



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

DAFTAR PUSTAKA

- Achdiat, Imam. (2019, April 5). Kamu Harus Tau! Bagian Penting Dalam Penerbangan. Retrieved from <https://www.airmagz.com/42053/kamu-harus-tau-ini-bagian-penting-dalam-penerbangan.html>
- Achieve Performance. (2017). The Concept of Job Fit In 3 Simple Steps.
- Adonis, James. (2019, Maret 15). Penalised for Having a Work-Life Balance. Retrieved from: <https://aom.org/News/AOM-in-the-News/Penalised-for-having-a-work-life-balance-.aspx>
- Aguinis, Herman. (2013). *Performance Management*. United States, America: Pearson.
- Allen, T.D., Shockley, K.M., & Biga, A. (2010). *Work and family in a global context* San Francisco: Jossey-Bass.
- Bakker, A.B., Demerouti, E. and Verbeke, W. (2004), “Using the job demands-resources model to predict burnout and performance”, *Human Resource Management*, Vol. 42 No. 3, pp. 271-288.
- Borman, W. C., & Motowidlo, S. J. (1993). Expanding the Criterion Domain to Include Elements of Contextual Performance in Personnel Selection in Organizations. San Francisco: Jossey-Bass.
- Breugh, J. A. (1985). The measurement of work autonomy. *Human Relations*, 38(6), 551-570. doi: 10.1177/001872678503800604
- Brey, P. (1999). Worker Autonomy and the Drama of Digital Networks in Organizations. *Journal of Business Ethics*, 22, 15-25.
- Bruggen, Alexander. (2015). An empirical investigation of the relationship between workload and performance. *Management Decision*, Vol. 53 Iss 10 pp. doi: <http://dx.doi.org/10.1108/MD-02-2015-0063>
- Byrne, U. (2005). Work-life balance: Why are we talking about it at all. *Business Information Review*, 22, 53-59.
- Campbell, J. P., Henry, J. J., & Wise, L. L. (1990). Modelling job performance in a population of jobs. *Journal of Personnel Psychology*, 43, 313 – 333.

- Castoriadis, C. (1979). Sur le contenu du socialisme, II. In Le Contenu du socialisme, 10/18: 103–221. UGE, Paris: Socialisme ou Barbarie.
- Cekmecelioglu, H. G., & Gunsel, A. (2011). Promoting Creativity Among Employees Of Mature Industries: The Effects Of Autonomy And Role Stress On Creative Behaviors And Job Performance. *Social and Behavioral Sciences*, 889-895.
- Clark, S.C. (2002). Communicating across the work/home border. *Journal of Community Work Fam.* 5 (1), 23–48.
- CNN Indonesia. (2019, Juni 21). Operator Bandara Klaim Siap Tekan Biaya Jasa Demi Tiket Murah. Retrieved from <https://www.cnnindonesia.com/ekonomi/20190620192956-92-405093/operator-bandara-klaim-siap-tekan-biaya-jasa-demi-tiket-murah>
- Cooper, C. L. (1983). Identifying stressors at work: Recent research developments. *J. Psychological Res.*, 27(5): 369-376.
- Cooper, D. R., & Schindler, P. S. (2014). *Business Research Method – twelfth edition*. New York: McGraw-Hill.
- Dasgupta, Pooja & Roy (2013). Volatility of Workload on Employee Performance and Significance of Motivation. International Journal of Applied Research and Studies (iJARS), 2-5.
- Dessler, Gary. (2017). *Human Resource Management*. United States America: Pearson Education.
- Doargajudhur, M. S., & Dell, P. (2018). Impact of BYOD on organizational commitment: an empirical investigation. *Information Technology & People*. <https://doi.org/10.1108/ITP-11-2017-0378>
- Dwijayanto, Andy., dan Rosalina, Dassy. (2018, Januari 26). Kembangkan bisnis lain, Gapura Angkasa tetap andalkan bisnis ground handling. Retrieved from <https://industri.kontan.co.id/news/kembangkan-bisnis-lain-gapura-angkasa-tetap-andalkan-bisnis-ground-handling>
- Frisca, Maylisda E. Solagracia. (2020, Januari 6). Fakta Sepinya Penumpang Pesawat, Harga Tiket Kemahalan. Retrieved from <https://economy.okezone.com/read/2020/01/05/320/2149465/fakta-sepihnya-penumpang-pesawat-harga-tiket-kemahalan>

- Ghozali, I (2016). *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Grady, G., McCarthy, A., Darcy, C., & Kirrane, M. (2008). *Work Life Balance Policies and Initiatives in Irish Organisations: A Best Practice Management*, Cork: Oak Tree Press.
- Greenhaus, G.H., & Allen, T.D. (2010). *Work-family balance: a review and extension of the literature*. American Psychological Association. Washington, DC: American Psychological Association.
- Gropel, P., & Kuhl, J. (2009). Work-life balance and subjective well-being: The mediating role of need fulfillment. *British Journal of Psychology*, Vol. 100 No. 2, pp. 365–375.
- Hackman, J. R., and Oldham, G. R. (1975). Motivation through the design of work: test of a theory. *Organizational Behaviour and Human Performance*, Vol. 16, pp. 250–279.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis, Seventh Edition*. London: Pearson.
- Hassam, I., Tahir, M. Q., & M Aslam, K. (2011). The retrenchment effect on job performance with mediating effect of work life balance. *African Journal of Business Management*, Vol. 5 No. 21, pp. 8642-8648.
- Hay. (2018, Juni 29). Ide Yang Dapat Membantu Karyawan Mencapai Work-Life Balance. Retrieved from: <https://www.jobstreet.co.id/career-resource/ide-yang-dapat-membantu-karyawan-mencapai-work-life-balance/#.XsUph54zZ-U>
- Hill, E.J., Hawkins, A.J., Ferris, M. and Weitzman, M. (2001). Finding an extra day, a week: The positive influence of perceived job flexibility on work and family life balance. *Journal of Family Relations*, Vol. 50 No. 1, pp. 49-58.
- Imam, H., Qureshi, T. M., & Khan, M. A. (2011). The retrenchment effect on job performance with mediating effect of work life balance. *African Journal of Business Management*, Vol. 5(21), pp. 8642-8648.
- INACA. (2018). Indonesia Aviation Business and Investment Opportunites. Retrieved from <http://inaca.or.id/wp-content/uploads/2018/01/INACA-11-0kt-2017.pdf>

- IPOTNEWS. (2015, September 26). Asean Open Sky 2015, Peluang Atau “Bencana”. Retrieved from https://www.indopremier.com/ipotnews/newsDetail.php?jdl=Asean_Open_Sky_2015_Peluang_Atau_Bencana__&news_id=179318&group_news=RESEARCHNEWS&news_date=&taging_subtype=STOCK&name=&search=&q=&halaman=1
- Jamal, M. (2007). Type-A behaviour in a multinational organization: a study of two countries. *Stress and Health*, Vol. 23, pp. 101-109.
- Jiang, Z., Milia, L. D., Jiang, Y., & Jiang, X. (2020). Thriving at work: A mentoring-moderated process linking task identity and autonomy to job satisfaction. *Journal of Vocational Behavior*. <https://doi.org/10.1016/j.jvb.2019.103373>
- Johari, J., Tan, F. Y., & Zulkarnain, Z. I. (2018). Autonomy, workload, work-life balance and job performance among teachers. *International Journal of Educational Management*, 32(1), 107-120. doi:10.1108/ijem-10-2016-0226.
- Karasek Jr, R. A. (1979). Job demands, job decision latitude, and mental strain: Implications for job redesign. *Administrative Science Quarterly*, 285-308.
- Kargo Tech. (2016, November 4). Berita Logistik dan Transportasi Indonesia. Retrieved from <https://kargo.tech/artikel/penanganan-cargo-barang/>
- Kinicki, Angelo., & Williams, B. K. (2013). *Management: A Practical Introduction*. New York: Mc-Graw-Hill Education.
- Knootz, Harold., & Weihrich, Heinz. (2012). *Essentials of Management: An International and Leadership Perspective*. India: Tata McGraw Hill Education.
- KoganPage. (2019). Combating Workplace Stress, Causes of Workplace Stress.
- Lee, R.T. and Ashforth, B.E. (1996). A meta-analytic examination of the correlates of the three dimensions of job burnout. *Journal of Applied Psychology*, Vol. 81 No. 2, pp. 123-133.
- Liputan6. (2019, Januari 16). Tujuan Manajemen Sumber Daya Manusia Berikut Pengertian dari Para Ahli. Retrieved from <https://www.liputan6.com/citizen6/read/3872204/tujuan-manajemen-sumber-daya-manusia-berikut-pengertian-dari-para-ahli>

- Malhotra, N. K., Nunan, D., & Briks D. F. (2017). *Marketing Research, An Applied Approach - Fifth Edition*. New York: Pearson.
- Manz, C.C. and Sims, H.P. Jr, (2001). The New Superleadership: Leading Others to Lead Themselves. Berrett-Koehler Publishers, San Francisco, CA.
- Masa'deh, R., Obeidat, Y. B., & 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 Modelling Approach". *Journal of Management Development*, Vol. 35 Issue: 5, pp.681-705, <https://doi.org/10.1108/JMD-09-2015-0134>
- Mawoli, M. A. & Babandako, A. Y. (2011). An evaluation of Staff Motivation, Dissatisfaction and Job performance in an academic setting. *Australian Journal of Business and Management Research*, 1(9).
- Motowidlo, S. J. (2003). *Job performance*. Hoboken, NJ, US: John Wiley & Sons Inc.
- Na-Nan, Khahan., Chaiprasit, K., & Pukkeeree, P. (2018). Factor analysis-validated comprehensive employee job performance scale. *International Journal of Quality & Reliability Management*, Vol. 35 Issue: 10, pp.2436-2449, <https://doi.org/10.1108/IJQRM-06-2017-0117>
- Oah, S., Na, R., & Moon, K. (2018). The Influence of Safety Climate, Safety Leadership, Workload, and Accident Experiences on Risk Perception: A Study of Korean Manufacturing Workers. *Journal of Safety and Health at Work*, 427-433.
- Pradana, Rio Sandy. (2018, Juli 06). Bisnis Pendukung Penerbangan: Gapura Angkasa Pacu Diversifikasi Layanan. Retrieved from: <https://surabaya.bisnis.com/read/20180706/450/813477/bisnis-pendukung-penerbangan-gapura-angkasa-pacu-diversifikasi-layanan>
- Robbins, S. P., & Coulter, Mary. (2012). *Management*. New Jersey: Pearson Education
- Robbins, S. P., & Decenzo, D. A. (2010). *Fundamentals of Human Resource Management*. United States America: John Wiley & Sons, Inc.
- Robbins, S. P., Decenzo, D. A., & Coulter, Mary. (2013). *Fundamentals of Management*. New Jersey: Pearson Education.

- Richter, A., Näswall, K. and Sverke, M. (2010). Job insecurity and its relation to work-family conflict: mediation with a longitudinal data set. *Economic and Industrial Democracy*, Vol. 31 No. 2, pp. 265-280.\
- Rotenberry, P. F. and Moberg, P. J. (2007). Assessing The Impact Of Job Involvement On Performance. *Management Research News*, Vol. 30 No. 3, pp.203-215.
- Saikia, J. N. (2011). A study of the work life balance among the academics of higher education institutions: A case study of Golaghat District.
- San. (2019, Desember 19). IATA Asosiasi Pengangkutan Udara Internasional. Retrieved from <https://www.futuready.com/artikel/travel/iata/>
- Sanders, E. J., & McCormick. (1993). *Human Factors in Engineer and Design*, seventh ed. New York: McGraw-Hill.
- Saragih, S. (2011). The Effects of Job Autonomy on Work Outcomes: Self Efficacy as an Intervening Variable. *International Research Journal of Business Studies*, 4(3), 203-215.
- Saretta, I. R. (2019, Oktober 22). Manajemen Sumber Daya Manusia Sebagai Upaya Mencapai Target Organisasi. Retrieved From <https://www.cermati.com/artikel/manajemen-sumber-daya-manusia-sebagai-upaya-mencapai-target-organisasi>
- Schermerhorn, J. R., Davidson, P., Factor, A., Poole, D., Woods, P., Simon, A., McBarron, E. (2017). *Management*. New York: John Wiley & Sons, Inc.
- Shabbir, B., & Naqvi, R. (2017). Impact of Workload and Job Complexity on Employee Job Performance with the Moderating Role of Social Support and Mediating Role of Job Stress: A Study of Travel agencies in Rawalpindi, Islamabad and AJK. *Journal of Accounting & Marketing*. DOI: 10.4172/2168-9601.1000214
- Shirom, A., Nirel, N., & Vinokur, A.D. (2006). Overload, autonomy, and burnout as predictors of physicians' quality of care. *Journal of Occupational Health Psychology*, Vol. 11 No. 4, pp. 328-342.
- Snell, S. A., & Bateman, T. S. (2013). *Management*. New York: Mc-Graw-Hill Education.
- Soomro, A. A., Breitenecker, R. J., & Shah, S. A. M. (2018). Relation of work-life balance, work-family conflict and family-work conflict with the employee

- performance-moderating role of job satisfaction. *South Asian Journal of Business Studies*, <https://doi.org/10.1108/SAJBS-02-2017-0018>
- Sparks, K., Cooper, C., Fried, Y., & Shirom, A. (1997). The effects of hours of work on health: A meta-analytic review. *Occupational Organization Psychological.*, 70(4): 391-408.
- Spreitzer, G. M. (1995). Psychological empowerment in the workplace: Dimensions, measurement, and validation. *Academy of Management Journal*, 38(5), 1442-1465.
- Sutalaksana, Iftikar Z., Anggarawisastra, Ruhana., & Tjakraatmadha, Jaan H. (2006). Teknik Perancangan Sistem Kerja. Bandung: Penerbit ITB.
- Tarwaka., Bakri, S. H., & Sudiajeng, L. (2004). Erogonomi untuk Keselamatan, Kesehatan Kerja dan Produktivitas. Surakarta: Universitas Islam Batik Surakarta
- Thevanes., & Mangaleswaran. (2018). Relationship between Work-Life Balance and Job Performance of Employees. *Journal of Business and Management*.
- Trimahanani, Emy. (2015, Juni 8). Layanan Ground Handling di Bandara, Perlu Sentuhan Service Excellence. Retrieved from <https://www.blj.co.id/2015/06/08/layanan-ground-handling-di-bandara-perlu-sentuhan-service-excellence/>.
- Viswesvaran, C., & Ones, D. S. (2000) Perspectives on Models of Job Performance.
- Wayne, J. H., Butts, M. M., Casper, W. J., & Allen, T. D. (2017). In search of balance: A conceptual and empirical integration of multiple meanings of work-family balance. *Personnel Psychology*, 70, 167–210. <https://doi.org/10.1111/peps.12132>.
- Wellnessnb. (2018). Mental Fitness Infographic-The CAR Approach in the Workplace, Supportive Work Environments Play An Important Role In Our Mental Fitness.
- Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2013). *Business Research Methods, 8th Edition*. Cengage.