

DAFTAR PUSTAKA

- Agustiani, T., Mora, L., Ibad, C., & Psikologi, F. (2024). Increasing Employee Engagement Through Workplace Happiness: A Quality of Work Life Mediation Study Meningkatkan Employee Engagement Melalui Workplace Happiness: Studi Mediasi Quality of Work Life. *Jurnal Imiah Psikologi*, 12(3), 378–384. <https://doi.org/10.30872/psikoborneo.v12i3>
- Aji, F., & Nugraha Wijaya, A. (2023). *Employee engagement: a literature review Keterlibatan karyawan: penelusuran literatur*.
- Al-shami, S. A., Al mamun, A., Rashid, N., & Cheong, C. B. (2023). Happiness at workplace on innovative work behaviour and organizational citizenship behaviour through moderating effect of innovative behaviour. *Heliyon*, 9(5). <https://doi.org/10.1016/j.heliyon.2023.e15614>
- Anitha, j. (2014). Determinants of employee engagement and their impact on employee performance. *International Journal of Productivity and Performance Management*, 63(3), 308–323. <https://doi.org/10.1108/IJPPM-01-2013-0008>
- Barkhowa, M. K., & Yudhatama, M. A. (2023). Work Engagement And Quality Of Work Life: The Mediation Role Of Workplace Happiness. *Jurnal Ilmiah Manajemen Dan Bisnis (JIMBI)*, 4(2), 162–170. <https://doi.org/10.31289/jimbi.v4i2.2753>
- Berber, A., & Rofcanin, Y. (2012). *Investigation of Organization Citizenship Behavior Construct A Framework for Antecedents and Consequences*.
- Bhastary, M. D. (2020). Pengaruh Etika Kerja dan Stres Kerja Terhadap Kepuasan Kerja Karyawan. 3(2). <https://doi.org/10.30596/maneggio.v3i2.5287>
- Çekmecelioğlu, H. G., Günsel, A., & Ulutaş, T. (2012). Effects of Emotional Intelligence on Job Satisfaction: An Empirical Study on Call Center Employees. *Procedia - Social and Behavioral Sciences*, 58, 363–369. <https://doi.org/10.1016/j.sbspro.2012.09.1012>
- Cohen, A., & Abedallah, M. (2015). The mediating role of burnout on the relationship of emotional intelligence and self-efficacy with ocb and performance. *Management Research Review*, 38(1), 2–28. <https://doi.org/10.1108/MRR-10-2013-0238>
- Dessler, G. (2020). *Human Resource Management* (16th ed.). Pearson Education.
- Dewinda, H. R., Ancok, D., & Widyarini, N. (2020). Pengaruh Kepuasan Kerja Terhadap Keterikatan Kerja Pada Karyawan Rumah Sakit.
- Djoemadi, F. R., Setiawan, M., Noermijati, N., & Irawanto, D. W. (2019). The effect of work satisfaction on employee engagement. *Polish Journal of Management Studies*, 19(2), 101–111. <https://doi.org/10.17512/pjms.2019.19.2.08>
- Dubey, P., Pathak, A. K., & Sahu, K. K. (2022). Analysing workplace spirituality as a mediator in the link between job satisfaction and organizational citizenship behaviour. *Management Matters*, 19(2), 109–128. <https://doi.org/10.1108/manm-12-2021-0003>

- Fereddy, S. H. (2025). The Effect Of The Work Environment On Employee Performance With Job Satisfaction As A Moderating Variable In The Binjai City Social Service. *International Journal of Management, Economic and Accounting*, 3. <https://doi.org/10.61306/ijmea>
- Fortuna, Y. (2016). Faktor-Faktor yang Mempengaruhi Kepuasan Kerja Terhadap Kinerja Karyawan Pusat Pendidikan Komputer Akuntansi Inter Nusa Di Jakarta. In *Jurnal Ekonomi* (Vol. 18, Issue 3).
- Ghozali, I., & Latan, H. (2015). *Partial least squares konsep, teknik dan aplikasi menggunakan program smartpls 3.0 untuk penelitian empiris*. Badan Penerbit Universitas Diponegoro.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis*.
- Handayani, D. A. (2017). *Hubungan antarawork engagement dengan organizational citizenship behaviorpada karyawan kontrak therelationshipbetween workengagementand organizational citizenship behaviorin employee contract*.
- Harsono, N. dwi. (2023). Pengaruh Employee Engagement Terhadap Organizational Citizenship Behavior (OCB) Dan Kinerja Karyawan Pada Bank Mandiri KCP Mandiri Universitas Jember. *Jurnal Ilmiah Ilmu Manajemen*, 2(1), 2656–6265.
- Himawati, N. R. (2016). *Pengaruh gaya kepemimpinan, stres kerja, beban kerja terhadap kepuasan kerja dalam meningkatkan kinerja karyawan pada universitas Jember*.
- Jailani, Ms., Jeka, F., & Negeri Sulthan Thaha Saifuddin Jambi, U. (2023). *Populasi dan Sampling (Kuantitatif), Serta Pemilihan Informan Kunci (Kualitatif) dalam Pendekatan Praktis*.
- Kristinanda, D. K., & Priyatama, A. N. (2023). *Kepuasan kerja sebagai moderator hubungan antara work-life balance dengan employee engagement karyawan generasi milenial pt x jakarta*.
- Kumar, Mohd. M., & Shah, S. A. (2015). Psychometric Properties of Podsakoff's Organizational Citizenship Behaviour Scale in the Asian Context. *International Journal of Indian Psychology*, 3(1). <https://doi.org/10.25215/0301.152>
- Lambidju, G. A., Areros, W. A., & Rumawas Wehelmina. (2022). *Penempatan Kerja dan Organizational Citizenship Behavior terhadap Kinerja Karyawan Kantor Pos Cabang Utama Manado* (Vol. 3, Issue 4).
- Lestari, D., Woestho, C., & Kurniawan, D. (2023). Pengaruh motivasi kerja dan kepuasan kerja terhadap keterikatan karyawan pt budi agung sentosa. *Jurnal economina*, 2(11), 3232–3246. <https://doi.org/10.55681/economina.v2i11.968>
- Lockwood, N. R. (2007). *Leveraging Employee Engagement for Competitive Advantage: HR's Strategic Role*.
- Maenapothi, R. (2007). *Happiness in the Workplace Indicator*. National Institute of Development Administration.

- Mahand, T., & Caldwell, C. (2023). Quiet Quitting – Causes and Opportunities. *Business and Management Research*, 12(1), 9. <https://doi.org/10.5430/bmr.v12n1p9>
- Majidah, Y., Rachmawati, I. K., & Karnawati, T. A. (2020). Pengaruh gaya kepemimpinan situasional dan motivasi kerja terhadap kinerja guru dengan kepuasan kerja sebagai variabel moderasi. *Jurnal Ilmiah Bisnis Dan Ekonomi Asia*, 14(2), 105–112. <https://doi.org/10.32812/jibeka.v14i2.173>
- McKerahan, T. (2024). *Happiness at work: A Systematic Literature Review*. <https://doi.org/10.5281/zenodo.11180911>
- Milisani, M., Kusuma Devi, N., & Naser, H. (2024). Employee Engagement Mediation: Employee Performance Through Employee Loyalty and Organizational Commitment. In *International Journal of Science and Society* (Vol. 6, Issue 1). <http://ijsoc.goacademica.com>
- Mukhtar, A. (2019). *Analisis tingkat kepuasan kerja karyawan pada pt. anugerah fitrah hidayah makassar*.
- Nafis, R. Y., Safitri, F. N., & Qatrunnada, R. Z. (2023). Pengaruh Motivasi Kerja dan Kepuasan Kerja Terhadap Work Engagement pada Karyawan PT. Eka Timur Raya Pasuruan Jawa Timur. *Jurnal Ilmiah Psikologi Candrajiwa*, 8(1), 44. <https://doi.org/10.20961/jip.v8i1.70506>
- Na-Nan, K., Kanthong, S., & Joungrakul, J. (2021). An empirical study on the model of self-efficacy and organizational citizenship behavior transmitted through employee engagement, organizational commitment and job satisfaction in the thai automobile parts manufacturing industry. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(3). <https://doi.org/10.3390/joitmc7030170>
- Nugraha, C. V., & Suhariadi, F. (2021). Pengaruh quality of work life terhadap work engagement dengan workplace happiness sebagai variabel mediator pada pekerja work from office di masa pandemi covid-19. *Buletin Riset Psikologi Dan Kesehatan Mental (BRPKM)*, 1(1), 532–540.
- Organ, D. W. (1988). *Organizational Citizenship Behavior: The Good Soldier Syndrome*. Lexington Books.
- Pahira, S. H., & Rinaldy, R. (2023). Pentingnya Manajemen Sumber Daya Manusia (MSDM) Dalam Meningkatkan Kinerja Organisasi. *COMSERVA: Jurnal Penelitian Dan Pengabdian Masyarakat*, 3(03), 810–817. <https://doi.org/10.59141/comserva.v3i03.882>
- Purwanto, A., Tampil Purba, J., Bernarto, I., & Sijabat, R. (2021). *Effect of transformational leadership, job satisfaction, and organizational commitments on organizational citizenship behavior*.
- Putu, N., Damayanti, S., Suwandana, G. M., Ekonomi, F., & Bisnis, D. (2021). *engaruh flexible work arrangement dan kepuasan kerja terhadap produktivitas pekerja lepas di provinsi Bali*. <https://ojs.unud.ac.id/index.php/EEB/index>

- Ravina-Ripoll, R., Galvan-Vela, E., Sorzano-Rodríguez, D. M., & Ruíz-Corrales, M. (2023). Mapping intrapreneurship through the dimensions of happiness at work and internal communication. *Corporate Communications*, 28(2), 230–248. <https://doi.org/10.1108/CCIJ-03-2022-0037>
- Ridho, M. M., & Oktavianor, T. (2024). *Flexible Working Arrangements Di Telkom Regional VI Kalimantan*. <https://journalmab.ulm.ac.id/index.php/jbp>
- Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior* (17th ed.). Pearson.
- Samud, M. S., Johnly, R., Ventje, P., Program, T., & Bisnis, S. A. (2021). Pengaruh Keterlibatan Karyawan terhadap Kepuasan Kerja dan Kinerja Karyawan. In *Productivity* (Vol. 2, Issue 3).
- Sari, M. (2021). Pengaruh employee engagement terhadap kinerja pegawai melalui komitmen organisasi sebagai variabel intervening di bagian rawat jalan rsud h. abdul manap kota jambi. *Jurnal Manajemen Terapan Dan Keuangan (Mankeu)*, 10(03).
- Satata, D. B. M. (2021). *Ilomata International Journal of Social Science (IJSS) Employee Engagement as An Effort to Improve Work Performance: Literature Review*. <https://www.ilomata.org/index.php/ijss>
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. www.wileypluslearningspace.com
- Shelke, A. U., & Shaikh, N. (2023). Mediating role of workplace happiness in enhancing work engagement. *Rajagiri Management Journal*, 17(3), 238–253. <https://doi.org/10.1108/ramj-07-2022-0110>
- Sohail Butt, R., Altaf, S., Chohan, I. M., & Ashraf, F. (2019). Analyzing The Role Of Quality Of Work Life And Happiness At Work On Employees Job Satisfaction With The Moderation Of Job Stress, Empirical Research Of Jiangsu University. *International journal of scientific & technology research*, 8(10). www.ijstr.org
- Sugiyono. (2018). *Metode penelitian kuantitatif kualitatif dan rnd*.
- Sunarta. (2019). *Pentingnya kepuasan kerja*.
- Sunaryo, A. C., Kharenina Augustine, A., & Firmansyah, Y. (2022). Pengaruh talent management terhadap job satisfaction: tinjauan literatur. *Media Eletronik*, 1(2), 134–142. <https://doi.org/10.54259/manabis>
- Supriyanto, A., & Machfudz, M. (2010). *Metodologi Penelitian: Pendekatan Praktis untuk Pemula*. Jakarta: Rineka Cipta.
- Tiwari, B., & Lenka, U. (2020). Employee engagement: A study of survivors in Indian IT/ITES sector. *IIMB Management Review*, 32(3), 249–266. <https://doi.org/10.1016/j.iimb.2019.10.003>
- Tjiabrata, W., Lengkong, V. P. K., & Sendow, G. M. (2021). *The effect of emotional intelligence, quality of work life and work place happiness on employee engagement at pt pln (persero) up3 manado*.

- Wahyu, A. D., & Kurnia, M. (2019). *Pengaruh motivasi, employee engagement dan stres kerja terhadap kinerja karyawan dengan kepuasan kerja sebagai variabel moderasi (studi empiris pada taman kyai langgeng kota magelang*.
- Wang, C., Xu, J., Zhang, T. C., & Li, Q. M. (2020). Effects of professional identity on turnover intention in China's hotel employees: The mediating role of employee engagement and job satisfaction. *Journal of Hospitality and Tourism Management*, 45, 10–22. <https://doi.org/10.1016/j.jhtm.2020.07.002>
- Weiss, H. M., & Cropanzano, R. (1996). Affective Events Theory: A theoretical discussion of the structure, causes and consequences of affective experiences at work. In *Research in Organizational Behavior* (Vol. 18, pp. 1–74). Elsevier.
- Wicaksono, B. D., & Rahmawati, S. (2019). Pengaruh Employee Engagement The Effect of Employee Engagement on Employee Performance of the Directorate of Information Systems and Digital Transformation at Bogor Agricultural University. *Jurnal Manajemen Dan Organisasi (JMO)*, 10(2), 133–146.
- Wijaya, G. C., & Shiva, I. K. W. D. (2024). Happiness at work, work life balance, dan job satisfaction terhadap kinerja karyawan bayang café jimbaran. *Jurnal Riset Entrepreneurship*, 7(1), 46. <https://doi.org/10.30587/jre.v7i1.6548>
- Wulandari, S., & Widyastuti, A. (2014). *Faktor - Faktor Kebahagiaan Di Tempat Kerja*.
- Wulandri, D., & Batubara, M. (2021). Interpretative Phenomenological Analysis: Kebahagiaan di Tempat Kerja pada Karyawan di Divisi Sumber Daya Manusia. *Indonesian Psychological Research*, 4(1), 28–41. <https://doi.org/10.29080/ipr.v4i1.651>
- Zahra, D., & Siregar, O. M. (2023). *Pengaruh Kepuasan Kerja Dan Komitmen Organisasi Terhadap Organizational Citizenship Behavior (OCB) (Studi Pada Karyawan Pengolahan Pabrik Teh PTPN IV Bah Butong)*.