

## DAFTAR PUSTAKA

- Aboagye, E., Björklund, C., Gustafsson, K., Hagberg, J., Aronsson, G., Marklund, S., Leineweber, C., & Bergström, G. (2019). Exhaustion and impaired work performance in the Workplace. *Journal of Occupational & Environmental Medicine*, *61*(11). <https://doi.org/10.1097/jom.0000000000001701>
- Ahmed, A., & Ramzan, D. M. (2013). Effects of job stress on employees job performance a study on banking sector of Pakistan. *IOSR Journal of Business and Management*, *11*(6), 61–68. <https://doi.org/10.9790/487x-1166168>
- Amarneh, B. H., Abu Al-Rub, R. F., & Abu Al-Rub, N. F. (2009). Co-workers' support and job performance among nurses in Jordanian hospitals. *Journal of Research in Nursing*, *15*(5), 391–401. <https://doi.org/10.1177/1744987109347134>
- Amin, M. A., & Chakraborty, A. (2022). Impact of physical factors of workplace environment on workers performance in industry. *Journal of Engineering Science*, *12*(3), 57–66. <https://doi.org/10.3329/jes.v12i3.57479>
- Aryanti, R. D., Sari, E. Y., & Widiana, H. S. (2020). A literature review of workplace well-being. *Proceedings of the International Conference on Community Development (ICCD 2020)*, *477*, 605–609. <https://doi.org/10.2991/assehr.k.201017.134>
- Badan Pusat Statistik Provinsi DKI Jakarta, 2021
- Badayai, A. R. (2012). A theoretical framework and analytical discussion on uncongenial physical workplace environment and job performance among workers in industrial sectors. *Procedia - Social and Behavioral Sciences*, *42*, 486–495. <https://doi.org/10.1016/j.sbspro.2012.04.214>
- Bang, Y., & Park, B. (2016). The effects of nursing work environment and job stress on health problems of Hospital Nurses. *Korean Journal of Occupational Health Nursing*, *25*(3), 227–237. <https://doi.org/10.5807/kjohn.2016.25.3.227>
- Bhanu, M. V. V., & Sai Babu, D. P. C. (2018). Impact of Work Environment and Job Stress towards Job Satisfaction. *IOSR Journal of Business and*

- Management (IOSR-JBM)*, 20(2), 01–07. <https://doi.org/10.9790/487X-2002020107>
- Bruggen, A. (2015). An empirical investigation of the relationship between workload and performance. *Management Decision*, 53(10), 2377–2389. <https://doi.org/10.1108/md-02-2015-0063>
- Budiarsi, S. Y. (2020). Pendampingan Pengenalan Program SEM-PLS pada Fakultas Ekonomi Universitas Merdeka Surabaya. *Jurnal Pengabdian Kepada Masyarakat*, 3(2), 126–134. <https://doi.org/https://doi.org/10.33508/peka.v3i2.3001>
- Caruso, C. C. (2014). Negative impacts of shiftwork and long work hours. *Rehabilitation Nursing*, 39(1), 16–25. <https://doi.org/10.1002/rnj.107>
- Choki, A. G., & Zhao, Q. (2021). Analysis of the impacts of work, non-work and stress issues on the work family conflict in ivorian industrial sector. *Journal of Systems Science and Information*, 9(2), 131–153. <https://doi.org/10.21078/jssi-2021-131-23>
- Chou, C.-Y., & Mach, M. (2021). Unlocking the contradictory outcomes of presenteeism through a temporal model: Effort exertion as a mediator. *Frontiers in Psychology*, 12. <https://doi.org/10.3389/fpsyg.2021.740411>
- Cicei, C. C., Mohorea, L., & Teodoru, A. A. (2013). Investigating two predictors of sickness presenteeism on a Romanian sample. the case of performance-based self-esteem and overcommitment. *Procedia - Social and Behavioral Sciences*, 78, 325–329. <https://doi.org/10.1016/j.sbspro.2013.04.304>
- Deng, J., Wu, Z., Yang, T., Cao, Y., & Chen, Z. (2020). Effect of work environment on presenteeism among aging American workers: The moderated mediating effect of cynical hostility. *Sustainability*, 12(13), 5314. <https://doi.org/10.3390/su12135314>
- Edwards, J. R. (1992). A cybernetic theory of stress, coping, and well-being in organizations. *Academy of Management Review*, 17(2), 238–274. <https://doi.org/10.5465/amr.1992.4279536>
- Ehsan, M., & Ali, K. (2019). The impact of work stress on employee productivity: Based in the banking sector of Faisalabad, Pakistan. *INTERNATIONAL*

- JOURNAL OF INNOVATION AND ECONOMIC DEVELOPMENT*, 4(6), 32–50. <https://doi.org/10.18775/ijied.1849-7551-7020.2015.46.2003>
- FEROZI, S., & CHANG, Y. (2021). "transformational leadership and its impact on employee performance: Focus on Public Employees in Afghanistan". *Transylvanian Review of Administrative Sciences*, 63 E, 49–68. <https://doi.org/10.24193/tras.63e.3>
- Feuerhahn, N., Kühnel, J., & Kudielka, B. M. (2012). Interaction effects of effort–reward imbalance and overcommitment on emotional exhaustion and job performance. *International Journal of Stress Management*, 19(2), 105–131. <https://doi.org/10.1037/a0028338>
- Foldspang, L. (2014). *Working Environment and Productivity: A Register-based analysis of Nordic Enterprises*. Nordisk Ministerråd.
- Gaowgzeh, R. A., Chevidikunnan, M. F., Al Saif, A., El-Gendy, S., Karrouf, G., & Al Senany, S. (2015). Prevalence of and risk factors for low back pain among dentists. *Journal of Physical Therapy Science*, 27(9), 2803–2806. <https://doi.org/10.1589/jpts.27.2803>
- Greenberg, J., & Baron, R. A. (2010). *Behavior in Organizations* (10th ed.). London: Pearson Education.
- Hair Jr., J. F., Matthews, L. M., Matthews, R. L., & Sarstedt, M. (2017). PLS-SEM or CB-SEM: Updated guidelines on which method to use. *International Journal of Multivariate Data Analysis*, 1(2), 107. <https://doi.org/10.1504/ijmda.2017.087624>
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2011). An assessment of the use of partial least squares structural equation modeling in Marketing Research. *Journal of the Academy of Marketing Science*, 40(3), 414–433. <https://doi.org/10.1007/s11747-011-0261-6>
- 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*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hodge, B., Wright, B., & Bennett, P. (2019). Balancing effort and rewards at university: Implications for physical health, mental health, and academic

- outcomes. *Psychological Reports*, 123(4), 1240–1259.  
<https://doi.org/10.1177/0033294119841845>
- Hubley, A. M. (1970, January 1). *Discriminant validity*. SpringerLink. Retrieved November 21, 2022, from [https://link.springer.com/referenceworkentry/10.1007/978-94-007-0753-5\\_751](https://link.springer.com/referenceworkentry/10.1007/978-94-007-0753-5_751)
- Ilmarinen, J. (1999). Promotion of work ability during aging. *Aging and Work*.  
[https://doi.org/10.4324/9780203218556\\_chapter\\_3](https://doi.org/10.4324/9780203218556_chapter_3)
- Imran, R., Fatima, A., Zaheer, A., Yousaf, I., & Batool, I. (2012). *How to Boost Employee Performance: Investigating the Influence of Transformational Leadership and Work Environment in a Pakistani Perspective*, 10, 1455–1462. <https://doi.org/10.5829/idosi.mejsr.2012.11.10.741>
- Jacobs, K., Hellman, M., Wuest, E., & Markowitz, J. (1970, January 1). *Job performance*. SpringerLink. Retrieved November 16, 2022, from [https://link.springer.com/referenceworkentry/10.1007/978-1-4419-1005-9\\_900](https://link.springer.com/referenceworkentry/10.1007/978-1-4419-1005-9_900)
- Jankingthong, K., & Rurkkhum, S. (2012). Factors Affecting Job Performance: A Review of Literature. *Silpakorn University Journal of Social Sciences, Humanities, and Arts*, 12, 115–127.
- Jayani Opatha, H. H., & Uresha, K. I. (2022). The impact of workload, co-worker pressure and supervisor pressure on employee presenteeism: An empirical study on Sri Lankan employees in Colombo district. *Sri Lankan Journal of Human Resource Management*, 12(1), 54.  
<https://doi.org/10.4038/sljhrm.v12i1.5680>
- Johns, G. (2009). Presenteeism in the workplace: A review and research agenda. *Journal of Organizational Behavior*, 31(4), 519–542.  
<https://doi.org/10.1002/job.630>
- Jung, S. W., Lee, J.-H., & Lee, K.-J. (2020). Assessing the association between emotional labor and presenteeism among nurses in Korea: Cross-sectional study using the 4th Korean Working Conditions Survey. *Safety and Health at Work*, 11(1), 103–108. <https://doi.org/10.1016/j.shaw.2019.12.002>

- Juster, F. T., & Suzman, R. (1995). An overview of the Health and Retirement Study. *The Journal of Human Resources*, 30. <https://doi.org/10.2307/146277>
- KAlmasri, F., & Haidar, A. A.-sheikh. (2020). An assessment of occupational stress, job satisfaction and coping strategies among dentists in Damascus, Syria. *International Journal of Dentistry and Oral Science*, 7(11), 1017–1026. <https://doi.org/10.19070/2377-8075-20000202>
- Kaur, P., Stoltzfus, J., & Yellapu, V. (2018). Descriptive statistics. *International Journal of Academic Medicine*, 4(1), 60. [https://doi.org/10.4103/ijam.ijam\\_7\\_18](https://doi.org/10.4103/ijam.ijam_7_18)
- Khaerunnisa, R. (2022, July 2). *PDGI: Jumlah Dokter Gigi di Indonesia masih belum ideal*. Antara News. Retrieved October 3, 2022, from <https://www.antaraneews.com/berita/2974417/pdgi-jumlah-dokter-gigi-di-indonesia-masih-belum-ideal>
- Khatri, D. D. K. (2019). A Study on Relationship between Work Life Balance and Job Stress: A Case Study of College Teachers in Rajasthan (India). *IOSR Journal of Research & Method in Education (IOSR-JRME)*, 9(6), 05–08. <https://doi.org/10.9790/7388-0906030508>
- Kieft, R. A. M. M., de Brouwer, B. B. J. M., Francke, A. L., & Delnoij, D. M. J. (2014). How nurses and their work environment affect patient experiences of the quality of care: A qualitative study. *BMC Health Services Research*, 14(1). <https://doi.org/10.1186/1472-6963-14-249>
- Knani, M., Fournier, P.-S., & Biron, C. (2021). Presenteeism in small and medium-sized enterprises: Determinants and impacts on health. *Work*, 68(3), 733–747. <https://doi.org/10.3233/wor-203407>
- Kodama, T., Ida, Y., & Miura, H. (2020). A nationwide survey on working hours and working environment among hospital dentists in Japan. *International Journal of Environmental Research and Public Health*, 17(23), 9048. <https://doi.org/10.3390/ijerph17239048>
- Kusnandar, V. B. (2022, August 8). *Ini 10 Wilayah Paling Padat penduduk di Indonesia: Databoks*. Pusat Data Ekonomi dan Bisnis Indonesia. Retrieved October 12, 2022, from

<https://databoks.katadata.co.id/datapublish/2022/08/08/ini-10-wilayah-paling-padat-penduduk-di-indonesia>

- Lakiša, S., Matisāne, L., Gobiņa, I., Orru, H., & Vanadziņš, I. (2022). Sickness presenteeism among employees having workplace conflicts—results from pooled analyses in Latvia. *International Journal of Environmental Research and Public Health*, *19*(17), 10525. <https://doi.org/10.3390/ijerph191710525>
- Li, Y., Zhang, J., Wang, S., & Guo, S. (2019). The effect of presenteeism on productivity loss in nurses: The mediation of Health and the moderation of general self-efficacy. *Frontiers in Psychology*, *10*. <https://doi.org/10.3389/fpsyg.2019.01745>
- Lohaus, D., & Habermann, W. (2019). Presenteeism: A review and Research Directions. *Human Resource Management Review*, *29*(1), 43–58. <https://doi.org/10.1016/j.hrmr.2018.02.010>
- Lohaus, D., Habermann, W., El Kertoubi, I., & Röser, F. (2021). Working while ill is not always bad—positive effects of presenteeism. *Frontiers in Psychology*, *11*. <https://doi.org/10.3389/fpsyg.2020.620918>
- Lu, L., Lin, H. Y., & Cooper, C. L. (2013). Unhealthy and present: Motives and consequences of the act of presenteeism among Taiwanese employees. *Journal of Occupational Health Psychology*, *18*(4), 406–416. <https://doi.org/10.1037/a0034331>
- Lu, Y., Hu, X.-M., Huang, X.-L., Zhuang, X.-D., Guo, P., Feng, L.-F., Hu, W., Chen, L., & Hao, Y.-T. (2016). Job satisfaction and associated factors among healthcare staff: A cross-sectional study in Guangdong Province, China. *BMJ Open*, *6*(7). <https://doi.org/10.1136/bmjopen-2016-011388>
- MacKinnon, D. P. (2001). Mediating variable. *International Encyclopedia of the Social & Behavioral Sciences*, 9503–9507. <https://doi.org/10.1016/b0-08-043076-7/00732-4>
- Marklund, S., Huang, K., Zohouri, D., & Wahlström, J. (2020). Dentists working conditions – factors associated with perceived workload. *Acta Odontologica Scandinavica*, *79*(4), 296–301. <https://doi.org/10.1080/00016357.2020.1849791>

- Marshall, G., & Jonker, L. (2011). An introduction to inferential statistics: A review and practical guide. *Radiography*, 17(1), e1–e6. <https://doi.org/10.1016/j.radi.2009.12.006>
- McGregor, A., Iverson, D., Caputi, P., Magee, C., & Ashbury, F. (2014). Relationships between work environment factors and presenteeism mediated by employees' health. *Journal of Occupational & Environmental Medicine*, 56(12), 1319–1324. <https://doi.org/10.1097/jom.0000000000000263>
- Miraglia, M., & Johns, G. (2016). Going to work ill: A meta-analysis of the correlates of presenteeism and a dual-path model. *Journal of Occupational Health Psychology*, 21(3), 261–283. <https://doi.org/10.1037/ocp0000015>
- Motowidlo, S. J. (2003). Job performance. *Handbook of Psychology*. <https://doi.org/10.1002/0471264385.wei1203>
- Musianto, L. S. (2002). Perbedaan Pendekatan Kuantitatif dengan Pendekatan Kualitatif dalam Metode Penelitian. *Jurnal Manajemen & Kewirausahaan*, 4(2), 123–136.
- Myers, H. L., & Myers, L. B. (2004). 'it's difficult being a dentist': Stress and health in the general dental practitioner. *British Dental Journal*, 197(2), 89–93. <https://doi.org/10.1038/sj.bdj.4811476>
- Naharuddin, N. M. (2013). Factors of Workplace Environment that Affect Employees Performance: A Case Study of Miyazu Malaysia. *International Journal of Independent Research and Studies - IJIRS*, 2(2), 66–78.
- National Institute for Occupational Safety and Health (NIOSH). (1999). *Stress...At Work*. 99-101. <https://www.cdc.gov/niosh/docs/99-101/pdfs/99-101.pdf?id=10.26616/NIOSH-PUB99101>
- Nitisemito, A. S. (2015). *Manajemen Personalia*. Jakarta: Ghalia Indonesia.
- Notelaers, G., Törnroos, M., & Salin, D. (2019). Effort-reward imbalance: A risk factor for exposure to workplace bullying. *Frontiers in Psychology*, 10. <https://doi.org/10.3389/fpsyg.2019.00386>
- Nurdini, A. (2006). "Cross Sectional vs Longitudinal" : Pilihan Rancangan Waktu dalam Penelitian Perumahan Pemukiman. *Dimensi Teknik Arsitektur*, 34(1), 52–58. <https://doi.org/https://doi.org/10.9744/dimensi.34.1.pp.%2052-58>

- Oludeyi, O. S. (2015). *A Review of Literature on Work Environment and Work Commitment: Implication for Future Research in Citadels of Learning*, 32–46.
- Park, S., Kang, H.-S. (T.), & Kim, E.-J. (2018). The role of supervisor support on employees' training and job performance: An empirical study. *European Journal of Training and Development*, 42(1/2), 57–74. <https://doi.org/10.1108/ejtd-06-2017-0054>
- Parsonage, M. (2007). *Mental health at work: Developing the Business Case*. Mental health at work: developing the business case | Centre for Mental Health. Retrieved October 19, 2022, from <https://www.centreformentalhealth.org.uk/publications/mental-health-work-developing-business-case>
- Paul, V., & Ramanigopal, C. S. (2015). *The Factors That Affect the Work Environment of a Dentist inside the Dental Clinic*, 4(2).
- Pejčić, N., Petrović, V., Ilić-Dimitrijević, I., Jakovljević, A., Nikodijević-Latinović, A., Petrović, R., & Perunović, N. (2021). Occupational Stress Among Dental Professionals. *Balkan Journal of Dental Medicine*, 25(3), 67–2021. <https://doi.org/10.2478/bjdm-2021-0011>
- Persatuan Dokter Gigi Indonesia, 2022
- Prater, T., & Smith, K. (2011). Underlying factors contributing to presenteeism and absenteeism. *Journal of Business & Economics Research (JBER)*, 9(6), 1. <https://doi.org/10.19030/jber.v9i6.4374>
- Rachman, M. M. (2021). The impact of work stress and the work environment in the organization: how job satisfaction affects employee performance? *Journal of Human Resource and Sustainability Studies*, 09(02), 339–354. <https://doi.org/10.4236/jhrss.2021.92021>
- Rachman, M. M. (2021). The impact of work stress and the work environment in the organization: how job satisfaction affects employee performance? *Journal of Human Resource and Sustainability Studies*, 09(02), 339–354. <https://doi.org/10.4236/jhrss.2021.92021>



- Ramli, A. H. (2019). Work environment, job satisfaction and employee performance in Health Services. *Business and Entrepreneurial Review*, 19(1), 29–42. <https://doi.org/10.25105/ber.v19i1.5343>
- Rivkin, W., Diestel, S., Gerpott, F. H., & Unger, D. (2022). Should I stay or should I go? the role of daily presenteeism as an adaptive response to perform at work despite somatic complaints for employee effectiveness. *Journal of Occupational Health Psychology*, 27(4), 411–425. <https://doi.org/10.1037/ocp0000322>
- Sanderson, K., & Cocker, F. (2013). Presenteeism Implications and health risks. *Australian Family Physician*, 42(4), 172–175.
- Santos, E. J., & Queluz, D. de P. (2012). *Factors Involved in Dentistry Absenteeism since the Foundation of the Labor Court from 1986 to 2008*, 11, 492–504.
- Schmidt, B., Schneider, M., Seeger, P., van Vianen, A., Loerbroks, A., & Herr, R. M. (2019). A comparison of job stress models. *Journal of Occupational & Environmental Medicine*, 61(7), 535–544. <https://doi.org/10.1097/jom.0000000000001582>
- Shaik, A. R. (2015). Dental ergonomics: Basic steps to enhance work efficiency. *Archives of Medicine and Health Sciences*, 3(1), 138–144. <https://doi.org/10.4103/2321-4848.154966>
- Sharma, P. (D. R., Sharma, M. R., & Agarwal, P. (D. P. K. (2021). Effect of Stress at Workplace and Its Management. *VSRD International Journal of Business and Management Research*, XI(1), 2–12.
- Sholihin, P. M., & Ratmono, D. D. (2021). Konsep SEM. In *Analisis SEM-PLS dengan WalpPLS 7.0 - untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis* (1st ed., Ser. 1, pp. 5–6). introduction, Penerbit ANDI (Anggota IKAPI).
- Siegrist, J. (2017). The effort-reward imbalance model. *The Handbook of Stress and Health*, 24–35. <https://doi.org/10.1002/9781118993811.ch2>
- Siegrist, J., Falck, B., & Joksimovic, L. (2004). The effects of effort–reward imbalance at work on health. *Research Companion to Organizational Health Psychology*. <https://doi.org/10.4337/9781845423308.00037>

- Smektala, T., Zenger, M., Morfeld, M., Stöbel-Richter, Y., Berth, H., & Brähler, E. (2019). Predicting presenteeism via effort-reward imbalance and dispositional optimism: Is it the interaction that matters? results from the Saxony Longitudinal Study. *Work*, 61(4), 589–601. <https://doi.org/10.3233/wor-182828>
- Smith, J.; Fisher, G.; Ryan, L.; Clarke, P.; House, J.; Weir, D. *Psychosocial and Lifestyle Questionnaire 2006–2010 Documentation Report Core Section LB*; The HRS Psychosocial Working Group: Ann Arbor, MI, USA, 2013.
- Sonnentag, S., Volmer, J., & Spychala, A. (2008). Job performance. *The SAGE Handbook of Organizational Behavior: Volume I - Micro Approaches*, 427–448. <https://doi.org/10.4135/9781849200448.n24>
- Tangchareonsamut, J., Wongrathanandha, C., Khamsee, S., & Aekplakorn, W. (2021). Association of work performance with absenteeism and presenteeism among support workers in a Medical School Hospital, Thailand. *Journal of Health Research*, 36(4), 746–755. <https://doi.org/10.1108/jhr-01-2021-0045>
- Thylefors, I. (2008). Psychosocial work environment. *Encyclopedia of Public Health*, 1169–1169. [https://doi.org/10.1007/978-1-4020-5614-7\\_2850](https://doi.org/10.1007/978-1-4020-5614-7_2850)
- Tsutsumi, A., Ishitake, T., Peter, R., Siegrist, J., & Matoba, T. (2001). The Japanese version of the Effort-Reward Imbalance Questionnaire: A Study in Dental technicians. *Work & Stress*, 15(1), 86–96. <https://doi.org/10.1080/02678370118173>
- Undang-Undang Nomor 20 Tahun 2013
- Undang-Undang Nomor 36 Tahun 2014
- Vänni, K., Virtanen, P., Luukkaala, T., & Nygård, C.-H. (2015). Relationship between perceived work ability and productivity loss. *International Journal of Occupational Safety and Ergonomics*, 18(3), 299–309. <https://doi.org/10.1080/10803548.2012.11076946>
- Widodo, D. S. (2014). The Influence of Leadership and Work Environment for Job Satisfaction and Impact on Employee Performance (Study of Industrial Manufacturing in West Java). *Journal of Sustainable and Sustainable Development*, 5, 65-66.

- Yang, T., Lei, R., Jin, X., Li, Y., Sun, Y., & Deng, J. (2019). Supervisor support, coworker support and presenteeism among healthcare workers in China: The mediating role of distributive justice. *International Journal of Environmental Research and Public Health*, 16(5), 817. <https://doi.org/10.3390/ijerph16050817>
- Yang, T., Shen, Y.-M., Zhu, M., Liu, Y., Deng, J., Chen, Q., & See, L.-C. (2015). Effects of co-worker and supervisor support on job stress and presenteeism in an aging workforce: A structural equation modelling approach. *International Journal of Environmental Research and Public Health*, 13(1), 72. <https://doi.org/10.3390/ijerph13010072>
- Yang, T., Shi, H., Guo, Y., Jin, X., Liu, Y., Gao, Y., & Deng, J. (2019). Effect of work environment on presenteeism among aging American workers: The moderated mediating effect of sense of control. *International Journal of Environmental Research and Public Health*, 17(1), 245. <https://doi.org/10.3390/ijerph17010245>
- Yozgat, U., Yurtkoru, S., & Bilginoğlu, E. (2013). Job stress and job performance among employees in public sector in Istanbul: Examining the moderating role of emotional intelligence. *Procedia - Social and Behavioral Sciences*, 75, 518–524. <https://doi.org/10.1016/j.sbspro.2013.04.056>
- Zeb, A., Rehman, F. ur, Imran, M., Ali, M., & Almansoori, R. G. (2020). Authentic leadership traits, high-performance human resource practices and job performance in Pakistan. *International Journal of Public Leadership*, 16(3), 299–317. <https://doi.org/10.1108/ijpl-02-2020-0011>