan, P., & Suganthi, L. (2023). Personal resources at play: the mediating role of psychological capital in the relationship between new ways of working and life satisfaction. *Kybernetes*. <https://doi.org/10.1108/K-01-2023-0126>
- Vázquez-Rodríguez, P., Romero-Castro, N., & Pérez-Pico, A. M. (2021). To engage or not to engage in organisational citizenship behaviour: that is the question! *Economic Research-Ekonomska Istrazivanja*, 34(1), 2506–2521. <https://doi.org/10.1080/1331677X.2020.1833743>
- Wang, C. H., & Chen, H. T. (2020). Relationships among workplace incivility, work engagement and job performance. *Journal of Hospitality and Tourism Insights*, 3(4), 415–429. <https://doi.org/10.1108/JHTI-09-2019-0105>
- Wang, M., & Wanberg, C. R. (2017). 100 years of applied psychology research on individual careers: From career management to retirement. *Journal of Applied Psychology*, 102(3), 546–563. <https://doi.org/10.1037/apl0000143>
- Wang, Q., Sun, N., Hon, A. H. Y., & Zhu, Z. (2023). Linking organizational justice to tourism and hospitality employees' service orientation: the roles of Confucian values and relationship quality. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-10-2022-1269>
- Wong, Y. W., & Wong, Y. T. (2017). The effects of perceived organisational support and affective commitment on turnover intention: A test of two competing models. *Journal of Chinese Human Resource Management*, 8(1), 2–21. <https://doi.org/10.1108/JCHRM-01-2017-0001>
- Yang, Q., Chen, Q., Wang, J., & Ou, R. (2022). The effect of student self-efficacy

on learning outcomes in a business simulation mobile game: a quasi-experimental study. *Library Hi Tech*. <https://doi.org/10.1108/LHT-02-2022-0114>

Zhang, X., Lin, Z., Chen, X., Zhang, Z., & Liu, D. M. (2023). Leader–follower congruence in psychological capital: effects on LMX and turnover intention. *Leadership and Organization Development Journal*, 44(4), 489–502. <https://doi.org/10.1108/LODJ-09-2020-0419>