

DAFTAR PUSTAKA

- Aboramadan, M., Albashiti, B., Alharazin, H., & Dahleez, K. A. (2020). Human resources management practices and organizational commitment in higher education: The mediating role of work engagement. *International Journal of Educational Management*, 34(1), 154–174. <https://doi.org/10.1108/IJEM-04-2019-0160>
- Al-Hamdan, Z., & Bani Issa, H. (2022). The role of organizational support and self-efficacy on work engagement among registered nurses in Jordan: A descriptive study. *Journal of Nursing Management*, 30(7), 2154–2164. <https://doi.org/10.1111/jonm.13456>
- Allande-Cussó, R., García-Iglesias, J. J., Ruiz-Frutos, C., Domínguez-Salas, S., Rodríguez-Domínguez, C., & Gómez-Salgado, J. (2021). Work Engagement in Nurses during the Covid-19 Pandemic: A Cross-Sectional Study. *Healthcare*, 9(3), 253. <https://doi.org/10.3390/healthcare9030253>
- Bernales-Turpo, D., Quispe-Velasquez, R., Flores-Ticona, D., Saintila, J., Ruiz Mamani, P. G., Huancahuire-Vega, S., Morales-García, M., & Morales-García, W. C. (2022). Burnout, Professional Self-Efficacy, and Life Satisfaction as Predictors of Job Performance in Health Care Workers: The Mediating Role of Work Engagement. *Journal of Primary Care & Community Health*, 13, 215013192211018. <https://doi.org/10.1177/21501319221101845>
- Bougie, R. & Sekaran, U. (2020). *Research methods for business: A skill building approach (Eight edition)*. john wiley & sons.
- Creswell, J. W., & Creswell, J. D. (2017). Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. 4th Edition. *SAGE Publications, Inc.*
- Deng, G., Cai, W., Yang, M., Lio, J., Feng, C., Ma, X., & Liang, L. (2021). Linking doctor-patient relationship to medical residents' work engagement: The influences of role overload and conflict avoidance. *BMC Family Practice*, 22(1), 191. <https://doi.org/10.1186/s12875-021-01541-6>
- Deng, J., Guo, Y., Ma, T., Yang, T., & Tian, X. (2019). How job stress influences job performance among Chinese healthcare workers: a cross-sectional study. *Environmental Health and Preventive Medicine*, 24(1), 2. <https://doi.org/10.1186/s12199-018-0758-4>
- Depkes. (1996). Peraturan Pemerintah Republik Indonesia Nomor 32 Tahun 1996 Tentang Tenaga Kesehatan. *Peraturan Pemerintah Republik Indonesia*, 1–22. http://www.hukor.depkes.go.id/up_prod_pp/PP No. 32 Th 1996 ttg Tenaga Kesehatan.pdf
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *Partial Least Squares Structural Equation Modeling (Pls-Sem) Third Edition*. In *Angewandte Chemie International Edition*, 6(11), 951–952. (Third Edit). *SAGE Publications, Inc.*
- Hair Jr, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial least squares structural equation modeling (PLS-SEM) using R: A workbook*. Springer Nature. <https://doi.org/10.1007/978-3-030-80519-7>
- 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(1), 103–128. <https://doi.org/10.1146/annurev-orgpsych-032117-104640>
- Izdebski, Z., Kozakiewicz, A., Białorudzki, M., Dec-Pietrowska, J., & Mazur, J. (2023). Occupational Burnout in Healthcare Workers, Stress and Other Symptoms of Work Overload during the COVID-19 Pandemic in Poland. *International Journal of Environmental Research and Public Health*, 20(3), 2428. <https://doi.org/10.3390/ijerph20032428>
- Johari, R. J., Ridzoan, N. S., & Zarefar, A. (2019). The Influence of Work Overload, Time Pressure and Social Influence Pressure on Auditors' Job Performance. *International Journal of Financial Research*, 10(3), 88. <https://doi.org/10.5430/ijfr.v10n3p88>
- Jyoti, J., & Rani, A. (2019). Role of burnout and mentoring between high performance work system and intention to leave: Moderated mediation model. *Journal of Business Research*, 98, 166–176. <https://doi.org/10.1016/j.jbusres.2018.12.068>
- Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., De Vet, H. C. W., & Van Der Beek, A. J. (2014). Construct validity of the individual work performance questionnaire. *Journal of Occupational and Environmental Medicine*, 56(3), 331–337. <https://doi.org/10.1097/JOM.0000000000000113>
- Liengaard, B. D., Sharma, P. N., Hult, G. T. M., Jensen, M. B., Sarstedt, M., Hair, J. F., & Ringle, C. M. (2021). Prediction: Coveted, Yet Forsaken? Introducing a Cross-Validated Predictive Ability Test in Partial Least Squares Path Modeling. *Decision Sciences*, 52(2), 362–392. <https://doi.org/10.1111/deci.12445>
- Lim, S., Song, Y., Nam, Y., Lee, Y., & Kim, D. (2022). Moderating Effect of Burnout on the Relationship between Self-Efficacy and Job Performance among Psychiatric Nurses for COVID-19 in National Hospitals. *Medicina*, 58(2), 171. <https://doi.org/10.3390/medicina58020171>
- Ma, H., Zhu, X., Huang, J., Zhang, S., Tan, J., & Luo, Y. (2023). Assessing the effects of organizational support, psychological capital, organizational identification on job performance among nurses: a structural equation modeling approach. *BMC Health Services Research*, 23(1), 806. <https://doi.org/10.1186/s12913-023-09705-z>
- Matande, M., Thoyib, A., & Kurniawati, D. T. (2022). The effect of perceived organizational support and transformational leadership on turnover intention of health workers at Hospital X Mimika Regency Papua. *International Journal of Research in Business and Social Science* (2147- 4478), 11(6), 218–228. <https://doi.org/10.20525/ijrbs.v11i6.1922>
- Memon, M. A., Ting, H., Cheah, J. H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample Size for Survey Research: Review and Recommendations. *Journal of Applied Structural Equation Modeling*, 4(2), i–xx. [https://doi.org/10.47263/JASEM.4\(2\)01](https://doi.org/10.47263/JASEM.4(2)01)
- Mittal, M., & Bhakar, S. S. (2018). Examining the Impact of Role Overload on Job Stress, Job Satisfaction and Job Performance-A study among Married Working Women in Banking Sector. *International Journal of Management Studies*, 2(7), 1–11. [https://doi.org/10.18843/ijms/v5i2\(7\)/01](https://doi.org/10.18843/ijms/v5i2(7)/01)
- Nurshoimah, T., Nurwени, H., & Hartati, R. (2023). Pengaruh Work Life Balance,

- Work Overload, dan Burnout terhadap Kinerja Pegawai Dinas Kesehatan Kabupaten Kulon Progo. *Cakrawangsa Bisnis: Jurnal Ilmiah Mahasiswa*, 4(1), 27–40.
- Pamungkas, A. P., & Sridadi, A. R. (2020). Pengaruh Work Overload terhadap Nurse Performance dengan Burnout sebagai Variabel Intervening di Rumah Sakit X Surabaya. *Business and Finance Journal*, 5(2), 85–94. <https://doi.org/10.33086/bfj.v5i2.1788>
- Pepe, S. J., Farnese, M. L., Avalone, F., & Vecchione, M. (2010). Work Self-Efficacy Scale and Search for Work Self-Efficacy Scale: A Validation Study in Spanish and Italian Cultural Contexts. *Revista de Psicología Del Trabajo y de Las Organizaciones*, 26(3), 201–210. <https://doi.org/10.5093/tr2010v26n3a4>
- Ramadhan, N. D., & Budiono, B. (2023). Pengaruh Self Efficacy dan Work Engagement terhadap Employee Performance melalui Job Satisfaction pada Karyawan PT. X. *Jurnal Ilmu Manajemen*, 783–796.
- Sarstedt, M., Hair, J. F., Pick, M., Liengaard, B. D., Radomir, L., & Ringle, C. M. (2022). Progress in partial least squares structural equation modeling use in marketing research in the last decade. *Psychology & Marketing*, 39(5), 1035–1064. <https://doi.org/10.1002/mar.21640>
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66(4), 701–716. <https://doi.org/10.1177/0013164405282471>
- Stinglhamber, F., & Caesens, G. (2020). Perceived organizational support. *Essentials of Job Attitudes and Other Workplace Psychological Constructs*. UK: Taylor and Francis., 71(3), 333–345. <https://doi.org/10.4324/9780429325755-6>
- Sun, L. (2019). Perceived Organizational Support: A Literature Review. *International Journal of Human Resource Studies*, 9(3), 155–175. <https://doi.org/10.5296/ijhrs.v9i3.15102>
- Tang, W. G., & Vandenberghe, C. (2021). Role Overload and Work Performance: The Role of Psychological Strain and Leader–Member Exchange. *Frontiers in Psychology*, 12. <https://doi.org/10.3389/fpsyg.2021.691207>
- Thiagarajan, P., Chakrabarty, S., & Taylor, R. D. (2006). A confirmatory factor analysis of Reilly's role overload scale. *Educational and Psychological Measurement*, 66(4), 657–666. <https://doi.org/10.1177/0013164405282452>
- Ugwu, C. C. (2022). Role Overload And Work Engagement Among Nurses: Moderating Role Of Resilience. *Sapientia Global Journal of Arts, Humanities and Development Studies (SGOJAHDS)*, 5(1), 221–235.
- Utami, D. L. A., & Sudiro, A. (2023). The mediating role of employee engagement in the relationship between self-efficacy and organizational support on employee performance. *International Journal of Research in Business and Social Science* (2147–4478), 12(5), 151–163. <https://doi.org/10.20525/ijrbs.v12i5.2679>
- Yang, H., van Rijn, M. B., & Sanders, K. (2020). Perceived organizational support and knowledge sharing: employees' self-construal matters. *The International Journal of Human Resource Management*, 31(17), 2217–2237. <https://doi.org/10.1080/09585192.2018.1443956>

- Zhang, N., Xu, D., Li, J., & Xu, Z. (2022). Effects of role overload, work engagement and perceived organisational support on nurses' job performance during the COVID-19 pandemic. *Journal of Nursing Management*, 30(4), 901–912. <https://doi.org/10.1111/jonm.13598>
- Zorec, I., Hočevá, J., & Eržen, L. (2021). The interplay among work overload and time management in predicting job performance and work–life balance. *Dynamic relationships management journal*, 10(2). <https://doi.org/10.17708/DRMJ.2021.v10n02a04>

