

## DAFTAR PUSTAKA

- Abdullah, A. A., & Wan, H. L. (2013). Relationships of Non-Monetary Incentives, Job satisfaction and Employee Job Performance. *International Review of Management and Business Research*, 2(4), 1085–1091. <https://doi.org/10.1111/issr.12066>
- Abu-Hilal, M., Al-Bahrani, M., & Al-Zedjali, M. (2017). Can religiosity boost meaning in life and suppress stress for Muslim college students? *Mental Health, Religion & Culture*, 20(3), 203–216.
- Addair, A. M. (2019). *Retail Employee Motivation and Performance*.
- Afshar, H. S., & Doosti, M. (2016). Investigating the impact of job satisfaction/dissatisfaction on Iranian English teachers' job performance. *Iranian Journal of Language Teaching Research*, 4(1), 97–115.
- Ahmad, M., Maochun, Z., & Rehman, A. (2019). The Role of Financial Incentives in Employee ' s Job Motivation , Satisfaction , Performance , and Turnover : Evidence from Pakistan. *Asian Basic and Applied Research Journal*, 1(2), 39–44.
- Al Khajeh, E. H. (2018). Leadership styles on organizational performance. *Journal of Human Resources Management Research*, 2018, 1–10. <https://doi.org/10.5171/2018.687849>
- Alias, N. E., Hang Tuah, J., Rozana OTHMAN, M., Hamid, L. A., Salwey, N. S., Romaiha, N. R., Khairunnisa SAMAD, M. A., Rozila M MASDEK, N. N., Melaka, M., Lendu, J., & Gajah, A. (2018). Managing Job Design: The Roles of Job Rotation, Job Enlargement and Job Enrichment on Job Satisfaction. *Journal of Economic & Management Perspectives*, 12(1), 397–401. <http://www.econ-society.net>
- Alp, O., & Sen, A. (2017). *Store Incentives and Retailer Inventory Performance under Asymmetric Demand Information and Unobservable Lost Sales \* Store Incentives and Retailer Inventory Performance under Asymmetric Demand Information and Unobservable Lost Sales \**.
- Alshmemri, M., Shahwan-Akl, L., & Maude, P. (2017). Herzberg's two-factor theory of job satisfaction. *Life Science Journal*, 14(5), 12–16. <https://doi.org/10.7537/marslsj140517.03.Keywords>
- Angreni, D. D., & Ardana, I. K. (2020). The Effect Of Work Motivation And Work Stress On Job Satisfaction With Emotional Intelligence As A Moderated Variables In Cv. Pondok Antik. *American Journal of Humanities and Social Sciences Research*, 4(3), 418–424.
- Ashraf, M. A. (2019). The mediating role of work atmosphere in the relationship

- between supervisor cooperation, career growth and job satisfaction. *Journal of Workplace Learning*.
- Banker, R. D., Lee, S. Y., Potter, G., & Srinivasan, D. (1996). Contextual analysis of performance impacts of outcome-based incentive compensation. *Academy of Management Journal*, 39(4), 920–948. <https://doi.org/10.2307/256717>
- Bashir, M., Jianqiao, L., Zhao, J., Ghazanfar, F., & Khan, M. M. (2011). The role of demographic factors in the relationship between high performance work system and job satisfaction: A multidimensional approach. *International Journal of Business and Social Science*, 2(18).
- Basu, C. K. (2011). INCENTIVES AND JOB SATISFACTION. *Industrial Relations*, 1(3), 289–305.
- Bent, R., & Freathy, P. (1997). Motivating the employee in the independent retail sector. *Journal of Retailing and Consumer Services*, 4(3), 201–208. [https://doi.org/10.1016/S0969-6989\(96\)00045-8](https://doi.org/10.1016/S0969-6989(96)00045-8)
- Biggerstaff, D., & Thompson, A. R. (2008). Interpretative Phenomenological Analysis (IPA): A qualitative methodology of choice in healthcare research. *Qualitative Research in Psychology*, 5(3), 214–224. <https://doi.org/10.1080/14780880802314304>
- Bolon, D. S. (1997). Organizational citizenship behavior among hospital employees: A multidimensional analysis involving job satisfaction and organizational commitment. *Hospital and Health Services Administration*, 42(2), 221–242.
- Bonner, S. E., & Sprinkle, G. B. (2002). The effects of monetary incentives on effort and task performance: Theories, evidence, and a framework for research. *Accounting, Organizations and Society*, 27(4–5), 303–345. [https://doi.org/10.1016/S0361-3682\(01\)00052-6](https://doi.org/10.1016/S0361-3682(01)00052-6)
- Bowling, N. A., Khazon, S., Meyer, R. D., & Burrus, C. J. (2015). Situational Strength as a Moderator of the Relationship Between Job Satisfaction and Job Performance: A Meta-Analytic Examination. *Journal of Business and Psychology*, 30(1), 89–104. <https://doi.org/10.1007/s10869-013-9340-7>
- Boyd, R. L., Bresin, K., Ode, S., & Robinson, M. D. (2013). Cognitive egocentrism differentiates warm and cold people. *Journal of Research in Personality*, 47(1), 90–96.
- Brashear, T. G., Boles, J. S., Bellenger, D. N., & Brooks, C. M. (2003). An empirical test of trust-building processes and outcomes in sales manager-salesperson relationships. *Journal of the Academy of Marketing Science*, 31(2), 189–200.
- Brehm, J. (1989). The Intensity Of Motivation. *Annual Review of Psychology*, 40(1), 109–131. <https://doi.org/10.1146/annurev.psych.40.1.109>

- Brounéus, K. (2011). In-Depth interviewing: The process, skill and ethics of interviews in peace research. *Understanding Peace Research: Methods and Challenges, January 2011*, 130–145. <https://doi.org/10.4324/9780203828557>
- Brown, S. P., & Peterson, R. A. (1993). Antecedents and Consequences of Salesperson Job Satisfaction: Meta-Analysis and Assessment of Causal Effects. *Journal of Marketing Research*, 30(1), 63. <https://doi.org/10.2307/3172514>
- Christen, M., Iyer, G., & Soberman, D. (2006). Job satisfaction, job performance, and effort: A reexamination using agency theory. *Journal of Marketing*, 70(1), 137–150.
- Chung, T. L., Rutherford, B., & Park, J. (2012). Understanding multifaceted job satisfaction of retail employees. *International Journal of Retail and Distribution Management*, 40(9), 699–716. <https://doi.org/10.1108/09590551211255974>
- Clugston, M. (2000). The mediating effects of multidimensional commitment on job satisfaction and intent to leave. *Journal of Organizational Behavior*, 21(4), 477–486.
- Creswell, J. W. (2007). Qualitative enquiry & research design, choosing among five approaches. In *Book: Vol. 2nd ed.* <https://doi.org/10.1016/j.aenj.2008.02.005>
- Creswell, J. W. (2012). Educational research : planning, conducting, and evaluating quantitative and qualitative research. In *Pearson Education, Inc: Vol. №4.*
- Crowder, C. K. (2016). *DEMOGRAPHIC PREDICTORS OF JOB SATISFACTION OF U.S. RETAIL STORE MANAGERS. October.*
- Dali, N. R. S. M., Yousafzai, S., & Hamid, H. A. (2019). Religiosity scale development. *Journal of Islamic Marketing.*
- Danish, R. Q., & Usman, A. (2010). Impact of Reward and Recognition on Job Satisfaction and Motivation: An Empirical study from Pakistan. *International Journal of Business and Management*, 5(2). <https://doi.org/10.5539/ijbm.v5n2p159>
- Danziger, S., Hadar, L., & Morwitz, V. G. (2014). Retailer Pricing Strategy and Consumer Choice under Price Uncertainty. *Journal of Consumer Research*, 41(3), 761–774. <https://doi.org/10.1086/677313>
- De Jong, R. D., Van Der Velde, M. E. G., & Jansen, P. G. W. (2001). Openness to Experience and Growth Need Strength as Moderators between Job Characteristics and Satisfaction. *International Journal of Selection and Assessment*, 9(4), 350–356. <https://doi.org/10.1111/1468-2389.00186>
- De Klerk, J. J., Boshoff, A. B., & Vanwyk, R. (2006). Spirituality in practice: Relationships between meaning in life, commitment and motivation. *Journal of Management, Spirituality and Religion*, 3(4), 319–347.

<https://doi.org/10.1080/14766080609518637>

- Dehoratius, N., & Raman, A. (2007). Store manager incentive design and retail performance: An exploratory investigation. *Manufacturing and Service Operations Management*, 9(4), 518–534. <https://doi.org/10.1287/msom.1060.0150>
- Delfgaauw, J., Dur, R., & Souverijn, M. (2018). Team incentives, task assignment, and performance: A field experiment. *Leadership Quarterly*, March, 1–13. <https://doi.org/10.1016/j.leaqua.2018.03.003>
- Demirkol, I. C. (2020). Predictors of job satisfaction among police officers : a test of goal-setting theory. *Police Practice and Research*, 00(00), 1–13. <https://doi.org/10.1080/15614263.2020.1749618>
- Donovan, J. J., Hafsteinsson, L. G., & Lorenzet, S. J. (2018). The interactive effects of achievement goals and task complexity on enjoyment, mental focus, and effort. *Journal of Applied Social Psychology*, 48(3), 136–149. <https://doi.org/10.1111/jasp.12498>
- Eka, N. G. A., Houghty, G. S., & Juniarta, J. (2019). MOTIVATION AND SELF-LEARNING READINESS OF BLENDED LEARNING IN RESEARCH AND STATISTICS COURSE FOR UNDERGRADUATE NURSING STUDENTS. *JOHME: Journal of Holistic Mathematics Education; Vol 3, No 1 (2019): DECEMBERDO - 10.19166/Johme.V3i1.1919* . <https://ojs.uph.edu/index.php/JOHME/article/view/1919>
- Emery, R., & Casey, S. (2013). Job Performance. *Cultural Sociology of Divorce: An Encyclopedia*, 82–103. <https://doi.org/10.4135/9781452274447.n222>
- Fard, M. A., & Sedaghat, M. (2018). *Compare Personal Characteristics, Job Satisfaction and Mental Health of the Personnel of a Car Making Company Who Experienced and Didn't Experience a Disaster*.
- Fisherl, C. D. (1993). Boredom at work: A neglected concept. *Human Relations*, 46(3), 395–417.
- Franěk, M., & Večeřa, J. (2008). *Personal characteristics and job satisfaction*.
- Friebel, G., Heinz, M., Krueger, M., & Zubanov, N. (2017). Team incentives and performance: Evidence from a retail chain. *American Economic Review*, 107(8), 2168–2203. <https://doi.org/10.1257/aer.20160788>
- Geen, R. G. (1995). Human motivation: A social psychological approach. In *Human motivation: A social psychological approach*. Thomson Brooks/Cole Publishing Co.
- Geert, H. (2017). *Country Comparison - Hofstede Insights*. Hofstede Insights. <https://www.hofstede-insights.com/country-comparison/indonesia/>
- Giancola, F. L. (2011). Examining the Job Itself as a Source of Employee Motivation. *Compensation & Benefits Review*, 43(1), 23–29.

<https://doi.org/10.1177/0886368710390493>

- Gopinath, R. (2020). Impact of Job Satisfaction on Organizational Commitment among the Academic Leaders of Tamil Nadu Universities. *GEDRAG & Organisatie Review*, 33(2), 2337–2349.
- Green, C., & Heywood, J. S. (2008). Does performance pay increase job satisfaction? *Economica*, 75(300), 710–728. <https://doi.org/10.1111/j.1468-0335.2007.00649.x>
- Green, T. C., & Zhou, D. (2019). Pay Inequality, Job Satisfaction, and Firm Performance. *SSRN Electronic Journal*, July. <https://doi.org/10.2139/ssrn.3415937>
- Gruneberg, M. M. (1979). *Michael M. Gruneberg auth. Understanding Job Satisfaction*.
- Güçer, E., & Demirdağ, Ş. (2014). Organizational Trust and Job Satisfaction: A Study on Hotels. *Business Management Dynamics*, 4(1), 12–28.
- Habba, D., Modding, B., Bima, M., & Bijang, J. (2017). *The Effect of Leadership, Organisational Culture and Work Motivation on Job Satisfaction and Job Performance among Civil Servants in Maros District Technical Working Unit*. <https://doi.org/10.31227/osf.io/rvmgy>
- Heywood, J. S., & Wei, X. (2006). Job satisfaction and payment schemes. *Journal of Industrial Relations*, 48(4), 523–540. <https://doi.org/10.1177/0022185606066143>
- Holmstrom, B., & Milgrom, P. (1991). Multitask principal–agent analyses: Incentive contracts, asset ownership, and job design. *The Economic Nature of the Firm: A Reader, Third Edition*, 7(January), 24–52. <https://doi.org/10.1017/CBO9780511817410.018>
- Hoppock, R. (1935). Job satisfaction. In *Job satisfaction*. Harper.
- Im, Y. (1992). Job satisfaction and its relationship with job performance among apparel specialty store managers. *Dissertation Abstracts International*, 53(5-B), 2279. <https://link.ezproxy.neu.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=psyh&AN=1993-74363-001&site=ehost-live&scope=site>
- Iqbal, S., Guohao, L., & Akhtar, S. (2017). Effects of Job Organizational Culture, Benefits, Salary on Job Satisfaction Ultimately Affecting Employee Retention. *Review of Public Administration and Management*, 05(03). <https://doi.org/10.4172/2315-7844.1000229>
- Iqbal, S., Hongyun, T., Akhtar, S., Ahmad, U., & Ankomah, F. N. (2020). Impacts of Supervisor Support on Turnover Intentions: Mediating Role of Job Satisfaction. *Asian Journal of Education and Social Studies*, 1–9.
- Ivancevich, J. M. (1977). Different Goal Setting Treatments and Their Effects On

- Performance and Job Satisfaction. *Academy of Management Journal*, 20(3), 406–419. <https://doi.org/10.5465/255414>
- Johnson, R. R. (2012). Police officer job satisfaction: A multidimensional analysis. *Police Quarterly*, 15(2), 157–176.
- Jones, C. L. E., Barney, C., & Farmer, A. (2018). Appreciating Anonymity : An Exploration of Embarrassing Products and the Power of Blending In &. *Journal of Retailing*, 1–17. <https://doi.org/10.1016/j.jretai.2018.01.001>
- Jungkun, P., Jiseon, A., Hyowon, H., & N., R. B. (2021). Examining antecedents of retail employees' propensity to leave. In *International Journal of Retail & Distribution Management: Vol. ahead-of-p* (Issue ahead-of-print). <https://doi.org/10.1108/IJRDM-02-2019-0035>
- Kanfer, R. (1990). Motivation theory and industrial and organizational psychology. *Handbook of Industrial and Organizational Psychology*, 1(September), 75–170. [https://doi.org/10.1111/j.1754-9434.2008.volcontents\\_1.x](https://doi.org/10.1111/j.1754-9434.2008.volcontents_1.x)
- Kasten, L. (2018). Trustful behaviour is meaningful behaviour: Implications for theory on identification-based trusting relations. *Journal of Trust Research*, 8(1), 103–119. <https://doi.org/10.1080/21515581.2018.1479967>
- Kaur, N., Banga, G., & Kumar, B. (2019). Effect of emotional intelligence on job satisfaction : An empirical study of organized retail store employees. *Indian Journal of Positive Psychology*, 10(3), 4937.
- Kesavan, S., Kuhnen, C. M., & Lee, H. S. (2018). Managerial Incentives, Operational Decisions, and Firm Outcomes: Evidence From a Quasi-Experiment at a Retail Chain. *SSRN Electronic Journal*, 1–62. <https://doi.org/10.2139/ssrn.3184567>
- Knoop, R. (1994). Work values and job satisfaction. *Journal of Psychology: Interdisciplinary and Applied*, 128(6), 683–690. <https://doi.org/10.1080/00223980.1994.9921297>
- Koo, B., Yu, J., Chua, B., Lee, S., & Han, H. (2019). Relationships among Emotional and Material Rewards , Job Satisfaction , Burnout , Affective Commitment , Job Performance , and Turnover Intention in the Hotel Industry Relationships among Emotional and Material Rewards , Job. *Journal of Quality Assurance in Hospitality & Tourism*, 0(0), 1–31. <https://doi.org/10.1080/1528008X.2019.1663572>
- Koustelios, A. D. (2001). Personal characteristics and job satisfaction of Greek teachers. *International Journal of Educational Management*.
- Laffont, J.-J. L., & Martimort, D. (2002). The Theory of Incentives: the principal-agent model. In *PRINCETON UNIVERSITY PRESS: Vol.* (Issue). <https://doi.org/10.1017/CBO9781107415324.004>
- Latham, G. P., & Marshall, H. A. (1982). the Effects of Self-Set, Participatively Set

- and Assigned Goals on the Performance of Government Employees. *Personnel Psychology*, 35(2), 399–404. <https://doi.org/10.1111/j.1744-6570.1982.tb02204.x>
- Lawler, E. E., & Porter, L. W. (1967). The Effect of Performance on Job Satisfaction. *Industrial Relations. A Journal of Economy and Society*, 7(1), 20–28. [https://s3.amazonaws.com/academia.edu.documents/50985106/j.1468-232x.1967.tb01060.x20161220-21641-xbnq3y.pdf?response-content-disposition=inline%3Bfilename%3DThe\\_effect\\_of\\_performance\\_on\\_job\\_satisfa.pdf&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=A](https://s3.amazonaws.com/academia.edu.documents/50985106/j.1468-232x.1967.tb01060.x20161220-21641-xbnq3y.pdf?response-content-disposition=inline%3Bfilename%3DThe_effect_of_performance_on_job_satisfa.pdf&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=A)
- Lazear, E. P. (2000). Performance pay and productivity. *American Economic Review*, 90(5), 1346–1361. <https://doi.org/10.1257/aer.90.5.1346>
- Levy, M., & Weitz, B. A. (2012). *Retailing Managemen*. www.mhhe.com
- Lin, S., Lamond, D., Yang, C.-L., & Hwang, M. (2014). Personality traits and simultaneous reciprocal influences between job performance and job satisfaction. *Chinese Management Studies*.
- Lisa M. Given, K. S. (2008). The SAGE Encyclopedia of RESEARCH METHODS. In *The SAGE Encyclopedia of QUALITATIVE RESEARCH METHODS*. [https://books.google.com/books?id=y\\_0nAQAAMAAJ&pgis=1](https://books.google.com/books?id=y_0nAQAAMAAJ&pgis=1)
- Littlejohn, S. W., & Domenici, K. (2007). *Communication, conflict, and the management of difference*. Waveland Press.
- Locke, E. A. (1996). *Motivation through conscious goal setting*. 124, 117–124.
- Locke, E. A., & Latham, G. P. (1990). A theory of goal setting & task performance. In *A theory of goal setting & task performance*. Prentice-Hall, Inc.
- Lunenburg, F. C. (2011). Goal-setting theory of motivation. *International Journal of Management, Business, and Administration*, 15(1), 1–6.
- Manthei, K., & Sliwka, D. (2019). Multitasking and subjective performance evaluations: Theory and evidence from a field experiment in a bank. *Management Science*, 65(12), 5861–5883. <https://doi.org/10.1287/mnsc.2018.3206>
- Manthei, K., Sliwka, D., & Vogelsang, T. (2018). Performance Pay and Prior Learning: Evidence from a Retail Chain (No. 11859). *Institute for the Study of Labor (IZA)*, 32(3), 195–214. www.iza.org
- Marchewka, M., Nesterak, J., Sołtysik, M., Szymła, W., & Wojnarowska, M. (2020). Multitasking Effects on Individual Performance: An Experimental Eye-Tracking Study. *European Research Studies Journal*, XXIII(Issue 1), 107–116. <https://doi.org/10.35808/ersj/1539>
- Mark, G., Gudith, D., & Klocke, U. (2008). *The Cost of Interrupted Work : More Speed and Stress*. 107–110.

- Mathis, R. L., & Jackson, Jo. H. (2010). Human Resource Management Human Resource Management resource management lead. In *Human Resource Management*.
- Matzler, K., & Renzl, B. (2006). The relationship between interpersonal trust, employee satisfaction, and employee loyalty. *Total Quality Management and Business Excellence*, 17(10), 1261–1271. <https://doi.org/10.1080/14783360600753653>
- Matzler, K., & Renzl, B. (2007). Personality traits, employee satisfaction and affective commitment. *Total Quality Management*, 18(5), 589–598.
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An integrative model of organizational trust. *Academy of Management Review*, 20(3), 709–734.
- Merchant, K. A., & Van der Stede, W. A. (2007). Management control systems. In *Management Control Systems in Japan*. <https://doi.org/10.4324/9781315200019-2>
- Moskowitz, D. S. (2010). Quarrelsomeness in daily life. *Journal of Personality*, 78(1), 39–66.
- Murrell-Jones, M. (2012). A Spiritually based leadership approach in the retail environment to assist with the challenges of employee morale and retention. *Journal of Business & Retail Management Research*, 7(1), 1–11. <http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=87513744&login.asp?custid=uamster&site=ehost-live>
- Netemeyer, R. G., Maxham, J. G., & Lichtenstein, D. R. (2010). Store Manager Performance and Satisfaction: Effects on Store Employee Performance and Satisfaction, Store Customer Satisfaction, and Store Customer Spending Growth. *Journal of Applied Psychology*, 95(3), 530–545. <https://doi.org/10.1037/a0017630>
- Ng, T. W. H., & Feldman, D. C. (2010). Organizational Tenure and Job Performance. *Journal of Management*, 36(5), 1220–1250. <https://doi.org/10.1177/0149206309359809>
- Okpara, J. O. (2004). Personal characteristics as predictors of job satisfaction: An exploratory study of IT managers in a developing economy. *Information Technology & People*.
- Onne Janssen. (2000). Job demands, perceptions of effort-reward fairness and innovative work behavior. *Journal of Occupational and Organizational Psychology*, 287–302.
- Ophir, E., Nass, C., & Wagner, A. D. (2009). Cognitive control in media multitaskers. *Proceedings of the National Academy of Sciences of the United States of America*, 106(37), 15583–15587. <https://doi.org/10.1073/pnas.0903620106>



- Oun, M. A., & Bach, C. (2014). Qualitative Research Method Summary. *Journal of Multidisciplinary Engineering Science and Technology (JMEST)*, 1(5), 252–258. <https://doi.org/10.5539/ass.v10n21p298>
- Özpehlivan, M., & Acar, A. Z. (2015). Assessment of a multidimensional job satisfaction instrument. *Procedia-Social and Behavioral Sciences*, 210, 283–290.
- Pack, P. D. F. (n.d.). *The Impact of Job Satisfaction on Job Performance : An Empirical Analysis The Impact of Job Satisfaction on Job Performance :*
- Panggabean, P. C. (2020). The Influence of Incentives and Employee Satisfaction Performance Against Job Loyalty at PT . XYZ. *Journal of Management*, 10(2), 35–38.
- Parasuraman, A., & Futrell, C. M. (1983). Demographics, job satisfaction, and propensity to leave of industrial salesmen. *Journal of Business Research*, 11(1), 33–48. [https://doi.org/10.1016/0148-2963\(83\)90037-1](https://doi.org/10.1016/0148-2963(83)90037-1)
- Pawirosumarto, S., Sarjana, P. K., & Gunawan, R. (2017). The effect of work environment, leadership style, and organizational culture towards job satisfaction and its implication towards employee performance in Parador Hotels and Resorts, Indonesia. *International Journal of Law and Management*.
- Peeters, M. A. G., Rutte, C. G., van Tuijl, H. F. J. M., & Reymen, I. M. M. J. (2006). The big five personality traits and individual satisfaction with the team. *Small Group Research*, 37(2), 187–211.
- Peifer, C., & Zipp, G. (2019). All at once? The effects of multitasking behavior on flow and subjective performance. *European Journal of Work and Organizational Psychology*, 28(5), 682–690. <https://doi.org/10.1080/1359432X.2019.1647168>
- Pohl, S., & Galletta, M. (2017). The role of supervisor emotional support on individual job satisfaction: A multilevel analysis. *Applied Nursing Research*, 33, 61–66.
- Pushpakumari, M. D. (2008). The impact of job satisfaction on job performance: An empirical analysis. *City Forum*, 9(1), 89–105.
- Qureshi, M. A., & Hamid, K. (2017). Impact of supervisor support on job satisfaction: A moderating role of fairness perception. *International Journal of Academic Research in Business and Social Sciences*, 7(3), 235–242.
- Ravari, A., Mirzaei, T., Kazemi, M., & Jamalizadeh, A. (2012). Job satisfaction as a multidimensional concept: A systematic review study. *Journal of Occupational Health and Epidemiology*, 1(2), 95–102.
- Richter, M., Gendolla, G. H. E., & Wright, R. A. (2016). Three Decades of Research on Motivational Intensity Theory. In *Advances in Motivation Science* (Vol. 3). Elsevier Ltd. <https://doi.org/10.1016/bs.adms.2016.02.001>

- Richter, Michael. (2013). A Closer Look Into the Multi-Layer Structure of Motivational Intensity Theory. *Social and Personality Psychology Compass*, 7(1), 1–12. <https://doi.org/10.1111/spc3.12007>
- Rinendy, J. (2020). Fraud Prevention Predictor on Losing Merchandise Inventory in Alfa Mart Retail Store Bandung Barat, Indonesia. *Abstract Proceedings International Scholars Conference*, 7(1), 1373–1386. <https://doi.org/10.35974/isc.v7i1.2102>
- Rousseau, D. M., Sitkin, S. B., Burt, R. S., & Camerer, C. (1998). Not so different after all: A cross-discipline view of trust. *Academy of Management Review*, 23(3), 393–404.
- Routledge, C., Roylance, C., & Abeyta, A. A. (2017). Further exploring the link between religion and existential health: The effects of religiosity and trait differences in mentalizing on indicators of meaning in life. *Journal of Religion and Health*, 56(2), 604–613.
- Ryan, R. M., & Deci, E. L. (2020). Intrinsic and extrinsic motivation from a self-determination theory perspective: Definitions, theory, practices, and future directions. *Contemporary Educational Psychology*, 61(xxxx), 101860. <https://doi.org/10.1016/j.cedpsych.2020.101860>
- Sarker, M. A. R., & Ashrafi, D. M. (2018). The relationship between internal marketing and employee job satisfaction: A study from retail shops in Bangladesh. *Journal of Business and Retail Management Research*, 12(3), 149–159. <https://doi.org/10.24052/jbrmr/v12is03/art-13>
- Savenye, W. C., & Robinson, R. S. (2005). Using qualitative research methods in higher education. *Journal of Computing in Higher Education*, 16(2), 65–95. <https://doi.org/10.1007/BF02961475>
- Shen, J., & Tang, C. (2018). How does training improve customer service quality? The roles of transfer of training and job satisfaction. *European Management Journal*, 36(6), 708–716. <https://doi.org/10.1016/j.emj.2018.02.002>
- Sokolowski, R. (1999). Introduction to Phenomenology. In *Introduction to Phenomenology*. <https://doi.org/10.1017/cbo9780511809118>
- Stahl, G. K., Chua, C. H., Caligiuri, P., Cerdin, J.-L., & Taniguchi, M. (2009). Predictors of turnover intentions in learning-driven and demand-driven international assignments: The role of repatriation concerns, satisfaction with company support, and perceived career advancement opportunities. *Human Resource Management*, 48(1), 89–109. <https://doi.org/https://doi.org/10.1002/hrm.20268>
- Starks, H., & Brown Trinidad, S. (2007). Choose Your Method: A Comparison of Phenomenology, Discourse Analysis, and Grounded Theory. *Qualitative Health Research*, 17(10), 1372–1380.
- Steindl-Rast, D. (2004). 14 Gratitude as Thankfulness and as Gratefulness. *The*

*Psychology of Gratitude*, 282.

- Strauss, A. L., & Corbin, J. M. (1998). *Basics of Qualitative Research : Techniques and Procedures for Developing Grounded Theory*.
- Talukder, A. K. M. M. H. (2019). Supervisor support and organizational commitment: The role of work–family conflict, job satisfaction, and work–life balance. *Journal of Employment Counseling*, 56(3), 98–116.
- Teas, R. K., Wacker, J. G., & Hughes, R. E. (1979). A Path Analysis of Causes and Consequences of Salespeople’s Perceptions of Role Clarity. *Journal of Marketing Research*, 16(3), 355–369. <https://doi.org/10.1177/002224377901600308>
- Terason, S. (2018). Managerial turnover intention as a result of leadership behavior, job satisfaction and organizational commitment: Evidence from cross-national fitness enterprises in Thailand. *Academy of Strategic Management Journal*, 17(1), 1–12.
- Ting, Y. (1997). Determinants of job satisfaction of federal government employees. *Public Personnel Management*, 26(3), 313–334.
- Tjahjono, B., Esplugues, C., Ares, E., & Pelaez, G. (2017). What does Industry 4.0 mean to Supply Chain? *Procedia Manufacturing*, 13, 1175–1182. <https://doi.org/10.1016/j.promfg.2017.09.191>
- Tuffour, I. (2017). A Critical Overview of Interpretative Phenomenological Analysis: A Contemporary Qualitative Research Approach. *Journal of Healthcare Communications*, 02(04), 1–5. <https://doi.org/10.4172/2472-1654.100093>
- van Zelst, S., van Donselaar, K., van Woensel, T., Broekmeulen, R., & Fransoo, J. (2009). Logistics drivers for shelf stacking in grocery retail stores: Potential for efficiency improvement. *International Journal of Production Economics*, 121(2), 620–632. <https://doi.org/10.1016/j.ijpe.2006.06.010>
- Vandenberg, R. J., & Lance, C. E. (1992). Examining the Causal Order of Job Satisfaction and Organizational Commitment. *Journal of Management*, 18(1), 153–167.
- Walford, G. (2005). Research ethical guidelines and anonymity. *International Journal of Research & Method in Education*, 28(1), 83–93. <https://doi.org/10.1080/01406720500036786>
- Wang, D. D., Proctor, R. W., & Pick, D. F. (2009). Allocation of effort as a function of payoffs for individual tasks in a multitasking environment. *Behavior Research Methods*, 41(3), 705–716. <https://doi.org/10.3758/BRM.41.3.705>
- Weigl, M., Mu, A., Sevdalis, P. N., & Angerer, P. (2013). *Relationships of Multitasking, Physicians’ Strain, and Performance : An Observational Study in Ward Physicians*. 9(1), 18–23.

- Wibowo, M. E. S., & Djastuti, I. (2019). Psychological Well-being Pekerja Informal Sektor Industri Kreatif UMKM di Kota Semarang (Studi Fenomenal pada Kampung Batik Semarang). *INOBIIS: Jurnal Inovasi Bisnis Dan Manajemen Indonesia*, 3(1), 1–16.
- Wollard, K. K. (2011). Quiet desperation: Another perspective on employee engagement. *Advances in Developing Human Resources*, 13(4), 526–537.