

DAFTAR PUSTAKA

- Adela, B. M., Alexandra, S., Alexandra, T. M., & Raluca, M. S. (2023). The effects of interpersonal conflict on employee satisfaction and productivity in the workplace. *Journal of Psychology*, 14(4), 89–102.
- Alqhaiwi, Z. O., Djurkovic, N., Luu, T., & Gunasekara, A. (2024). The self-regulatory role of trait mindfulness in workplace bullying, hostility and counterproductive work behaviours among hotel employess. *International Journal of Hospitality Management*, 122, 1–10.
- Angulo, B. U., Valdés, V. D., & Segovia, A. O. (2019). Justice, satisfaction and counterproductive behaviour: A Job Demands-Resources (JD-R) theory study on Social Workers. *Cuadernos de Trabajo Social*, 32(1), 141–152.
- Anju, Amandeep, Punia, Punia, V., & Garg, N. (2021). Life dissatisfaction among students: exploring the role of intrapersonal conflict, insufficient efforts and academic stress. *Rajagiri Management Journal*, 15(2), 113–128.
- Arafat, M. A. S., Zaki, H. N., & El-Kashif, M. M. L. (2018). The correlation between interpersonal conflict and job satisfaction among intensive care nurses. *Journal of Nursing and Health Science*, 7(6), 59–68.
- Astuty, I., & Danupranata, G. (2021). Pengujian Model Hubungan Kepuasan Kerja Dan Perilaku Menyimpang Di Tempat Kerja Ditinjau Dari Karakteristik Demografi. *Jurnal Muhammadiyah Manajemen Bisnis*, 2(1), 140–150. <https://doi.org/10.24853/jmmb.2.1.9-20>.
- Bennett, R. J., & Robinson, S. L. (2000). Development of a Measure of Workplace Deviance. *Journal of Applied Psychology*, 83(3), 349–360.
- Brayfield, A. H., & Rothe, H. F. (1951). An Index of Job Satisfaction. *Journal of Applied Psychology*, 35(5), 307–311.
- Brien, K. E. O., Sizemore, S. J., & Ashby, L. K. (2024). Preliminary evidence for counterproductive work behavior as a workplace manifestation of science skepticism. *Personality and Individual Differences*, 1–10.
- Bruce, P. J., Hrymak, V., Bruce, C., & Byrne, J. (2025). The role of interpersonal conflict as a cause of work-related stress in construction managers in Ireland. *Construction Innovation*, 25(1), 61–77.
- Busti, M. F., Yulihasri, & Rivai, H. A. (2023). Pengaruh Beban Kerja dan Resiliensi terhadap Job Burnout dengan Stres Kerja sebagai Variabel

- Mediasi. *Jurnal Informatika Ekonomi Bisnis*, 5(2), 632–640.
- Cancela, D., Hulsheger, U. R., & Stutterheim, S. E. (2022). The role of support for transgender and nonbinary employees: Perceived co-worker and organizational support's associations with job attitudes and work behavior. *Psychology of Sexual Orientation and Gender Diversity*, 9(1), 49–57.
- Clercq, D. De, Haq, I. U., & Azeem, M. U. (2019). Time-related work stress and counterproductive work behavior: Invigorating roles of deviant personality traits. *Personnel Review*, 48(7), 1756–1781.
- De Dreu, C. K. W., & Weingart, L. R. (2003). Task Versus Relationship Conflict, Team Performance, and Team Member Satisfaction: A Meta-Analysis. *Journal of Applied Psychology*, 88(4), 741–749.
- de Sousa, C. C., de Araújo, T. M., Lua, I., & Gomes, M. R. (2019). Occupational stress and job dissatisfaction with health work. *Psicologia: Reflexão e Crítica*, 32(18), 2–9. <https://doi.org/10.1186/s41155-019-0132-5>
- Eschleman, K. J., Bowling, N. A., Michel, J. S., & Burns, G. N. (2014). Perceived intent of supervisor as a moderator of the relationships between abusive supervision and counterproductive work behaviours. *Routledge*, 28(4), 362–375. <https://doi.org/10.1080/02678373.2014.961183>
- Fadli, A. R., & Hardi, E. (2022). Perkembangan Perusahaan Daerah Air Minum(PDAM) Kota Padang 1974-2020. *Jurnal Kronologi*, 1(1), 44–69.
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H., & Konopaske, R. (2012). *Organizations: Behavior, Structure, Processes* (Fourteenth). McGraw-Hil.
- Griffin, R. .., Philips, J. M., & Gully, S. (2022). *Organizational Behavior: Managing People and Organizations* (14th ed). Cengage.
- Gupta, S., Choudhary, H., & Agarwal, D. R. (2018). An Empirical Analysis of Market Efficiency and Price Discovery in Indian Commodity Market. *Global Business Review*, 19(3), 1–9. <https://doi.org/10.1177/0972150917713882>
- Hair, 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*. Classroom Companion: Business.
- Halkos, G., & Bousinakis, D. (2017). The effect of stress and dissatisfaction on employees during crisis. *Economic Analysis and Policy*, 55, 25–34.
- Hasanati, N., Winarsunu, T., & Karina, V. D. (2017). The Influence of Interpersonal Conflict on Counterproductive Work Behaviour Mediated by

- Job Stress. *Published by Atlantis Press*, 133, 276–282.
- Hawkins, C. T., Flynn, L., Zha, P., & Ando, S. (2022). The effects of race and workplace racism on nurses' intent to leave the job : The mediating roles of job dissatisfaction and emotional distress. *Nursing Outlook*, 70, 590–600.
- Hendrayani, G. A., & Dewi, I. M. (2020). The Role Of Emotional Intelligence In Moderating The Effect Of Interpersonal Conflicts And Organizational Institutions Towards Counterproductive Work Behavior (Study At The Denpasar City Regional Secretariat). *International Journal of Management and Commerce Innovations*, 7(2), 887–893.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A New Criterion for Assessing Discriminant Validity in Variance-based structural equation modeling. *Methodological Paper*, 43.
- Hidayat, A., Pramadewi, A., & Rifki, A. (2019). Pengaruh stres kerja dan konflik kerja terhadap semangat kerja karyawan pabrik. *Jurnal Ilmu-Ilmu Sosial*, 14(2), 21–29. <https://doi.org/10.31258/sorot.14.2.21-29>
- Iqbal, T., & Raja, M. W. (2023). Examining the effect of interpersonal and intrapersonal conflict on job dissatisfaction and employees turnover intention in the health care sector of Pakistan. *Bulletin of Business and Economics*, 13(2), 181–188.
- Jawahar, I. M., & Stone, T. H. (2015). Do career satisfaction and support mediate the effects of justice on organizational citizenship behaviour and counterproductive work behaviour? *Canadian Journal of Administrative Sciences*, 34(3), 215–228. <https://doi.org/10.1002/cjas.1350>
- Jayasinghe, C., & Mendis, M. V. S. (2017). Stress and Job performance: A study on banking sector of Northern region of Sri Lanka. *International Journal of Research Publications*, 1(1). <https://doi.org/10.47119/ijrp100119201711>
- Kamaludin, & Hidayat, W. (2024). Manajemen Stres Kerja. *Jurnal Penelitian Ilmiah Multidisiplin*, 8(12), 513–523.
- Kessler, S. R., Bruursema, K., Rodopman, B., & Spector, P. E. (2013). Leadership, interpersonal conflict, and counterproductive work behavior: An examination of the stressor-strain process. *Negotiation and Conflict Management Research*, 6(3), 180–190.
- Kim, L., Maijan, P., & Fern, S. F. (2024). Developing customer service quality : Influences of job stress and management process alignment in banking industry. *Sustainable Futures*, 8, 2–10.

- Kreitner, R., & Kinicki, A. (2014). *Perilaku Organisasi* (Edisi sembilan). Penerbit: salemba empat, Jakarta.
- Kreitner, R., & Kinicki, A. (2022). *Organizational Behavior*. McGraw-Hil.
- Kundi, Y. M., & Badar, K. (2021). Interpersonal conflict and counterproductive work behavior: the moderating roles of emotional intelligence and gender. *International Journal of Conflict Management*, 32(3), 514–534.
- Kundnani, N., & Mehta, P. (2015). Identifying the Factors Affecting Work-Life Balance of Employees in Banking Sector. *Paripe - Indian Journal of Research*, 4(6), 328–331.
- Loh, A., & Azalea, A. (2023). Constraints, Conflict and Counterproductive Work Behavior: Organizational Cynicism as a Mediator. *Journal Psikologi Malaysia*, 37(2), 26–40.
- Matta, F. K., Scott, B. A., Colquitt, J. A., Koopman, J., & Passantino, L. G. (2017). Is consistently unfair better than sporadically fair? An investigation of justice variability and stress. *Academy of Management Journal*, 60(2), 743–770. <https://doi.org/10.5465/amj.2014.0455>
- McCllland, K., & Mansell, W. (2019). Resolving Interpersonal and Intrapersonal Conflicts: A Comparison of The Practice of Mediation With Method-Of-Levels Psychotherapy. *Journal of Integrated Social Sciences*, 9(1), 1–38.
- Mkamwa, T. F. (2020). The Mediating Role of Counterproductive Work Behaviour in Exploring the Association between University Staff Work-related Expectancies, Procedural Fairness, Employee Voice and Job Satisfaction. *Journal of Economics, Management and Trade*, 26(5), 79–96.
- Moorhead, G., & Griffin, R. W. (2013). *Perilaku Organisasi: Manajemen Sumber Daya Manusia dan Organisasi*. Penerbit: salemba empat, Jakarta.
- Morris, M. (2021). *Understanding Job Dissatisfaction*. Oxford University Press.
- Muniz, J., Smith, R., Taylor, M., Brown, A., & Johnson, K. (2020). *Determinants of Job Dissatisfaction and Its Impact on Organizational Effectiveness*. Sage Publications.
- Nguyen, Q. N., Quynh, P. N., McClelland, R., Pham, T. H., & Sundaravaradhan, V. (2025). Understanding academic's job stress through a moderated-mediation model of perceived supports and working hard. *Journal of Asian Business and Economic Studies*, 32(2), 93–105.

Pandey, P., Singh, S., & Pathak, P. (2021). Factors Contributing to Job Dissatisfaction. *Journal of Retailing and Consumer Services*.

Panumasvivat, J., Surawattanasakul, V., Kwangsukstith, S., Chollada Mahakkanukrauh, & Kiratipaisarl, W. (2025). The relationship between working conditions, vehicle factors, and work-related musculoskeletal disorders affecting job satisfaction and job stress among motorcycle food delivery riders. *International Journal of Hygiene and Environmental Health*, 267(May), 114594. <https://doi.org/10.1016/j.ijheh.2025.114594>

Pitariu, H. D., & Budean, A. (2020). The Impact of Occupational Stress on Job Satisfaction and Counterproductive Work Behaviour. *Psihologia Resurselor Umane*, 7(2), 30–39. <https://doi.org/10.24837/pru.v7i2.437>

Pratama, P. Y. A., & Satrya, I. H. (2018). PENGARUH KONFLIK INTERPERSONAL, BEBAN KERJA TERHADAP STRES KERJA PADA PEGAWAI DI DINAS PERHUBUNGAN PROVINSI BALI. *Jurnal Manajemen Unud*, 7(8), 4570–4598.

Purwaningrum, T., & Nabila, R. (2023). Pengaruh stres kerja dan konflik kerja-keluarga terhadap counterproductive work behavior (CWB): Peran kepuasan kerja sebagai variabel intervening. *Journal of Management and Digital Business*, 3(2), 119–134. <https://doi.org/10.53088/jmdb.v3i2.362>

Qiu, D., Li, R., Li, Y., He, J., Ouyang, F., Luo, D., & Xiao, S. (2021). Job Dissatisfaction Mediated the Associations Between Work Stress and Mental Health Problems. *Original Research*, 12, 1–8.

Qureshi, M. I., Jamil, R. A., Iftikhar, M., Arif, S., Lodhi, S., Naseem, I., & Zaman, K. (2012). Job Stress, Workload, Environment and Employess Turnover Intentions: Destiny or Choice. *Archives Des Sciences*, 65(8), 230–241.

Rahim, M. A. (2011). *Managing Conflict in Organizations* (5th ed). Transaction Publishers.

Rahmi, Latipun, & Winarsunu, T. (2022). Konflik Interpersonal dan Iklim Organisasi terhadap Komitmen Afektif Organisasi Karyawan. *Psyche 165 Journal*, 15(1), 25–30. <https://doi.org/10.35134/jpsy165.v15i1.148>

Rajak, A. (2013). Pengaruh Konflik Interpersonal, Work-Family Conflict dan Stres, Terhadap Kepuasan Kerja dan Dampaknya Terhadap Kepuasan Hidup. *Jurnal Siasat Bisnis*, 17(2), 131–156.

- Rajasa, G. K., & Suarmanayasa, I. N. (2023). Pengaruh Beban Kerja dan Konflik Interpersonal terhadap Stres Kerja pada Pekerja Krematorium Desa Adat Buleleng. *Jurnal Manajemen Dan Bisnis*, 5(1), 53–63.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku Organisasi (Organizational Behavior)*. Penerbit: salemba empat, Jakarta.
- Robbins, S. P., & Judge, T. A. (2012). *Perilaku Organisasi*. Penerbit: salemba empat, Jakarta.
- Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior, Seventeenth Edition*. Pearson Education Limited.
- Robbins, S. P., & Judge, T. A. (2020). *Essentials of Organizational Behavior* (14th ed). Pearson Education Limited.
- Robbins, S. P., Judge, T. A., & Beward, K. (2023). *Essentials of Organizational Behavior* (14th ed). Pearson.
- Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill-Building Approach. In *John Wiley & Sons* (Seventh Edition).
- Soran, S., Balkan, M. O., & Serin, M. E. (2014). Job Stress and Performance: the Mediating Effect of Emotional Intelligence. *Journal of Business and Social Sciences*, 3(5), 67–75.
- Spector, P. E. (2020). *Job Satisfaction: Application, Assessment, Causes, and Consequences*. Sage Publications.
- Spector, P. E., & Fox, S. (2005). The Stressor-Emotion Model of Counterproductive Work Behavior. *Investigations of Actors and Targets.*, 10, 151–174.
- Spector, P. E., Fox, S., Penney, L. M., Bruursema, K., Goh, A., & Kessler, S. (2005). The dimensionality of counterproductivity: Are all counterproductive behaviors created equal? *Journal of Vocational Behavior*, 68(3), 446–460.
- Sundari, S., Silalahi, V. A. J. M., & Siahaan, R. S. (2024). Komunikasi Interpersonal dalam Membangun Harmoni dan Produktivitas di Tempat Kerja. *Jurnal Cakrawala Akademika*, 1(3), 419–438.
- Suroso, A., Gal, T., & Anggraeni, A. I. (2020). Work Stress and Counterproductive Work Behaviour. *International Journal of Innovation, Creativity and Change*, 14(12), 1334–1346.

- Syaiin, S. (2008). Pengaruh Kepuasan Kerja Terhadap Kinerja Pegawai Klinik Spesialis Bestari Medan. *Tesis*.
- Tulak, W., Siswanti, Y., Nurhariati, E., Sudaryati, & Bantulu, Y. (2023). The Influence of Narcissism and Job Insecurity on Counterproductive Work Behavior with Negative Emotions as Mediator (Study on Generation Z Employees). *Journal of International Conference Proceedings*, 6(6), 295–306.
- Wardhana, Z. F., Pramesti, T. A., Maytadewi, N. L. G. A., & Savitri, N. P. L. I. (2021). Pengaruh Konflik Kerja Dan Stres Kerja Terhadap Kinerja Tenaga Kesehatan Di RSUD Wangaya Denpasar. *Bali Medika Jurnal*, 8(1), 13–26.
- Wei, X., Su, L., & Du, J. (2025). Every cloud has a silver lining : Understanding how hotel employees ' counterproductive work behavior may shape their pro-environmental behavior. *Tourism Management*, 106, 1–12.
- Wijaya, L. K. S., Jorgy, E., & Latif, M. D. (2024). Manajemen Konflik Interpersonal (Studi Kasus pada CV Cyber Karya Nusantara Surabaya). *Jurnal Nusa Manajemen*, 1(1), 175–187.
- Wijayanti, I. (2014). Pengaruh Keadilan Organisasi dan Perceived Organizational Support (POS) terhadap Perilaku Kontraproduktif Guru SDN di Kecamatan Beji Kota Depok Provinsi Jawa Barat. *Jurnal Manajemen Pendidikan*, 927–936.
- Wright, R. R., Nixon, A. E., Peterson, Z. B., Thompson, S. V., Olson, R., Martin, S., & Marrott, D. (2017). The Workplace Interpersonal Conflict Scale: An Alternative in Conflict Assessment. *Psi Chi Journal of Psychological Research*, 22(3), 163–180. <https://doi.org/10.24839/2325-7342.jn22.3.163>
- Wulf, R. (2012). Stress, burnout, and job dissatisfaction in mental health workers. *European Archives of Psychiatry and Clinical Neuroscience*, 262(2), 65–69.
- Yean, T. F., Johari, J., & Yahya, K. K. (2016). The Effect of Job Dissatisfaction on Counterproductive Work Behavior. *International Business Management*, 10(2), 6036–6039.
- Yean, T. F., Johari, J., Yahya, K. K., & Chin, T. L. (2022). Determinants of Job Dissatisfaction and Its Impact on the Counterproductive Work Behavior of University Staff. *SAGE Open*, 12(3), 1–11.
- Yiwen, F., & Hahn, J. (2021). Job Insecurity in the COVID-19 Pandemic on Counterproductive Work Behavior of Millennials: A Time- Lagged

Mediated and Moderated Model. *International Journal of Environmental Research and Public Health*, 18(16), 1–17. <https://doi.org/10.3390/ijerph18168354>

Zhang, Q., Lin, Y., Zhang, Y., & Yang, S. (2024). The influence of different conflict management styles on depressive symptoms in employees: the mediating role of emotional exhaustion. *Frontiers in Public Health*, 12(3), 1–15. <https://doi.org/10.3389/fpubh.2024.1407220>

