

DAFTAR PUSTAKA

- Andriansyah, H., & Sahrah, A. (2014). *Hubungan Bullying dengan Burnout pada Karyawan*. 9(2), 137–150.
- Anshori, M., & Iswati, S. (2019). Metodologi penelitian kuantitatif. Pusat Penerbitan dan Percetakan UNAIR (AUP).
- Azwar. (2017). Metode penelitian psikologi. Yogyakarta: Pustaka Pelajar.
- Cascio, W. (2001). Motivation and personality. New York, NY: American Management Association
- Cascio, W.F. (2003). Managing human resources. Colorado, CO: McGraw Hill
- Choudhury, J. (2019). Workplace Bullying and its Impact on the Quality of Work Life in Public Sector Banks. *International Journal of Human Resource Management Research and Development (IJHMRD)*, 16 (1), 1145–1152.
<http://media.proquest.com.ezp.waldenulibrary.org/media/pq/classic/doc/3422532641/fmt/ai/rep/NPDF?hl=workplaces%7B%25%7D2Cworkplace%7B%25%7D2Cbullying%7B%25%7D2Cemployee%7B%25%7D2Cemployees%7B%25%7D2Cunited%7B%25%7D2Cstaff>
- Connell, J., & Hannif, Z. (2009). Call centres, quality of work life and HRM practices: An in-house/outsourced comparison. *Employee Relations*, 31(4), 363–381. <https://doi.org/10.1108/01425450910965423>

- Dargahi, H., & Sharifi Yazdi, M. K. (2007). Quality of work life in Tehran University of Medical Sciences Hospitals' Clinical Laboratories employees. *Pakistan Journal of Medical Sciences*, 23(4), 630–633.
- Dessler, G. (2010). Manajemen Sumber Daya Manusia, Edisi Kesepuluh. Jakarta Barat: PT. Indeks. Penerjemah: Paramita Rahayu
- Einarsen, S., Hoel, H., &, & Notelaers, G. (2009). Measuring exposure to bullying and harassment at work: Validity, factor structure and psychometric properties of the Negative Acts Questionnaire-Revised. *An International Journal of Work, Health & Organisations*, 23(1), 24–44.
- Einarsen, S., & Nielsen, M. B. (2015). Workplace bullying as an antecedent of mental health problems: A five-year prospective and representative study. *International Archives of Occupational and Environmental Health*, 2(88), 131-142.
- Einarsen, S., Hoel, H., Zapf, D., & Cooper, C.L. (2003). The concept of bullying and harassment at work, the european tradition, workplace bullying: Developments in theory, research and practice. London, EC: Taylor & Francis
- Erwandi, D., Kadir, A., & Lestari, F. (2021). Identification of workplace bullying: Reliability and validity of indonesian version of the negative acts questionnaire-revised (NAQ-R). *International Journal of Environmental Research and Public Health*, 18(8).
- <https://doi.org/10.3390/ijerph18083985>

- Filianti, S., Tommy, P., Suyasa, Y. S., & Budiman Winata, W. (2016). Analisis Dimensi-dimensi Quality of Work Life terhadap Subjective Well-Being. *Proceeding Forum Ilmiah Psikologi Indonesia, August*, 227–233. <https://www.researchgate.net/publication/313359920>
- Gani, J., & Amalia, M. (2015). Alat analisis data: Aplikasi untuk penelitian bidang ekonomi dan sosial. Yogyakarta: Andi Offset.
- Habibuw, priskila shela, & Suyasa, p. tommy y. s. (2016). HUBUNGAN QUALITY OF WORK LIFE DAN MOTIVASI KERJA (STUDI PADA SALES PROMOTION GIRLS DI PT X). *Proceeding Forum Ilmiah Psikologi Indonesia, August*, 155–166. <https://www.researchgate.net/publication/313359696>
- Hackman, J. R., & Oldham, G. R. (1980). Work redesign. Massachusetts, MA: Addison-Wesley
- Hadi, S. (2017). Metodologi riset. Yogyakarta: Pustaka Pelajar.
- Hariandja, Marihot Tua Efendi. 2007. Manajemen Sumber Daya Manusia : Pengadaan, Pengembangan, Pengkompensasian, dan Peningkatan Produktivitas Pegawai. Jakarta : Grasindo
- Harish, K. & Subashini, K. (2007). Quality of work life in Indian industries: A case study. International Journal of Innovative Research in Science, Engineering and Technology, Vol. 3 (10): 16799-16804
- Hershcovis, M.S. & Barling, J. (2010). Comparing victim attributions and outcomes for workplace aggression and sexual harassment. Journal of Applied Psychology, Vol. 95 (5): 874–888.

- Jain, S. (2016). A Study on Quality of Work Life Among Workers in Textile Industries in Rajasthan. *SSRN Electronic Journal*, 1–20.
<https://doi.org/10.2139/ssrn.2797287>
- Krahe, B. (2005). Perilaku agresif. Yogyakarta, YO: Pustaka PelajarNanjundeswaraswamy, T., Swamy, D. R., & Rashmi, S. (2015).
- Nurses quality of work life: scale development and validation. *Journal of Economic and Administrative Sciences*, 8(2), 281–300.
<https://doi.org/10.1108/jeas-09-2020-0154>
- Namie, G. (2003). The bully at work: A perspective from the United States. *International Journal of Manpower*, 24(6), 616-626.
- Nauman, S., Malik, S. Z., & Jalil, F. (2019). How workplace bullying jeopardizes employees' life satisfaction: The roles of job anxiety and insomnia. *Frontiers in Psychology*, 10(OCT).
<https://doi.org/10.3389/fpsyg.2019.02292>
- Moradi, T., Maghaminejad, F., & Fini, A.I. (2014). Quality of working life of nurses and its related factor. *Nurs Midwifery Stud*, Vol. 3 (2): 1-6
- Olweus, D. & Solberg, M.E. (2003). Prevalence estimation of school bullying with the olweus bully/victim questionnaire. *Journal of Educational Psychology*, 29: 239-268
- Robert, F. (2018). Impact of workplace bullying on job performance and job stress. *Journal of Management Info*, Vol. 5 (3): 12-15

- Rokhman, W. (2012). Pengaruh Quality of Work Life terhadap Kepuasan kerja, Komitmen Organisasi, Turnover Intention dan Stes Kerja: Studi pada BMT Di Kabupaten Kudus. *Conference In Business, Accounting and Management (CBAM)*, 1(1), 1135–1145.
- Rostiana, Zamralita, & Suyasa, P. T. Y. S. (2015). Pengembangan alat ukur kualitas kehidupan kerja (quality of work life) versi indonesia. Lembaga Penelitian dan Publikasi Ilmiah Universitas Tarumanagara.
- Salin, D. (2003). Ways of explaining workplace bullying: A review of enabling, motivating and precipitating structures and processes in the work environment. *Human Relations*, 56(10), 1213–1232.
<https://doi.org/10.1177/00187267035610003>
- Soedjono Dirjosisworo, “HukumPerusahaan Mengenai Bentuk-bentuk Perusahaan (badan usaha) di Indonesia”, Mandar Maju, Bandung, 1997, hlm. 48
- Sugiyono (2019). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : Alphabet.
- Walton, R. (1975). Criteria for quality of working life. In: Davis, L. E., & Cherns, A. B. (Eds.). *The quality of working life*. The Free Press.
- Winurini, S. (2010). Quality of working life (QWL) pegawai negeri sipil (PNS) di sekretariat jenderal DPR RI. *Aspirasi*, Vol. 1 (2): 282-306
- Yazdi, M.K.S., & Dargahi, H. (2007). Quality of work life in Tehran university of medical sciences hospitals' clinical laboratories employees. *Pakistan Journal of Medical Sciences*, Vol. 23 (4): 630-633

Zin, R.M. (2004). Perception of professional engineers toward quality of worklife and organizational commitment: A case study. Gadjah Mada International Journal of Business, Vol. 6 (3): 323-334

<https://karyamitralestari.com/index.html#home>, PT.karyamitra Lestari, diakses pada tanggal kamis 16 maret 2023 14.40

www.themuse.com, “Don’t Let Workplace Bullies Win—Here’s How to Spot Them and Stop Them”. Diakses pada tanggal 18 Maret 2023 pada pukul 18.15