

DAFTAR PUSTAKA

- Anderson, E. S., Winett, R. A., & Wojcik, J. R. (2007). Self-regulation, self-efficacy, outcome expectations, and social support: Social cognitive theory and nutrition behavior. *Annals of Behavioral Medicine*.
<https://doi.org/10.1007/BF02874555>
- Anderson, L., & Ostrom, A. L. (2015, August 14). Transformative Service Research: Advancing Our Knowledge About Service and Well-Being. *Journal of Service Research*. SAGE Publications Inc.
<https://doi.org/10.1177/1094670515591316>
- Bandura, A. (2001). Social cognitive theory: An agentic perspective. In *Annual Review of Psychology*. <https://doi.org/10.1146/annurev.psych.52.1.1>
- Bandura, A., Freeman, W. H., & Lightsey, R. (1999). Self-Efficacy: The Exercise of Control. *Journal of Cognitive Psychotherapy*.
<https://doi.org/10.1891/0889-8391.13.2.158>
- Bauer, T. N., & Erdogan, B. (2010). Organizational socialization: The effective onboarding of new employees. In *APA handbook of industrial and organizational psychology, Vol 3: Maintaining, expanding, and contracting the organization*. <https://doi.org/10.1037/12171-002>
- Bock, G. W., & Kim, Y. G. (2002). Breaking the Myths of Rewards: An Exploratory Study of Attitudes about Knowledge Sharing. *Information Resources Management Journal (IRMJ)*.

<https://doi.org/10.4018/irmj.2002040102>

Chao, G. T., O'Leary-Kelly, A. M., Wolf, S., Klein, H. J., & Gardner, P. D.

(1994). Organizational Socialization: Its Content and Consequences. *Journal of Applied Psychology*. <https://doi.org/10.1037/0021-9010.79.5.730>

Chew, E.Y.T. and Onggo, S. (2016), "Service Collaboration between Healthcare Service Providers and Tourism Agencies", *Tourism and Hospitality Management (Advances in Culture, Tourism and Hospitality Research, Vol. 12)*, Emerald Group Publishing Limited, pp. 19-30.

Constantino, M. J., Arnkoff, D. B., Glass, C. R., Ametrano, R. M., & Smith, J. A.

Z. (2011). Expectations. *Journal of Clinical Psychology*.

<https://doi.org/10.1002/jclp.20754>

Danaher, T. S., & Gallan, A. S. (2016, November 1). Service Research in Health

Care: Positively Impacting Lives. *Journal of Service Research*. SAGE Publications Inc. <https://doi.org/10.1177/1094670516666346>

Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001).

Reciprocation of perceived organizational support. *Journal of Applied Psychology*. <https://doi.org/10.1037/0021-9010.86.1.42>

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived

Organizational Support. *Journal of Applied Psychology*.

<https://doi.org/10.1037/0021-9010.71.3.500>

Fahrizal, F., & Utama, I. (2017). Pengaruh Persepsi Dukungan Organisasi

terhadap Komitmen Organisasional dan Turnover Intention Karyawan Hotel
Kajane Muba Ubud. *E-Jurnal Manajemen Universitas Udayana*.

Fang, R., Duffy, M. K., & Shaw, J. D. (2011). The organizational socialization
process: Review and development of a social capital model. In *Journal of
Management*. <https://doi.org/10.1177/0149206310384630>

Garson, D. G. (2016). Partial Least Squares: Regression and Structural Equation
Models. In *School of Public & International Affairs North Carolina State
University*.

Ghozali, I., & Hengky, L. (2015). Konsep, Teknik Dan Aplikasi Menggunakan
Program Smart PLS 3.0. In *Universitas Diponegoro. Semarang*.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2013). A Primer on
Partial Least Squares Structural Equation Modeling (PLS-SEM). Thousand
Oaks. Sage. <https://doi.org/10.1016/j.lrp.2013.01.001>

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). A Primer on
Partial Least Squares Structural Equation Modeling (PLS-SEM). Second
Edition. In *California: Sage*.

Hardjana, A. A. (2013). Sosialisasi dan Dampak Budaya Organisasi. *Jurnal ILMU
KOMUNIKASI*. <https://doi.org/10.24002/jik.v7i1.194>

Hellström, K., Lindmark, B., Wahlberg, B., & Fugl-Meyer, A. R. (2003). Self-
efficacy in relation to impairments and activities of daily living disability in
elderly patients with stroke: A prospective investigation. *Journal of*

Rehabilitation Medicine. <https://doi.org/10.1080/16501970310000836>

Henseler, J., Ringle, C. M., & Sarstedt, M. (2014). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-014-0403-8>

Hsu, M. H., Ju, T. L., Yen, C. H., & Chang, C. M. (2007). Knowledge sharing behavior in virtual communities: The relationship between trust, self-efficacy, and outcome expectations. *International Journal of Human Computer Studies*. <https://doi.org/10.1016/j.ijhcs.2006.09.003>

Kim, J. (2019). Customers' value co-creation with healthcare service network partners: The moderating effect of consumer vulnerability. *Journal of Service Theory and Practice*, 29(3), 309–328

Kock, N. (2015). Common method bias in PLS-SEM: A full collinearity assessment approach. *International Journal of E-Collaboration*. <https://doi.org/10.4018/ijec.2015100101>

Magaletta, P. R., & Oliver, J. M. (1999). The hope construct, will, and ways: Their relations with self-efficacy, optimism, and general well-being. *Journal of Clinical Psychology*. [https://doi.org/10.1002/\(SICI\)1097-4679\(199905\)55:5<539::AID-JCLP2>3.0.CO;2-G](https://doi.org/10.1002/(SICI)1097-4679(199905)55:5<539::AID-JCLP2>3.0.CO;2-G)

Nasr, L., & Fisk, R. P. (2018). The global refugee crisis: how can transformative service researchers help? *Service Industries Journal*, 39(9–10), 684–700

Nelson, M. J., & Hawk, N. A. (2020). The impact of field experiences on prospective preservice teachers' technology integration beliefs and intentions. *Teaching and Teacher Education*, 89. <https://doi.org/10.1016/j.tate.2019.103006>

Newman, A., Thanacoody, R., & Hui, W. (2011). The effects of perceived organizational support, perceived supervisor support and intra-organizational network resources on turnover intentions: A study of Chinese employees in multinational enterprises. *Personnel Review*. <https://doi.org/10.1108/00483481211189947>

Nugraheni, R. F. (2016). KESABARAN DAN ACADEMIC SELF-EFFICACY PADA MAHASISWA. *Psikologika: Jurnal Pemikiran Dan Penelitian Psikologi*. <https://doi.org/10.20885/psikologika.vol21.iss1.art8>

OSTROFF, C., & KOZLOWSKI, S. W. J. (1992). ORGANIZATIONAL SOCIALIZATION AS A LEARNING PROCESS: THE ROLE OF INFORMATION ACQUISITION. *Personnel Psychology*. <https://doi.org/10.1111/j.1744-6570.1992.tb00971.x>

Parke, R. D., Leidy, M. S., Schofield, T. J., Miller, M. A., & Morris, K. L. (2008). Socialization. In *Encyclopedia of Infant and Early Childhood Development*. <https://doi.org/10.1016/B978-012370877-9.00152-3>

Rahman, A., Björk, P., & Ravald, A. (2020). Effects of Healthcare Service Provider's Organizational Socialization and Support on Patients' Well-Being. *Services Marketing Quarterly*.

<https://doi.org/10.1080/15332969.2020.1742978>

[Russell-Bennett, R.](#), [Fisk, R.P.](#), [Rosenbaum, M.S.](#) and [Zainuddin, N.](#) (2019), "Commentary: transformative service research and social marketing – converging pathways to social change", *Journal of Services Marketing*, Vol. 33 No. 6, pp. 633-642

Ryckman, R. M., Robbins, M. A., Thornton, B., & Cantrell, P. (1982). Development and validation of a physical self-efficacy scale. *Journal of Personality and Social Psychology*. <https://doi.org/10.1037/0022-3514.42.5.891>

Schein, E. H. (1988). Organizational Socialization And The Profession Of Management. *Sloan Management Review*.

Sekaran, U., & Bougie, R. (2016). Research Method for Business Textbook: A Skill Building Approach. In *John Wiley & Sons Ltd*.

Sobirin, A. (2014). Organisasi dan Perilaku Organisasi. *Budaya Organisasi, Pengertian, Makna Dan Aplikasinya*.

<https://doi.org/10.1080/09853111.2000.11105363>

Stevens, J. R., & Stephens, D. W. (2008). Patience. In *Current Biology*.

<https://doi.org/10.1016/j.cub.2007.11.021>

Stinglhamber, F., Caesens, G., Clark, L., & Eisenberger, R. (2016). Perceived organizational support. In *Handbook of Employee Commitment*.

<https://doi.org/10.4337/9781784711740.00037>

Suryono, A. (2018). KEBIJAKAN PUBLIK UNTUK KESEJAHTERAAN

RAKYAT. *Transparansi Jurnal Ilmiah Ilmu Administrasi*.

<https://doi.org/10.31334/trans.v6i2.33>

Tang, C., Guo, L., & Gopinath, M. (2016). A Social-Cognitive Model of Consumer Well-Being: A Longitudinal Exploration of the Role of the Service Organization. *Journal of Service Research*.

<https://doi.org/10.1177/1094670516637675>

Tohidi, H., & Jabbari, M. M. (2012). Organizational culture and leadership.

Procedia - Social and Behavioral Sciences.

<https://doi.org/10.1016/j.sbspro.2011.12.156>

Undang Undang Republik Indonesia No 44 tahun 2009 tentang rumah sakit.

Jakarta: Sekretariat Negara; 2009

Vogel, D. L., Wester, S. R., Wei, M., & Boysen, G. A. (2005). The role of outcome expectations and attitudes on decisions to seek professional help.

Journal of Counseling Psychology. [https://doi.org/10.1037/0022-](https://doi.org/10.1037/0022-0167.52.4.459)

0167.52.4.459

Wahyuni, E. (2015). PENGARUH BUDAYA ORGANISASI DAN GAYA KEPEMIMPINAN TERHADAP KINERJA PEGAWAI BAGIAN KEUANGAN ORGANISASI SEKTOR PUBLIK DENGAN MOTIVASI KERJA SEBAGAI VARIABEL INTERVENING (Studi Kasus Pada Pegawai Pemerintah Kota Tasikmalaya). *Nominal, Barometer Riset Akuntansi Dan Manajemen*. <https://doi.org/10.21831/nominal.v4i1.6890>

Zainuddin, N., Tam, L., & McCosker, A. (2016). Serving yourself: value self-creation in health care service. *Journal of Services Marketing*, 30(6), 586–600. <https://doi.org/10.1108/JSM-02-2016-0075>

