

DAFTAR PUSTAKA

- Al-Omar, H. A., Arafah, A. M., Barakat, J. M., Almutairi, R. D., Khurshid, F., & Alsultan, M. S. (2019). The impact of perceived organizational support and resilience on pharmacists' engagement in their stressful and competitive workplaces in Saudi Arabia. *Saudi Pharmaceutical Journal*, 27(7), 1044–1052. <https://doi.org/10.1016/j.jsps.2019.08.007>
- Batista-Taran, L., Shuck, M., Gutierrez, C., & Baralt, S. (2009). The Role of Leadership Style in Employee Engagement. *The Role of Leadership Style in Employee*, 15–20. Retrieved from http://digitalcommons.fiu.edu/cgi/viewcontent.cgi?article=1143&context=sferc%5Cnhttp://coeweb.fiu.edu/research_conference/
- Bindl, U. K., & Parker, S. K. (2010). Proactive work behavior: Forward-thinking and change-oriented action in organizations. *APA Handbook of Industrial and Organizational Psychology, Vol 2: Selecting and Developing Members for the Organization.*, (February 2020), 567–598. <https://doi.org/10.1037/12170-019>
- Caesens, G., Marique, G., Hanin, D., & Stinglhamber, F. (2016). The relationship between perceived organizational support and proactive behaviour directed towards the organization. *European Journal of Work and Organizational Psychology*, 25(3), 398–411. <https://doi.org/10.1080/1359432X.2015.1092960>
- Cappelli, P., & Conyon, M. J. (2018). What Do Performance Appraisals Do? *ILR Review*, 71(1), 88–116. <https://doi.org/10.1177/0019793917698649>

- Carmona-Halty, M. A., Schaufeli, W. B., & Salanova, M. (2019). The Utrecht work engagement scale for students (UWES-9S): Factorial validity, reliability, and measurement invariance in a Chilean sample of undergraduate university students. *Frontiers in Psychology, 10*(APR), 1–5. <https://doi.org/10.3389/fpsyg.2019.01017>
- Chiang, C. F., & Hsieh, T. S. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior. *International Journal of Hospitality Management, 31*(1), 180–190. <https://doi.org/10.1016/j.ijhm.2011.04.011>
- Colquitt, J. A., Wesson, M. J., Porter, C. O. L. H., Conlon, D. E., & Ng, K. Y. (2001). Justice at the millennium: A meta-analytic review of 25 years of organizational justice research. *Journal of Applied Psychology, 86*(3), 425–445. <https://doi.org/10.1037/0021-9010.86.3.425>
- Crant, J. M. (2000). Proactive behavior in organizations. *Journal of Management, 26*(3), 435–462. <https://doi.org/10.1177/014920630002600304>
- 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>
- Damayanti, A., & Ratnaningsih, I. Z. (2018). Hubungan Antara Psychosocial Safety Climate Dengan Proactive Work Behavior Pada Karyawan Pt X Jakarta.

Empati, 7(1), 324–331.

Diamantidis, A. D., & Chatzoglou, P. (2019). Factors affecting employee performance: an empirical approach. *International Journal of Productivity and Performance Management*, 68(1), 171–193. <https://doi.org/10.1108/IJPPM-01-2018-0012>

Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: Contributions to perceived organizational support and employee retention. *Journal of Applied Psychology*, 87(3), 565–573. <https://doi.org/10.1037/0021-9010.87.3.565>

Fay, D., & Frese, M. (2001). The Concept of Personal Initiative. *Human Performance*, 14(1), 45–75. <https://doi.org/10.1207/S15327043HUP1401>

Fay, D., & Sonnentag, S. (2012). Within-Person Fluctuations of Proactive Behavior: How Affect and Experienced Competence Regulate Work Behavior. *Human Performance*, 25(1), 72–93. <https://doi.org/10.1080/08959285.2011.631647>

Febriantoro, K., Juariyah, L., Manajemen, J., Ekonomi, F., & Malang, U. N. (n.d.). *Pengaruh Persepsi Dukungan Organisasional (Perceived Organizational Support) Dan Kepuasan Kerja Terhadap Kinerja Karyawan Tata Usaha Dan Keuangan Pabrik Gula*. 81–90.

Ferdinand, A. (2006). *Metode Penelitian Manajeme* (2nd ed.). Semarang: Badan Penerbit Universitas Diponegoro.

- Frese, M., Fay, D., Hilburger, T., Leng, K., & Tag, A. (1997). The concept of personal initiative: Operationalization, reliability and validity in two German samples. *Journal of Occupational and Organizational Psychology*, 70(2), 139–161. <https://doi.org/10.1111/j.2044-8325.1997.tb00639.x>
- Ghozali, I. (2015). *PARTIAL LEAST SQUARES: Konsep, Teknik, dan Aplikasi Program SmartPLS 3.0* (2nd ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Handoyo, A. (2017). Pengaruh Employee Engagement Terhadap Kinerja Karyawan Pada Pt. Tirta Rejeki Dewata. *Agora*, 5(1).
- J., A. (2014). Determinants of employee engagement and their impact on employee performance. *International Journal of Productivity and Performance Management*, 63(3), 308–323. <https://doi.org/10.1108/IJPPM-01-2013-0008>
- John Shields, Michelle Brown, Sarah Kaine, Catherine Dolle-Samuel, Andrea North-Samardzic, Peter McLean, Robyn Johns, Patrick O’Leary, Geoff Plimmer, J. R. (2007). *Managing Employee Performance & Reward: Concepts, Practices, Strategies*. United Kingdom: Cambridge University Press.
- Julita, S., & Andriani, I. (2017). DUKUNGAN ORGANISASI YANG DIRASAKAN DAN KETERIKATAN KARYAWAN PADA KARYAWAN PT. BANK RAKYAT INDONESIA (Persero) Tbk, CABANG BANDA ACEH. *Jurnal Psikologi Undip*, 16(1), 40. <https://doi.org/10.14710/jpu.16.1.40-53>

- Kumar, P., & Pati, S. P. (2015). Employee Engagement : Role of Self-efficacy , Organizational Support & Supervisor Support. *Indian Journal of Industrial Relations*, 46(1), 126–137.
- Liu, T., Liang, D., Zhang, Y., Song, Y., & Xing, X. (2019). The antecedent and performance of environmental managers' proactive pollution reduction behavior in Chinese manufacturing firms: Insight from the proactive behavior theory. *Journal of Environmental Management*, 242(1800), 327–342. <https://doi.org/10.1016/j.jenvman.2019.04.050>
- Macey, W. H., & Schneider, B. (2008). The Meaning of Employee Engagement. *Industrial and Organizational Psychology*, 1(1), 3–30. <https://doi.org/10.1111/j.1754-9434.2007.0002.x>
- Mahfud Sholihin, P. D. D. D. R. (2013). *Analisis SEM-PLS dengan WarpPLS 3.0*. Yogyakarta: Andi.
- Masterson, S. S. (2001). A trickle-down model of organizational justice: Relating employees' and customers' perceptions of and reactions to fairness. *Journal of Applied Psychology*, 86(4), 594–604. <https://doi.org/10.1037/0021-9010.86.4.594>
- Mujiasih, E. (2015). Hubungan Antara Persepsi Dukungan Organisasi (Perceived Organizational Support) Dengan Keterikatan Karyawan. *Jurnal Psikologi Undip*, 14(1), 40–51. <https://doi.org/10.14710/jpu.14.1.40-51>
- Muliawan, D. (2017). PENGARUH KETERIKATAN KARYAWAN (EMPLOYEE ENGAGEMENT) TERHADAP KINERJA KARYAWAN DI

PT. BADJA BARU PALEMBANG Yudi Muliawan 1 , Badia Perizade 2 , & Afriyadi Cahyadi 3. *Jurnal Ilmiah Manajemen Bisnis Dan Terapan Tahun XIV No 2, Oktober 2017, (2), 69–78.*

Mustamu, R. H., & Lewiuci, P. G. (2016). Pengaruh Employee Engagement terhadap Kinerja Karyawan pada Perusahaan Keluarga Produsen Senapan Angin. *Agora Journal, 4(2), 101–107.*

Mustikawati. (2015). PENGARUH PERSEPSI DUKUNGAN ORGANISASI DAN KETIDAKAMANAN KERJA TERHADAP KINERJA KARYAWAN OUTSOURCING BANK SUMSEL BABEL DI PALEMBANG DENGAN KOMITMEN KARYAWAN SEBAGAI VARIABEL INTERVENING. *ECONOMICA SHARIA, 1(1).*

Ogochukwu, D. I. M. . A. N. C. (2019). PERCEIVED ORGANIZATIONAL SUPPORT AND EMPLOYEE PERFORMANCE IN SELECTED COMMERCIAL BANKS IN SOUTH EAST NIGERIA. *International Journal of Business and Management Review, 7(5), 85–108.*

Othman, S. A., & Mahmood, N. H. N. (2019). Linking employee engagement towards individual work performance through human resource management practice: from high potential employee's perspectives. *Management Science Letters, 9(7), 1083–1092.* <https://doi.org/10.5267/j.msl.2019.3.016>

Otto, M. C. B., Hoefsmit, N., van Ruysseveldt, J., & van Dam, K. (2019). Exploring proactive behaviors of employees in the prevention of burnout. *International Journal of Environmental Research and Public Health, 16(20), 13–15.*

<https://doi.org/10.3390/ijerph16203849>

Retnani, L., & Yogyakarta, U. R. (2014). *Vol. V, No. 1, Februari 2014 / JBTI. V(1)*, 42–56.

Robert L. Mathis, J. H. J. (2011). *Human Resource Management: Essential Perspectives*. Mason: South-Western Cengage Learning.

Rubel, M. R. B., & Kee, D. M. H. (2013). Perceived support and employee performance: The mediating role of employee engagement. *Life Science Journal, 10(4)*, 2557–2567.

Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology, 21(7)*, 600–619.
<https://doi.org/10.1108/02683940610690169>

Saltson, E., & Sharon, N. (2015). The mediating and moderating effects of motivation in the relationship between perceived organizational support and employee job performance. *International Journal of Economics, Commerce and Management, 3(7)*, 654–667.
<https://doi.org/https://doi.org/10.1016/j.joca.2018.02.002>

Schaufeli, W. B., & Bakker, A. B. (2000). Defining and measuring work FO IS TI. *Work, 10–24*. Retrieved from <http://psycnet.apa.org/psycinfo/2010-06187-002>

Schaufeli, W., Salanova, M., González-romá, V., & Bakker, A. (2002). The Measurement of Engagement and Burnout: A Two Sample Confirmatory

Factor Analytic Approach. *Journal of Happiness Studies*, 3(1), 71–92.
<https://doi.org/10.1023/A:1015630930326>

Shanock, L. R., & Eisenberger, R. (2006). When supervisors feel supported: Relationships with subordinates' perceived supervisor support, perceived organizational support, and performance. *Journal of Applied Psychology*, 91(3), 689–695. <https://doi.org/10.1037/0021-9010.91.3.689>

Söderlund, M. (2018). The proactive employee on the floor of the store and the impact on customer satisfaction. *Journal of Retailing and Consumer Services*, 43(October 2017), 46–53. <https://doi.org/10.1016/j.jretconser.2018.02.009>

Stephen P. Robbins. (2001). *Organizational Behavior*. Prentice Hall.

Sudarma, K., & Murniasih, E. (2016). Pengaruh Persepsi Dukungan Organisasi dan Kompensasi pada Kinerja Karyawan Dimediasi Komitmen Afektif. *Management Analysis Journal*, 5(1), 24–35. Retrieved from <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwiNgvj9-tvjAhXO6XMBHZv3CQgQFjAAegQIARAC&url=https%3A%2F%2Fjournal.unnes.ac.id%2Fsju%2Findex.php%2Fmaj%2Farticle%2Fview%2F9270%2F7704&usg=AOvVaw0WHDgyyTCwSdaofdOhd9cf>

Sugiyono. (2012). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.

Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.

- Sukmayanti, N. K., & Sintaasih, D. K. (2018). The Effect of Perceived Organizational Support and Psychological Empowerment on Job Performance with Organizational Citizenship Behavior as Mediation. *Journal of Business and Management*, 20(5), 1–8. <https://doi.org/10.9790/487X-20050340108>
- Wickramasinghe, D., & Wickramasinghe, V. (2011). Perceived organisational support, job involvement and turnover intention in lean production in Sri Lanka. *International Journal of Advanced Manufacturing Technology*, 55(5–8), 817–830. <https://doi.org/10.1007/s00170-010-3099-z>
- Wu, C. H., & Parker, S. K. (2017). The Role of Leader Support in Facilitating Proactive Work Behavior: A Perspective From Attachment Theory. *Journal of Management*, 43(4), 1025–1049. <https://doi.org/10.1177/0149206314544745>
- Zheng, X. (2017). Research on the Application of Information Technology in Human Resource Management. *Proceedings - 2nd International Conference on Smart City and Systems Engineering, ICSCSE 2017*, 85–88. <https://doi.org/10.1109/ICSCSE.2017.28>