

## **DAFTAR PUSTAKA**

- Aarons, G. A., Woodbridge, M., & Carmazzi, A. (2003). Examining leadership, organizational climate and service quality in a children's system of care. Proceedings of the 15th Annual Research Conference. A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.
- Abdullah, M., Huang, D., Sarfraz, M., Ivascu, L., & Riaz, A. (2020). Effects of internal service quality on nurses' job satisfaction, commitment and performance: Mediating role of employee well-being. *Nursing Open*, 8(2), 607-619. <https://doi.org/10.1002/nop2.665>
- Adriyanto, A. T. (2020). Enhancing Job Satisfaction through Colleague Support and Communication. *Advances In Economics, Business And Management Research*, 174, 222-228.
- Aftab, H., & Idrees, W. (2012). A Study of Job Satisfaction and IT's Impact on the Performance in the Banking Industry of Pakistan. *International Journal of Business and Social Science*, 3(19), 174–179.
- Afulani, P., Nutor, J., Agbadi, P., Gyamerah, A., Musana, J., & Aborigo, R. et al. (2021). Job satisfaction among healthcare workers in Ghana and Kenya during the COVID-19 pandemic: Role of perceived preparedness, stress, and burnout. *PLOS Global Public Health*, 1(10), e0000022. <https://doi.org/10.1371/journal.pgph.0000022>
- Ahmed, I., Razzaque, R., & Ramzan, M. (2011). Examining the links between employee and customer variables of service profit chain: A case of

- Pakistani banks. Australian Journal of Basic and Applied Sciences, 5(11), 1634-1645.
- Al-Ababneh, M., Masadeh, M., Al-Shakhsheer, F., & Habiballah, M. (2018). The impact of internal service quality on job satisfaction in the hotel industry. Research In Hospitality Management, 8(1), 55-62.  
<https://doi.org/10.1080/22243534.2018.1501182>
- Ali, W. (2016). Understanding the Concept of Job Satisfaction, Measurements, Theories and its Significance in the Recent Organizational Environment: A Theoretical Framework. Archives Of Business Research, 4(1), 100-111.  
<https://doi.org/10.14738/abr.41.1735>
- Almuharrami, S., & Aziz, N. (2022). The Influence of Leadership Styles On Service Quality within ADNOC Company, Abu Dhabi. Journal Of Positive School Psychology, 6(2), 5115 – 5122.
- Alrawashdeh, H., Al-Tammemi, A., Alzawahreh, M., Al-Tamimi, A., Elkholly, M., & Al Sarireh, F. et al. (2021). Occupational burnout and job satisfaction among physicians in times of COVID-19 crisis: a convergent parallel mixed-method study. BMC Public Health, 21(1), 811.  
<https://doi.org/10.1186/s12889-021-10897-4>
- Amanda, N., Anindita, R., & Hilmy, M. (2021). Compensation, Job Stress, and Job Satisfaction on Nurse Turnover Intention at Ananda Bekasi Hospital. Jurnal Manajemen Kesehatan Indonesia, 9(1), 38-44.

- Amer, B. A. (2021). How covid-19 affected burnout and job satisfaction levels among the healthcare provider in jordanian hospitals. *Journal Of Cardiovascular Disease Research*, 12(5), 762-766.
- An, S., Meier, K., Ladenburg, J., & Westergård-Nielsen, N. (2019). Leadership and Job Satisfaction: Addressing Endogeneity With Panel Data From a Field Experiment. *Review of Public Personnel Administration*, 40(4), 589-612.  
<https://doi.org/10.1177/0734371x19839180>
- Asamani, J., Amertil, N., & Chebere, M. (2015). The influence of workload levels on performance in a rural hospital. *British Journal Of Healthcare Management*, 21(12), 577-586.  
<https://doi.org/10.12968/bjhc.2015.21.12.577>
- Babin, B., & Boles, J. (1996). The effects of perceived co-worker involvement and supervisor support on service provider role stress, performance and job satisfaction. *Journal Of Retailing*, 72(1), 57-75.  
[https://doi.org/10.1016/s0022-4359\(96\)90005-6](https://doi.org/10.1016/s0022-4359(96)90005-6)
- Back, K., Lee, C., & Abbott, J. (2011). Internal Relationship Marketing: Korean Casino Employees' Job Satisfaction and Organizational Commitment. *Cornell Hospitality Quarterly*, 52(2), 111-124.  
<https://doi.org/10.1177/1938965510370742>
- Bass, B.M., Avolio, B.J., Jung, D.I., & Berson, Y. (2003). Prediction unit performance by assessing transformational and transactional leadership. *Journal of Applied Psychology*, 88(2), 207–218.  
<http://dx.doi.org/10.1037/0021-9010.88.2.207>

- Bastari, A., Eliyana, A., & Wijayanti, T. W. (2020). Effects of transformational leadership styles on job performance with job motivation as mediation: A study in a state-owned enterprise. *Management Science Letters*, 10(12), 2883–2888. <https://doi.org/10.5267/j.msl.2020.4.019>
- Bhatt, P., & Reddy, C. (2011). HRM practices and its impact on performance – exploratory literature review in the context of indiansmes. *NJRIM*, 1(2), 73-87.
- Brady, M. K., Cronin, J.J. (2001). Some new thoughts on conceptualizing perceived service quality: A hierarchical approach. *Journal of Marketing*, 6 (3), 34-49. <https://doi.org/10.1509/jmkg.65.3.34.18334>
- Burma, Z. (2014). Human resource management and its importance for today's organizations. *International Journal of Education and Social Science*, 1(2), 85-92.
- Burton, L., & Peachey, J. (2009). Transactional or Transformational? Leadership Preferences of Division III Athletic Administrators. *Journal Of Intercollegiate Sport*, 2(2), 245-259. <https://doi.org/10.1123/jis.2.2.245>
- Chang, H. (2017). Does leadership matter? Study of leadership style, job performance and job satisfaction. *Poslovna Ekonomija*, 11(2), 1-28. <https://doi.org/10.5937/poseko12-16191>
- Chang, H., Chou, Y., Miao, M., & Liou, J. (2019). The effects of leadership style on service quality: enrichment or depletion of innovation behaviour and job standardisation. *Total Quality Management & Business Excellence*, 32(5-6), 676-692. <https://doi.org/10.1080/14783363.2019.1626708>

- Chen, W. (2013). Factors influencing internal service quality at international tourist hotels. *International Journal Of Hospitality Management*, 35, 152-160. <https://doi.org/10.1016/j.ijhm.2013.06.004>
- Chen, X., Yu, H., & Yu, F. (2015). What is the optimal number of response alternatives for rating scales? From an information processing perspective. *Journal of Marketing Analytics*, 3(2), 69–78. <https://doi.org/10.1057/jma.2015.4>
- Chen, Y., Ning, R., Yang, T., Feng, S., & Yang, C. (2018). Is transformational leadership always good for employee task performance? Examining curvilinear and moderated relationships. *Frontiers Of Business Research In China*, 12(1), 22. <https://doi.org/10.1186/s11782-018-0044-8>
- CNN Indonesia. (2022). Indonesia Resmi Masuk Gelombang Ketiga Covid-19. Retrieved 6 March 2022, from <https://www.cnnindonesia.com/nasional/20220201162952-20-753758/indonesia-resmi-masuk-gelombang-ketiga-covid-19>.
- Criado, N., Julián, V., Botti, V., & Argente, E. (2010). A Norm-Based Organization Management System. *Coordination, Organizations, Institutions And Norms In Agent Systems* V, 19-35. [https://doi.org/10.1007/978-3-642-14962-7\\_2](https://doi.org/10.1007/978-3-642-14962-7_2)
- De Carlo, A., Dal Corso, L., Carluccio, F., Colledani, D., & Falco, A. (2020). Positive Supervisor Behaviors and Employee Performance: The Serial Mediation of Workplace Spirituality and Work Engagement. *Frontiers in psychology*, 11, 1834. <https://doi.org/10.3389/fpsyg.2020.01834>

Díaz-Vilela, L. F., Delgado Rodríguez, N., Isla-Díaz, R., Díaz-Cabrera, D., Hernández-Fernaud, E., & Rosales-Sánchez, C. (2015). Relationships between Contextual and Task Performance and Interrater Agreement: Are There Any?. *PloS one*, 10(10), e0139898. <https://doi.org/10.1371/journal.pone.0139898>

Dizgah, M. R., Chegini, M. G., & Bisokhan, R. (2012). Relationship Between Job Satisfaction and Employee Job Performance in Guilan Public Sector. *Journal of Basic and Applied Scientific Research*, 2(2).

Edwards, B., Bell, S., Arthur, Jr., W., & Decuir, A. (2008). Relationships between Facets of Job Satisfaction and Task and Contextual Performance. *Applied Psychology*, 57(3), 441-465. <https://doi.org/10.1111/j.1464-0597.2008.00328.x>

Edwards, B., Bell, S., Arthur, Jr., W., & Decuir, A. (2008). Relationships between Facets of Job Satisfaction and Task and Contextual Performance. *Applied Psychology*, 57(3), 441-465. <https://doi.org/10.1111/j.1464-0597.2008.00328.x>

Edwards, B., Bell, S., Arthur, Jr., W., & Decuir, A. (2008). Relationships between Facets of Job Satisfaction and Task and Contextual Performance. *Applied Psychology*, 57(3), 441-465. <https://doi.org/10.1111/j.1464-0597.2008.00328.x>

Ehrhart, K., Witt, L., Schneider, B., & Perry, S. (2011). Service employees give as they get: Internal service as a moderator of the service climate-service

- outcomes link. Journal of Applied Psychology, 96(2), 423-431.  
<https://doi.org/10.1037/a0022071>
- Ehrhart, M. G., & Naumann, S. E. (2004). Organizational Citizenship Behavior in Work Groups: A Group Norms Approach. Journal of Applied Psychology, 89(6), 960–974. <https://doi.org/10.1037/0021-9010.89.6.960>
- Eliyana, A., Sawitri, D., & Bramantyo, H. (2018). Is Job Performance Affected By Job Motivation and Job Satisfaction?. Kne Social Sciences, 3(10).  
<https://doi.org/10.18502/kss.v3i10.3435>
- Ellickson, M., & Logsdon, K. (2001). Determinants of Job Satisfaction of Municipal Government Employees. State And Local Government Review, 33(3), 173-184. <https://doi.org/10.1177/0160323x0103300302>
- ELSamen, A. A., & Alshurideh, M. (2012). The Impact of Internal Marketing on Internal Service Quality: A Case Study in a Jordanian Pharmaceutical Company. International Journal Of Business And Management, 7(19), 84-95. <https://doi.org/10.5539/ijbm.v7n19p84>
- Fadil, H., Singh, K., & Joseph, C. (2016). The Influence of Organizational Innovation towards Internal Service Quality in MBKS. Procedia - Social And Behavioral Sciences, 224, 317-324.  
<https://doi.org/10.1016/j.sbspro.2016.05.491>
- Fitwi, T., Abdissa, G. (2016). The impact of internal service climate on employees' job satisfaction: With reference to commercial bank of Ethiopia, Gedeo zone. Global Journal of Management and Business Research, 16(2), 11-30.

- FKUI, H. (2020). 83% Tenaga Kesehatan Indonesia Mengalami Burnout Syndrome Derajat Sedang dan Berat Selama Masa Pandemi COVID-19 - FKUI. Fk.ui.ac.id. Retrieved 6 March 2022, from <https://fk.ui.ac.id/berita/83-tenaga-kesehatan-indonesia-mengalami-burnout-syndrome-derajat-sedang-dan-berat-selama-masa-pandemi-covid-19.html>.
- Frost, F., & Kumar, M. (2000). INTSERVQUAL – an internal adaptation of the GAP model in a large service organisation. *Journal Of Services Marketing*, 14(5), 358-377. <https://doi.org/10.1108/08876040010340991>
- Funmilola, O. F., Sola, K. T., & Olusola, A. G. (2013). Impact of Job Satisfaction Dimensionson Job Performance in a Small and Medium Enterprise In Ibadan, South Western, Nigeria. *Interdisciplinary Journal of Contemporary Research in Business*, 4(11).
- Gabbar, H. A., Honarmand, N., & Abdelsalam, A. A. (2014). Transformational leadership and its impact on governance and development in African nations: An analytical approach. *Journal of Entrepreneurship & Organization Management*, 3(2). <https://doi.org/10.4172/2169-026X.1000121>
- Garman, A. N., Davis-Lenane, D., & Corrigan, P. W. (2003). Factor structure of the transformational leadership model in human service teams. *Journal of Organizational Behavior*, 24(6), 803–812. <https://doi.org/10.1002/job.201>
- Ginanjar, A., Intiasari, A., & Wiyoto, A. (2016). Role of Puskesmas Leader in Development of UKBM in Purbalingga District. *Buletin Penelitian Sistem Kesehatan*, 19(1), 21-31. <https://doi.org/10.22435/hsr.v19i1.4986.21-31>

Gnepp, J., Klayman, J., Williamson, I., & Barlas, S. (2020). The future of feedback: Motivating performance improvement through future-focused feedback.

PLOS ONE, 15(6), e0234444.

<https://doi.org/10.1371/journal.pone.0234444>

Green, P. (2016). The perceived influence on organizational productivity: a perspective of a public entity. *Problems And Perspectives In Management*, 14(2), 339-347. [https://doi.org/10.21511/ppm.14\(2-2\).2016.10](https://doi.org/10.21511/ppm.14(2-2).2016.10)

Greenberg, N., Docherty, M., Gnanapragasam, S., & Wessely, S. (2020). Managing mental health challenges faced by healthcare workers during covid-19 pandemic. *BMJ*, 368(1), 1–2. <https://doi.org/10.1136/bmj.m1211>

Gunawardane, G. (2009). Relationship between Dimensions Of Internal Service Quality andThe Nature of The Internal Service Encounter—A Study In The Health CareIndustry. *California Journal of Operations Management*, 7(1), 21-30.

Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>

Hair, J., Hult, G., Ringle, C., & Sarstedt, M. (2021). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) (3rd ed). SAGE Publications Inc.

Hamidifar, F. (2010). A Study of the Relationship between Leadership Styles and Employee Job Satisfaction at IAU in Tehran, Iran. *AU-GSB E-JOURNAL*, 3(1), 45-58.

- Hardin, H., Safaat, H., & Syamsuddin, N. (2021). Hubungan kepuasan kerja perawat dengan mutu pelayanan keperawatan di Puskesmas Wara Selatan Kota Palopo. *Jurnal Lontara Kesehatan*, 2(1), 1-10.
- Henseler, J., Ringle, C., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal Of The Academy Of Marketing Science*, 43(1), 115-135.  
<https://doi.org/10.1007/s11747-014-0403-8>
- Hoffman, B., Blair, C., Meriac, J., & Woehr, D. (2007). Expanding the criterion domain? A quantitative review of the OCB literature. *Journal Of Applied Psychology*, 92(2), 555-566. <https://doi.org/10.1037/0021-9010.92.2.555>
- Homburg, C., & Stock, R. (2004). The Link Between Salespeople's Job Satisfaction and Customer Satisfaction in a Business-to-Business Context: A Dyadic Analysis. *Journal Of The Academy Of Marketing Science*, 32(2), 144-158.  
<https://doi.org/10.1177/0092070303261415>
- Hussain, M., & Ahmad, M. (2012). Mostly Discussed Research areas in Human Resource Management (HRM) – A Literature Review. *International Journal of Economics and Management Sciences*, 2(3), 10-17.
- Hussain, S., Khaliq, D., Nisar, Q., Kamboh, A., & Ali, S. (2019). Impact of Employees' Recognition, Rewards and Job Stress on Job Performance. *SEISENSE Journal Of Management*, 2(2), 69-82.  
<https://doi.org/10.33215/sjom.v2i2.121>
- Inayat, W., & Jahanzeb Khan, M. (2021). A Study of Job Satisfaction and Its Effect on the Performance of Employees Working in Private Sector Organizations,

Peshawar. Education Research International, 2021, 1-9.

<https://doi.org/10.1155/2021/1751495>

Iqbal, M. S., Hassan, M. U., & Habibah, U. (2018). Impact of self-service technology (SST) service quality on customer loyalty and behavioral intention: The mediating role of customer satisfaction. *Cogent Business & Management*, 5, 1-23. <https://doi.org/10.1080/23311975.2018.1423770>

Javed, M., Balouch, R., & Hassan, F. (2014). Determinants of Job Satisfaction and its impact on Employee performance and turnover intentions. *International Journal of Learning and Development*, 4(2), 120-140.

Jumadi, J. (2014). Influence of internal marketing toward internal service quality and impact to internal customer satisfaction: Case study in tourism industry in Yogyakarta Special Territory of Indonesia. *The International Journal of Business & Management*, 2(1), 69-73.

Jun, M., & Cai, S. (2010). Examining the Relationships between Internal Service Quality and its Dimensions, and Internal Customer Satisfaction. *Total Quality Management & Business Excellence*, 21(2), 205-223.  
<https://doi.org/10.1080/14783360903550095>

Jung, D. (2001). Transformational and Transactional Leadership and Their Effects on Creativity in Groups. *Creativity Research Journal*, 13(2), 185-195.  
[https://doi.org/10.1207/s15326934crj1302\\_6](https://doi.org/10.1207/s15326934crj1302_6)

Kalia, N., & Bhardwaj, B. (2019). Contextual and Task Performance: Do Demographic and Organizational variables matter?. *Rajagiri Management Journal*, 13(2), 30-42. <https://doi.org/10.1108/ramj-09-2019-0017>

- Kappagoda, S. (2012). Job Satisfaction and its Impact on Task and Contextual Performance in the Banking Sector in Sri Lanka. Proceedings, 1st International Conference on Management and Economics 2012, COMSATS Institute of Information Technology, Sahiwal, Available at SSRN: <https://ssrn.com/abstract=2221223>
- Kazmi, S., & Naarananoja, M. (2014). Significance of Management System for Effective Organizational Management. GSTF Journal on Business Review (GBR), 3(2), 97-102. <https://doi.org/10.7603/s40706-013-0022-2>
- Khan, H.G.A., & Afzal, M. (2016). The effect of reward systems, organizational commitment and experience on job satisfaction with respect to employee's perceived performance. NUML International Journal of Business & Management, 11(2), 35-49.
- Khan, M. A., Rehman, K. U., Rehman, I. U., Safwan, N., & Ahmad, A. (2011). Modelling link between internal service quality in human resources management and employees retention: A case of Pakistani privatized and public sector banks. African Journal of Business Management, 5(3), 949–959.
- Kock, N., & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. Information Systems Journal, 28(1), 227–261.
- Lai, F., Tang, H., Lu, S., Lee, Y., & Lin, C. (2020). Transformational Leadership and Job Performance: The Mediating Role of Work Engagement. SAGE Open, 10(1), 1-11. <https://doi.org/10.1177/2158244019899085>

- Latif, K., Baloch, Q., & Rehman, S. (2016). Role of internal service quality (ISQ) in the linkage between perceived organizational support and organizational performance. *City University Research Journal*, 6(1), 1-22.
- Lee, M. C. C., Idris, M. A., & Tuckey, M. (2019). Supervisory coaching and performance feedback as mediators of the relationships between leadership styles, work engagement, and turnover intention. *Human Resource Development International*, 22(3), 257–282.  
<https://doi.org/10.1080/13678868.2018.1530170>
- Leskovic, L., Erjavec, K., Leskovar, R., & Vuković, G. (2020). Burnout and job satisfaction of healthcare workers in Slovenian nursing homes in rural areas during the COVID-19 pandemic. *Annals Of Agricultural And Environmental Medicine*, 27(4), 664-671.  
<https://doi.org/10.26444/aaem/128236>
- Liang, T., Chan, L., Lin, C., & Huang, Y. (2010). Relationship between leadership behaviors and task performance: The mediation role of job satisfaction and the moderation role of social distance. *African Journal of Business Management*, 5(14), 5920-5928. <https://doi.org/10.5897/AJBM10.743>
- Locke, E. A. (1976). The nature and causes of job satisfaction. In M. D. Dunnette (Ed.), *Handbook of industrial and organizational psychology* (pp. 1297-1343). Chicago, IL: Rand McNally.
- Locke, E. A. (1976). The nature and causes of job satisfaction. In M. D. Dunnette (Ed.), *Handbook of industrial and organizational psychology* (pp. 1297-1343). Chicago, IL: Rand McNally.

- Luthans, F. (2005). *Organizational Behavior* (10th Ed.) New York: McGraw-Hill.
- Lynn, G. (2015). VISION AND ITS IMPACT ON TEAM SUCCESS. Pressacademia, 4(4), 744-744.  
<https://doi.org/10.17261/pressacademia.2015414540>
- Mading, M., & Willa, R. (2020). Persepsi Beban Kerja Tenaga Kesehatan Puskesmas di Kabupaten Nagekeo Provinsi Nusa Tenggara Timur Tahun 2019. *Buletin Penelitian Kesehatan*, 48(3), 219 - 226.  
<https://doi.org/10.22435/bpk.v48i3.3306>
- Martinaningtyas, G., Girsang, L., Astuti, W., Pakpahan, M., & Purimahua, D. (2020). The Relationship between Workload and Nursing Job Satisfaction in One Private Hospital in The West Region of Indonesia. *NERS: Jurnal Keperawatan*, 16(2), 95-102.
- Masa'deh, R., Abdelkarim Almajali, D., Alrowwad, A., & Obeidat, B. (2019). The Role of Knowledge Management Infrastructure in Enhancing Job Satisfaction: A Developing Country Perspective. *Interdisciplinary Journal Of Information, Knowledge, And Management*, 14, 1-25.  
<https://doi.org/10.28945/4169>
- Masa'deh, R., Obeidat, B. Y., & Tarhini, A. (2016). A Jordanian empirical study of the associations among transformational leadership, transactional leadership, knowledge sharing, job performance, and firm performance: A structural equation modeling approach. *Journal of Management Development*, 35(5), 681–705. <https://doi.org/10.1108/JMD-09-20150134>

- McManus, I., Keeling, A., & Paice, E. (2004). Stress, burnout and doctors' attitudes to work are determined by personality and learning style: A twelve year longitudinal study of UK medical graduates. *BMC Medicine*, 2(1), 29. <https://doi.org/10.1186/1741-7015-2-29>
- Morgeson, F., & Humphrey, S. (2006). The Work Design Questionnaire (WDQ): Developing and validating a comprehensive measure for assessing job design and the nature of work. *Journal of Applied Psychology*, 91(6), 1321-1339. <https://doi.org/10.1037/0021-9010.91.6.1321>
- Mosadeghrad, A., & Ferdosi, M. (2013). Leadership, Job Satisfaction and Organizational Commitment in Healthcare Sector: Proposing and Testing a Model. *Materia Socio Medica*, 25(2), 121. <https://doi.org/10.5455/msm.2013.25.121-126>
- Moynihan, D., & Pandey, S. (2007). Finding Workable Levers Over Work Motivation. *Administration & Society*, 39(7), 803-832. <https://doi.org/10.1177/0095399707305546>
- Ningsih, S.R., Novita, R.VT., & Bandur, A. (2022). Pengaruh Supervisi dan Gaya Kepemimpinan Transformasional terhadap Kinerja Perawat dalam Kepatuhan Hand Hygiene dan Pencegahan Resiko Jatuh di RSU GMIBM Monompia Kotamobagu. *Media Publikasi Promosi Kesehatan Indonesia (MPPKI)*, 3(3), 236-243. <https://doi.org/10.31934/mppki.v3i3.1231>
- Northouse, P. G. (2016). *Leadership, Theory and Practice* (7th ed.). Thousand Oaks, CA: Sage Publications Inc.

- Obeidat, B., Masa'deh, R., & Abdallah, A. (2014). The Relationships among Human Resource Management Practices, Organizational Commitment, and Knowledge Management Processes: A Structural Equation Modeling Approach. *International Journal Of Business And Management*, 9(3), 9-26. <https://doi.org/10.5539/ijbm.v9n3p9>
- Odumeru, J., & Ifeanyi, G. (2013). Transformational vs. transactional leadership theories: Evidence in literature. *International Review of Management and Business Research*; 2(2): 335-361.
- Orazi, D. C., Turrini, A., & Valotti, G. (2013). Public sector leadership: new perspectives for research and practice. *International Review of Administrative Sciences*, 79(3), 486–504. <https://doi.org/10.1177/0020852313489945>
- Pahuja, S., & Dalal, R. C. (2012). Achieving competitive advantage through HR practices: a case study. *Journal of Strategic Human Resource Management*, 1(2), 35-43.
- Panjakajornsak, V. (2012). Applying the service profit chain to a private hospital in Thailand. *NIDA Development Journal: วารสาร พัฒนบรหารศาสตร*, 49(2), 79-108.
- Pantouvakis, A. (2011). Internal service quality and job satisfaction synergies for performance improvement: Some evidence from a B2B environment. *Journal Of Targeting, Measurement And Analysis For Marketing*, 19(1), 11-22. <https://doi.org/10.1057/jt.2011.2>

Peraturan Menteri Kesehatan. (2014). Peraturan Menteri Kesehatan Republik Indonesia Nomor 75 Tahun 2014 tentang Pusat Kesehatan Masyarakat, Departemen Kesehatan RI, Jakarta.

Perry, J. L., Mesch, D., & Paarlberg, L. (2006). Motivating employees in a new governance era: The performance paradigm revisited. *Public Administration Review*, 66(4), 505–514. <https://doi.org/10.1111/j.1540-6210.2006.00611.x>

Pfeffer, J. (2007). Human Resources from an Organizational Behavior Perspective: Some Paradoxes Explained. *Journal Of Economic Perspectives*, 21(4), 115-134. <https://doi.org/10.1257/jep.21.4.115>

Phanwattana, P., & U-on, V. (2017). A Literature Review of Strategic Human Resource Management. *Silpakorn University Journal Of Social Sciences, Humanities, And Arts*, 17(1), 23-40.

Qian, J., Song, B., & Wang, B. (2017). Abusive Supervision and Job Dissatisfaction: The Moderating Effects of Feedback Avoidance and Critical Thinking. *Frontiers In Psychology*, 8, 496. <https://doi.org/10.3389/fpsyg.2017.00496>

Rachmat, R., Brasit, N., & Jusni, J. (2020). The Effects of The Leadership and the Supervision on the Discipline and Performance of the Employees in the Faculty of Medicine, Hasanuddin University Makassar. *Hasanuddin Journal Of Business Strategy*, 2(1), 95-104. <https://doi.org/10.26487/hjbs.v2i1.318>

- Rana, W., Mukhtar, S., & Mukhtar, S. (2020). Mental health of medical workers in Pakistan during the pandemic COVID-19 outbreak. *Asian Journal of Psychiatry*, 51(1), 1. <https://doi.org/10.1016/j.ajp.2020.102080>
- Rank, J., Nelson, N., Allen, T., & Xu, X. (2009). Leadership predictors of innovation and task performance: Subordinates' self-esteem and self-presentation as moderators. *Journal of Occupational And Organizational Psychology*, 82(3), 465-489. <https://doi.org/10.1348/096317908x371547>
- Riisgaard, H., Søndergaard, J., Munch, M., Le, J., Ledderer, L., Pedersen, L., & Nexøe, J. (2017). Work motivation, task delegation and job satisfaction of general practice staff: a cross-sectional study. *Family Practice*, 34(2), 188–193. <https://doi.org/10.1093/fampra/cmw142>
- Robbins, S. (1993) *Organizational Behavior*. Prentice Hall, Englewood Cliffs.
- Rosyidawati, D., Noor, N., & Zulkifli, A. (2020). The Influence of Workload, Job Satisfaction and Work Motivation on Nurse Performance in Hospital Inpatient Installation. *Journal Of Asian Multicultural Research For Social Sciences Study*, 1(2), 56-63. <https://doi.org/10.47616/jamrsss.v1i2.60>
- Rugman, A., & Hodgetts, R. (2002). *International business* (3rd ed.). Pearson Education Limited, Financial Times.
- Rusli, Y., Nusri, T., & Farich, A. (2013). Analisis beban kerja dokter dan perawat di poli umum puskesmas kedaton kota bandar lampung dengan metode workload indicator staff needs (WISN). *Jurnal Dunia Kesmas*, 2(1), 1-13.
- Saleem, H. (2015). The Impact of Leadership Styles on Job Satisfaction and Mediating Role of Perceived Organizational Politics. *Procedia - Social And*

- Behavioral Sciences, 172, 563-569.  
<https://doi.org/10.1016/j.sbspro.2015.01.403>
- Saleem, H. (2015). The Impact of Leadership Styles on Job Satisfaction and Mediating Role of Perceived Organizational Politics. Procedia - Social And Behavioral Sciences, 172, 563-569.  
<https://doi.org/10.1016/j.sbspro.2015.01.403>
- Samadara, P. (2020). Internal Service Quality and Employee Performance: Case of Swiss Belin Kristal Hotel- Indonesia. The International Journal of Social Sciences World, 2(1), 109-115. <https://doi.org/10.5281/zenodo.4146874>
- Sarwar, S. and Abugre, J. (2013) The Influence of Rewards and Job Satisfaction on Employees in the Service Industry. The Business and Management Review, 3, 23-32.
- Schleicher, D., Watt, J., & Greguras, G. (2004). Reexamining the Job Satisfaction-Performance Relationship: The Complexity of Attitudes. Journal of Applied Psychology, 89(1), 165-177. <https://doi.org/10.1037/0021-9010.89.1.165>
- Sekaran, U., & Bougie, R. (2020). Research Methods For Business: A Skill Building Approach (8e ed.). Wiley.
- Shahu, R., & Gole, S.V. (2008). Effect of Job Stress and Job Satisfaction on Performance: An Empirical Study. AIMS International Journal of Management, 2, 237-246.
- Shajahan, D. S., & Shajahan, L. (2004). Organizational behavior. New Age International Publications.

- Sharma, P., Kong, T., & Kingshott, R. (2016). Internal service quality as a driver of employee satisfaction, commitment and performance. *Journal Of Service Management*, 27(5), 773-797. <https://doi.org/10.1108/josm-10-2015-0294>
- Shmailan, A. (2016). The relationship between job satisfaction, job performance and employee engagement: An explorative study. *Issues In Business Management And Economics*, 4(1), 1-8. <https://doi.org/10.15739/ibme.16.001>
- Shoja, E., Aghamohammadi, V., Bazyar, H., Moghaddam, H., Nasiri, K., & Dashti, M. et al. (2020). Covid-19 effects on the workload of Iranian healthcare workers. *BMC Public Health*, 20(1), 1636. <https://doi.org/10.1186/s12889-020-09743-w>
- Singh, J.K., & Jain, M. (2013). A study of employees' job satisfaction and its impact on their performance. *Journal of Indian Research*, 1(4), 105–111.
- 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, 12-20. <https://doi.org/10.1016/j.burn.2017.04.001>
- Susanty, A., & Miradipta, R. (2013). Employee's Job Performance: The Effect of Attitude toward Works, Organizational Commitment, and Job Satisfaction. *Jurnal Teknik Industri*, 15(1), 13-24. <https://doi.org/10.9744/jti.15.1.13-24>
- Syahidul, S., Achmad, G., & Hudayah, S. (2020). Effect of internal service quality on employee satisfaction and its impact on internal customer satisfaction division port bontang coal terminal PT Indominco Mandiri. *International*

Journal of Economics, Business And Accounting Research (IJEBAR), 4(4),  
1347-1362.

- Tan, B. Y. Q., Chew, N. W. S., Lee, G. K. H., Jing, M., Goh, Y., Yeo, L. L. L., Zhang, K., Chin, H.-K., Ahmad, A., Khan, F. A., Shanmugam, G. N., Chan, B. P. L., Sunny, S., Chandra, B., Ong, J. J. Y., Paliwal, P. R., Wong, L. Y. H., Sagayanathan, R., Chen, J. T., ... Sharma, V. K. (2020). Psychological Impact of the COVID-19 Pandemic on Health Care Workers in Singapore. *Annals of Internal Medicine*, 173(4), 317–320.  
<https://doi.org/10.7326/M20-1083>
- Tejeda, M. J., Scandura, T. A., & Pillai, R. (2001). The MLQ revisited: Psychometric properties and recommendations. *The Leadership Quarterly*, 12(1), 31–52. [https://doi.org/10.1016/S1048-9843\(01\)00063-7](https://doi.org/10.1016/S1048-9843(01)00063-7)
- Tirmizi, M. A., Malik, M. I., & Mahmood-ul-Hasan. (2008). measuring satisfaction: An Investigation regarding age, tenure and job satisfaction of white collar employees. *International Society of Behavioral Medicine*.
- Tiwari, P., & Saxena, K. (2012). Human resource management practices: a comprehensive review. *Pakistan Business Review*, 13(4), 669-705.
- Torlak, N., & Kuzey, C. (2019). Leadership, job satisfaction and performance links in private education institutes of Pakistan. *International Journal Of Productivity And Performance Management*, 68(2), 276-295.  
<https://doi.org/10.1108/ijppm-05-2018-0182>
- Van Scotter, J. (2000). Relationships of Task Performance and Contextual Performance with Turnover, Job Satisfaction, and Affective Commitment.

- Human Resource Management Review, 10(1), 79-95.  
[https://doi.org/10.1016/s1053-4822\(99\)00040-6](https://doi.org/10.1016/s1053-4822(99)00040-6)
- Van Scotter, J., Motowidlo, S. J., & Cross, T. C. (2000). Effects of task performance and contextual performance on systemic rewards. *Journal of Applied Psychology*, 85(4), 526–535. <https://doi.org/10.1037/0021-9010.85.4.526>
- Wadhwa, S., & Parimoo, D. (2016). Impact of Vision and Mission on Organizational Performance in Indian Context. *The International Journal Of Business & Management*, 4(12), 165-170.
- Walumbwa, F. O., Wang, P., Lawler, J. J., & Shi, K. (2004). The role of collective efficacy in the relations between transformational leadership and work outcomes. *Journal of Occupational and Organizational Psychology*, 77(4), 515–530. <https://doi.org/10.1348/0963179042596441>
- Wang, G, (2012), The influence of internal service quality on employee job satisfaction at Taiwan-listed international tourist hotels: using organizational culture as the moderator. *World Transactions on Engineering and Technology Education*, 10(3), 174-183.
- Wang, G. (2012). The influence of internal service quality on employee job satisfaction at Taiwan-listed international tourist hotels: using organisational culture as the moderator. *World Transactions on Engineering and Technology Education*, 10(3), 174-183.
- Werner, J. M. (1994). Dimensions that make a difference: Examining the impact of in-role and extrarole behaviors on supervisory ratings. *Journal of Applied Psychology*, 79(1), 98–107. <https://doi.org/10.1037/0021-9010.79.1.98>

- Wijaya, A., Prastyari, C., & Armanu, A. (2019). The influence of leadership style on service quality in higher education: a study at a social science faculty. *Journal of Applied Management*, 17(3), 426-433.  
<https://doi.org/10.21776/ub.jam.2019.017.03.06>
- Wirani, V., Arso, S., & Suryawati, C. (2017). Analisis perbedaan faktor yang berpengaruh pada kepuasan kerja perawat PNS dan non PNS di RSUD Prof. Dr. Margono Soekarjo Purwokerto (Studi di RSUD Prof. Dr. Margono Soekarjo Purwokerto). *Jurnal Kesehatan Masyarakat (Undip)*, 5(4), 153-163. <https://doi.org/https://doi.org/10.14710/jkm.v5i4.18332>
- Wirtama, I., Darsono, J., & Sumarsono, T. (2020). Job Satisfaction as a Mediating of Leadership Style and Organizational Culture on Employee Performance of Togamas Discount Bookstore, Indonesia. *International Journal Of Advances In Scientific Research And Engineering*, 06(01), 15-22.  
<https://doi.org/10.31695/ijasre.2020.33677>
- Yáñez-Araque, B., Gómez-Cantarino, S., Gutiérrez-Broncano, S., & López-Ruiz, V. R. (2021). Examining the Determinants of Healthcare Workers' Performance: A Configurational Analysis during COVID-19 Times. *International journal of environmental research and public health*, 18(11), 5671. <https://doi.org/10.3390/ijerph18115671>
- Yudiah, W., Yudianto, K., & Prawesti, A. (2018). Fatigue and work satisfaction of emergency nurses in Bandung, West Java, Indonesia. *Belitung Nursing Journal*, 4(6), 602-611. <https://doi.org/10.33546/bnj.558>

- Yulianti, R. (2021). The Analysis of Nurse Performance During Covid-19 Pandemic: A Case Study from Private Hospital in Tangerang. *Jurnal Manajemen Teori Dan Terapan| Journal Of Theory And Applied Management*, 14(2), 147. <https://doi.org/10.20473/jmtt.v14i2.27672>
- Yusoff, A. A., & Shamsuri, N. A. (2006). Organizational justice as a determinant of job satisfaction and organizational commitment. *Malaysian Management Review*, 41(1), 12-21.
- Zhang, M., Zhang, P., Liu, Y., Wang, H., Hu, K., & Du, M. (2021). Influence of perceived stress and workload on work engagement in front-line nurses during COVID-19 pandemic. *Journal of clinical nursing*, 30(11-12), 1584–1595. <https://doi.org/10.1111/jocn.15707>