

DAFTAR PUSTAKA

- Amelia, S., Asni, E., & Chairilisyah, D. (2014). Gambaran Ketangguhan Diri (Resiliensi) Pada Mahasiswa Tahun Pertama Fakultas Kedokteran Universitas Riau. *Jom FK*, 1(2), 1–9.
- Anasori, E., Bayighomog, S. W., & Tanova, C. (2019). Workplace bullying, psychological distress, resilience, mindfulness, and emotional exhaustion. *Service Industries Journal*, 40(1–2), 65–89. <https://doi.org/10.1080/02642069.2019.1589456>
- Anyan, F., & Hjemdal, O. (2016). Adolescent stress and symptoms of anxiety and depression: Resilience explains and differentiates the relationships. *Journal of Affective Disorders*, 203, 213–220. <https://doi.org/10.1016/j.jad.2016.05.031>
- Ariza-Montes, A., Arjona-Fuentes, J. M., Law, R., & Han, H. (2017). Incidence of workplace bullying among hospitality employees. *International Journal of Contemporary Hospitality Management*, 29(4).
- Attell, B. K., Kummerow Brown, K., & Treiber, L. A. (2017). Workplace bullying, perceived job stressors, and psychological distress: Gender and race differences in the stress process. *Social Science Research*, 65, 210–221. <https://doi.org/10.1016/j.ssresearch.2017.02.001>
- Bonanno, G. A., Galea, S., Bucciarelli, A., & Vlahov, D. (2007). What Predicts Psychological Resilience After Disaster? The Role of Demographics, Resources, and Life Stress. *Journal of consulting and clinical psychology*, 75(5), 671–682. <https://doi.org/10.1037/0022-006X.75.5.671>
- Damaiyanti, M. (2019). The Relation Between Anxiety and Nurse s ' P erformance at Atma Husada Mahakam Hospital , Samarinda. *Jurnal Ilmu Kesehatan*, 7(1), 75–84.
- Deldar, K., Froutan, R., Dalvand, S., Gheshlagh, R. G., & Mazloun, S. R. (2018). The relationship between resiliency and burnout in Iranian nurses: A systematic review and meta-analysis. *Open Access Macedonian Journal of Medical Sciences*, 6(11), 2250–2256. <https://doi.org/10.3889/oamjms.2018.428>
- Desrumaux, P., Gillet, N., & Nicolas, C. (2018). Direct and indirect effects of belief in a just world and supervisor support on burnout via bullying. *International Journal of Environmental Research and Public Health*, 15(11). <https://doi.org/10.3390/ijerph15112330>
- Ghozali, I. (2017). *Model Persamaan Struktural Konsep Dan Aplikasi Dengan Program AMOS 24*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2012). *Partial Least Square : Konsep, Teknik dan*

Aplikasi. SmartPLS 2.0 M3. Semarang: Badan Penerbit Universitas Diponegoro.

- Hair, J. F., Black, W. C., Babin, B. J., & A. (2018). *Multivariate Data Analysis, 8th ed.* United Kingdom: Cengage Learning.
- Hobfoll, S. E., Halbesleben, J., Neveu, J.-P., & Westman, M. (2018). Conservation of Resources in the Organizational Context: The Reality of Resources and Their Consequences. *Annual Review of Organizational Psychology and Organizational Behavior*, 5(November 2017), 1–26. <https://doi.org/10.1146/annurev-orgpsych>
- Hori, N., & Chao, R. (2019). The Impact Of Surface Acting, Deep Acting And Emotional Exhaustion On Subjective Well-Being In The Employees Of Food And Beverages Industries. *The International Journal of Organizational Innovation*, 11(4), 215–228.
- Jo, E. A., & Kang, J. (2015). Influence of Workplace Bullying and Resilience on Organizational Socialization in New Graduate Nurses. *J Muscle Jt Health*, 22(2), 78–86.
- Kaufman, B. E., & Hotchkiss, J. L. (2006). *The Economics of Labour Markets*. USA: The Orydon Press.
- Kitterlin, M., Tanke, M., & Stevens, D. P. (2016). Workplace bullying in the foodservice industry. *Journal of Foodservice Business Research*, 1–12. <https://doi.org/10.1080/15378020.2016.1185874>
- Kwan, S. S. M., Tuckey, M. R., & Dollard, M. F. (2020). The Malaysian Workplace Bullying Index (MWBI): A new measure of workplace bullying in Eastern countries Sharon. *PLoS ONE*, 15(1), 1–20.
- Macleod, S., Musich, S., Hawkins, K., Alsgaard, K., & Wicker, E. R. (2016). The impact of resilience among older adults. *Geriatric Nursing*, 37(4), 266–272. <https://doi.org/10.1016/j.gerinurse.2016.02.014>
- Maidaniuc-chirila, T. (2015). The mediation role of resilience on the relationship between workplace bullying and Romanian employees' strain. *REVISTA DE CERCETARE SI INTERVENTIE SOCIALA*, 48(May 2015), 120–133.
- Maslach, C., & Jackson, S. E. (1981). The Measurement of Experienced Burnout. *Journal of Organizational Behavior*, 2(2), 99–131. <https://doi.org/10.1002/job.4030020205>
- Meng, M., He, J., Guan, Y., Zhao, H., Yi, J., Yao, S., ... 1Department. (2019). Factorial Invariance of the Resilience Scale Across Gender Among Chinese Elders. *Frontiers in Psychology*, 10(1237), 1–7. <https://doi.org/10.3389/fpsyg.2019.01237>

- Meseguer-de-Pedro, M., García-Izquierdo, M., Fernández-Valera, M. M., & Soler-Sánchez, M. I. (2019). The role of Resilience between Workplace Bullying and Health: A Mediational Analysis. *Revista de Psicología del Trabajo y de las Organizaciones*, 35(3), 177–182. <https://doi.org/10.5093/jwop2019a16>
- Nauman, S., Malik, S. Z., & Jalil, F. (2019). How workplace bullying jeopardizes employees' life satisfaction: The roles of job anxiety and insomnia. *Frontiers in Psychology*, 10(OCT). <https://doi.org/10.3389/fpsyg.2019.02292>
- Nauman, S., Raja, U., Haq, I. U., & Bilal, W. (2019). Job demand and employee well-being: A moderated mediation model of emotional intelligence and surface acting. *Personnel Review*, 48(5), 1150–1168. <https://doi.org/10.1108/PR-04-2018-0127>
- Nwaneri, A. C., Onoka, A. C., & Onoka, C. A. (2017). Workplace bullying among nurses working in tertiary hospitals in Enugu, southeast Nigeria: Implications for health workers and job performance. *Journal of Nursing Education and Practice*, 7(2), 69–78. <https://doi.org/10.5430/jnep.v7n2p69>
- Ortiz, L. P. A., & Langer, N. (2002). Assessment of Spirituality and Religion in Later Life. *Journal of Gerontological Social Work*, 37(2), 37–41. <https://doi.org/10.1300/J083v37n02>
- Putri, F. (2019). Efektivitas Terapi Musik Klasik Pada Lansia Yang Mengalami Kecemasan Menyeluruh (Generalized Anxiety Disorders). *Prosiding Seminar Nasional & Call Paper Psikologi Sosial, Fakultas pendidikan Psikologi*, 110–116.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business: A Skill Building Approach*. New York: John Wiley & Sons, Inc.
- Shapoval, V. (2019). Organizational injustice and emotional labor of hotel front-line employees. *International Journal of Hospitality Management*, 78, 112–121. <https://doi.org/10.1016/j.ijhm.2018.10.022>
- Silalahi, U. (2018). *Metode Penelitian Sosial*. Bandung: Refika Aditama.
- Simarmata, H. M. P., & Panjaitan, N. J. (2016). Pengaruh Pembagian Kerja Terhadap Prestasi Kerja Karyawan Pada Perum Bulog Sub Drive Pematangsiantar. *Jurnal Murni Sadar*, 6(3), 1–10.
- Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Ward, M., Turner, N., Briggs, R., O'Halloran, A. M., & Kenny, R. A. (2020). Resilience does not mediate the association between adverse childhood experiences and later life depression. Findings from the Irish Longitudinal Study on Ageing (TILDA). *Journal of Affective Disorders*, 277(January),

901–907. <https://doi.org/10.1016/j.jad.2020.08.089>

- Wiramihardja, S. (2015). *Pengantar Psikologi Klinis*. Bandung: Refika Aditama.
- Wirati, N. P. R., Wati, N. M. N., & Saraswati, N. L. G. I. (2020). Hubungan Burnout Dengan Motivasi Kerja Perawat Pelaksana. *Jurnal Kepemimpinan dan Manajemen Keperawatan*, 3(1), 8–14.
- Wu, M., He, Q., Imran, M., & Fu, J. (2020). Workplace Bullying, Anxiety, and Job Performance: Choosing Between “Passive Resistance” or “Swallowing the Insult”? *Frontiers in Psychology*, 10(January), 1–12. <https://doi.org/10.3389/fpsyg.2019.02953>
- Wu, Y., Sang, Z. Q., Zhang, X. C., & Margraf, J. (2020). The Relationship Between Resilience and Mental Health in Chinese College Students: A Longitudinal Cross-Lagged Analysis. *Frontiers in Psychology*, 11(February). <https://doi.org/10.3389/fpsyg.2020.00108>
- Yamamoto-Mitani, N., Noguchi-Watanabe, M., & Fukahori, H. (2016). Caring for Clients and Families With Anxiety : Home Care Nurses ’ Practice Narratives. *Global Qualitative Nursing Research*, 3, 1–11. <https://doi.org/10.1177/2333393616665503>
- Yılmaz, E. B. (2017). Resilience as a strategy for struggling against challenges related to the nursing profession. *Chinese Nursing Research journal*, 4, 9–13.
- Yulianti, P. (2020). Turn over Intention among Nurses: The Role of Job Demand and Job Burnout. *Asian Business Review*, 10(1), 69–72. <https://doi.org/10.18034/abr.v10i1.463>