

### DAFTAR PUSTAKA

- Adams, J. (2015). Strategies to promote coping and resilience in oncology and palliative care nurses caring for adult patients with malignancy a systematic review Gillman The JBI Database of Systematic Reviews and Implementation Reports, 1–16.
- Aguinis, H., & Kraiger, K. (2009). Benefits of Training and Development for Individuals and Teams, Organizations, and Society. *Annual Review of Psychology*, 60(1), 451–474. <https://doi.org/10.1146/annurev.psych.60.110707.163505>
- Al-hawary, S. I. S., & Banat, N. A. E. (2017). Impact of Motivation on Job Performance of Nursing Staff in Private Hospitals in Jordan, 7(2), 54–63. <https://doi.org/10.6007/IJARAFMS/v7-i2/2824>
- Belachew Kassahun. (2019). Reward System and its Effect on Employees Work Motivation in One and Two Star Rated Hotels in Amhara Region, Ethiopia. *Journal of Tourism, Hospitality and Sports (ISSN Online) 2312-5179*, 40. <https://doi.org/10.7176/JTHS/40-04>
- Beyan, O. D., & Baykal, N. (2012). A Knowledge Based Search Tool for Performance Measures in Health Care Systems, 201–221. <https://doi.org/10.1007/s10916-010-9459-2>
- Bo-Jung Jang, and H.-A. Y. (2018). Hospice-Palliative Care Nurses' Knowledge of Delirium, Self-Efficacy and Nursing Performance on Delirium. *Korean Journal Hospice and Palliative Care*, 21(2), 65–74. <https://doi.org/https://doi.org/10.14475/kjhpc.2018.21.2.65>
- Bramstedt, K. A. (2002). in Geriatric Healthcare Allocation, 94–96.
- Caldeira, S., & Timmins, F. (2016). Resilience: synthesis of concept analyses and contribution to nursing classifications. *International Nursing Review*, 63(2), 191–199. <https://doi.org/10.1111/inr.12268>
- Cameron, F., & Brownie, S. (2010). Enhancing resilience in registered aged care nurses. *Australasian Journal on Ageing*, 29(2), 66–71. <https://doi.org/10.1111/j.1741-6612.2009.00416.x>
- Chesak, S. S., Bhagra, A., Schroeder, D. R., Foy, D. A., Cutshall, S. M., & Sood, A. (2015). Enhancing Resilience Among New Nurses : Feasibility and Efficacy of a Pilot Intervention. *The Ochsner Journal*, 15, 38–44.
- Choi, B. S. (2018). Influence of social support and resilience on the nurse job performance. *Indian Journal of Public Health Research and Development*, 9(3), 788–792.
- Craigie, M., Slatyer, S., Hegney, D., Osseiran-moisson, R., Gentry, E., Davis, S., ... Rees, C. (2016). A Pilot Evaluation of a Mindful Self-care and Resiliency ( MSCR ) Intervention for Nurses A Pilot Evaluation of a Mindful Self-care and Resiliency ( MSCR ) Intervention for Nurses. *Mindfulness*, 7(June), 764–774.

<https://doi.org/10.1007/s12671-016-0516-x>

- Craigie, M., Slatyer, S., Hegney, D., Osseiran-Moisson, R., Gentry, E., Davis, S., ... Rees, C. (2016). A Pilot Evaluation of a Mindful Self-care and Resiliency (MSCR) Intervention for Nurses. *Mindfulness*, 7(3), 764–774. <https://doi.org/10.1007/s12671-016-0516-x>
- Cusack, L., Smith, M., Hegney, D., Rees, C. S., Breen, L. J., Witt, R. R., ... Cheung, K. (2016). Exploring environmental factors in nursing workplaces that promote psychological resilience: Constructing a unified theoretical model. *Frontiers in Psychology*, 7(MAY), 1–8. <https://doi.org/10.3389/fpsyg.2016.00600>
- Darmawansyah, Sabarulin; Abdullah, R. (2013). FACTORS AFFECTING NURSES ' PERFORMANCE IN DOCUMENTING NURSING NURSE, 2(3), 29–34.
- Delgado, C., Upton, D., Ranse, K., Furness, T., & Foster, K. (2017). Nurses resilience and the emotional labour of nursing work: An integrative review of empirical literature. *International Journal of Nursing Studies*, 70, 71–88. <https://doi.org/10.1016/j.ijnurstu.2017.02.008>
- Dyess, S. M. L. ., Prestia, A. S. ., & Smith, M. C. . (2015). Support for Caring and Resiliency among Successful Nurse Leaders. *Nursing Administration Quarterly*, 39(2), 104–116. <https://doi.org/10.1097/NAQ.0000000000000101>
- Earvolino-ramirez, M. (2007). Resilience : A Concept Analysis, 42(2).
- Foureur, M., Besley, K., Burton, G., Yu, N., & Crisp, J. (2013). Enhancing the resilience of nurses and midwives: Pilot of a mindfulnessbased program for increased health, sense of coherence and decreased depression, anxiety and stress. *Contemporary Nurse*, 45(1), 114–125. <https://doi.org/10.5172/conu.2013.45.1.114>
- Gannon, B. (2008). Total factor productivity growth of hospitals in Ireland: a nonparametric approach Total factor productivity growth of hospitals in Ireland: a nonparametric approach, (December 2014), 37–41. <https://doi.org/10.1080/13504850600706115>
- Garcia-Dia, M. J., DiNapoli, J. M., Garcia-Ona, L., Jakubowski, R., & O'Flaherty, D. (2013). Concept Analysis: Resilience. *Archives of Psychiatric Nursing*, 27(6), 264–270. <https://doi.org/10.1016/j.apnu.2013.07.003>
- Gautam, P. K. (2019). Comprehensive Reward System, Employee Motivation and Turnover Intention: Evidence from Nepali Banking Industry. *Quest Journal of Management and Social Sciences*, 1(2), 181–191. <https://doi.org/10.3126/qjmss.v1i2.27418>
- Gerhart, J., Mahony, S. O., Abrams, I., Grosse, J., Greene, M., & Levy, M. (2016). Journal of Contextual Behavioral Science A pilot test of a mindfulness-based communication training to enhance resilience in palliative care professionals. *Journal of Contextual Behavioral Science*, 1–8. <https://doi.org/10.1016/j.jcbs.2016.04.003>

- Grafton, E., Gillespie, B., & Henderson, S. (2010). Resilience: The power within. *Oncology Nursing Forum* Grafton, E., Gillespie, B. & Henderson, S., 2010. *Resilience: The Power within. Oncology Nursing Forum*, 37(6), Pp.698–705. Available at: <Http://Search.Ebscohost.Com/Login.Asp?Direct=true&db=psyh&AN=2010-23754-006&site=ehost-Live%0Ae,> 37(6), 698–705. <https://doi.org/10.1188/10.ONF.698-705>
- Gunawan, F. E., Suyoto, Y. T., & Tannady, H. (2020). Factors affecting job performance of hospital nurses in capital city of Indonesia : Mediating role of organizational citizenship behavior, (June).
- Herman, H., Stewart, D. ., Granados, N., Dphil, E., Jackson, B., & Yuen, T. (2011). What is Resilience? *La Revue Canadienne de Psychiatrie*, 56(5), 258–265. <https://doi.org/10.1177/070674371105600504>
- Hickey, P. A. (2013). Building a Nursing Productivity Measure Based on the Synergy Model : First Steps, (December). <https://doi.org/10.4037/ajcc2012859>
- Hsieh, H. F., Hung, Y. T., Wang, H. H., Ma, S. C., & Chang, S. C. (2016). Factors of Resilience in Emergency Department Nurses Who Have Experienced Workplace Violence in Taiwan. *Journal of Nursing Scholarship*, 48(1), 23–30. <https://doi.org/10.1111/jnu.12177>
- Hyeonju Cho, and S.-H. K. (2016). Pain Management Knowledge, Attitudes, and Performance of Nurses in Long-Term Care Hospitals. *Korean Journal Hospice and Palliative Care*, 19(4). <https://doi.org/https://doi.org/10.14475/kjhpc.2016.19.4.322>
- Idemobi, E., Ngige, C. D., & Ofili, P. N. (2017). Relationship Between Organization Reward System and Workers Attitude to Work. *Journal of Business and Economic Development*, 2(5), 247–254. <https://doi.org/10.11648/j.jbed.20170205.12>
- Jackson, D., Firtko, A., & Edenborough, M. (2007). Personal resilience as a strategy for surviving and thriving in the face of workplace adversity: a literature review, 1–9. <https://doi.org/10.1111/j.1365-2648.2007.04412.x>
- Kang, M., Wan, Y., & Hwang, H. (2019). The Study on the Effect of Experience Values of Chinese Coffee Shop on the Intent of Revisiting of Consumers : Focusing on the Mediation Effect of Emotional Responses \*, 17(11), 47–52.
- Kashfi, S. M., Moradi, A., Rakhshani, T., & Motlagh, Z. (2019). The Relationship between Job Motivation and Job Performance of auxiliary nurses, Shoush, Iran. *Journal of Health Sciences & Surveillance System*, 7(3), 157–162. <https://doi.org/10.30476/JHSS.2020.84811.1043>
- Kemenkes. Pedoman dan Standar Etik Penelitian dan Pengembangan Kesehatan Nasional (2017). Indonesia.
- Keye, M. D., & Pidgeon, A. M. (2013). An Investigation of the Relationship between Resilience , Mindfulness , and Academic Self-Efficacy, 1(6), 1–4.

- Kim, M., & Windsor, C. (2015). Resilience and work-life balance in first-line nurse manager. *Asian Nursing Research*, 9(1), 21–27. <https://doi.org/10.1016/j.anr.2014.09.003>
- Koen, D. (2010). Resilience in Professional Nurses, 1–282.
- Matheson, C., Robertson, H. D., Elliott, A. M., Iversen, L., & Murchie, P. (2016). Resilience of primary healthcare professionals working in challenging environments: A focus group study. *British Journal of General Practice*, 66(648), e507–e515. <https://doi.org/10.3399/bjgp16X685285>
- McAllister, M., & McKinnon, J. (2009). The importance of teaching and learning resilience in the health disciplines: A critical review of the literature. *Nurse Education Today*, 29(4), 371–379. <https://doi.org/10.1016/j.nedt.2008.10.011>
- McCann, C. M., Beddoe, E., McCormick, K., Huggard, P., Kedge, S., Adamson, C., & Huggard, J. (2013). Resilience in the health professions: A review of recent literature. *International Journal of Wellbeing*, 3(1), 60–81. <https://doi.org/10.5502/ijw.v3i1.4>
- McDonald, G., Jackson, D., Wilkes, L., & Vickers, M. H. (2012). A work-based educational intervention to support the development of personal resilience in nurses and midwives. *Nurse Education Today*, 32(4), 378–384. <https://doi.org/10.1016/j.nedt.2011.04.012>
- Mealer, M., Conrad, D., Evans, J., Jooste, K., Solyntjes, J., & Rothbaum, B. (2014). Feasibility and Acceptability of A Resilience Training Program for Intensive Care Unit Nurses. *American Journal of Critical Care*, 23(6), 97–106. <https://doi.org/doi:http://dx.doi.org/10.4037/ajcc2014747>
- Mealer, M., Conrad, D., Evans, J., Jooste, K., Solyntjes, J., Rothbaum, B., & Moss, M. (2014). Feasibility And Acceptability Of A Resilience Trainingprogram For Intensive Care Unit Nurses. *American Journal of Critical Care*, 23(6), 97–106.
- Mealer, M., Jones, J., Newman, J., McFann, K. K., Rothbaum, B., & Moss, M. (2012). The presence of resilience is associated with a healthier psychological profile in intensive care unit (ICU) nurses: Results of a national survey. *International Journal of Nursing Studies*, 49(3), 292–299. <https://doi.org/10.1016/j.ijnurstu.2011.09.015>
- Meyer, V. J., Lee, Y., Böttger, C., Leonbacher, U., Amber, L., & Shirtcliff, E. A. (2015). Experience , cortisol reactivity , and the coordination of emotional responses to skydiving, 9(March), 1–8. <https://doi.org/10.3389/fnhum.2015.00138>
- Mohamed, H. (2017). Effect of Training Program Regarding Incident Report on Nurses' Knowledge and Practice at Assuit Rajhy - Liver Hospital. *Assiut Scientific Nursing Journal*, 5(11), 60–65. <https://doi.org/10.21608/asnj.2017.60453>
- Nayeri, N. D., Nazari, A. A., Salsali, M., & Ahmadi, F. (2006). Iranian staff nurses ' views of their productivity and management factors improving and impeding it : a qualitative study, (2006), 51–56. <https://doi.org/10.1111/j.1442-2018.2006.00254.x>

- Nikpeyma, N., Saeedi, Z. A., Azargashb, E., & Majd, H. A. (2014). Problems of Clinical Nurse Performance Appraisal System : A Qualitative Study. *Asian Nursing Research*, 8(1), 15–22. <https://doi.org/10.1016/j.anr.2013.11.003>
- Nobakht, S., Jahangiri, K., & Hajinabi, K. (2018). Correlation of Performance Indicators and Productivity of Emergency Departments, 23(5). <https://doi.org/10.5812/traumamon.58686.Research>
- Nursalam. (2015). *Manajemen Keperawatan Aplikasi dalam Praktik Keperawatan Profesional* (Edisi 5). Jakarta: Salemba Medika.
- Park, E., Lee, H. Y., & Msn, C. S. P. (2018). Association between sleep quality and nurse productivity among Korean clinical nurses, (February), 1–8. <https://doi.org/10.1111/jonm.12634>
- Pipe, T. B., Buchda, V. L., Launder, S., Hudak, B., Hulvey, L., Karns, K. E., & Pendergast, D. (2012). Building personal and professional resources of resilience and agility in the healthcare workplace. *Stress and Health*, 28(1), 11–22. <https://doi.org/10.1002/smi.1396>
- Prestia, A. S. (2016). Transformational Resiliency. *Nurse Leader*, 14(5), 354–357. <https://doi.org/10.1016/j.mnl.2016.05.001>
- Rasool Khan Assistant Professor, U., Haleem, R., & Kanwal, S. (2017). IJBASSNET.COM “Effect of training and development on employee attitude: A study on Karachi,” 5(April), 347–351. Retrieved from <http://ijbassnet.com/>
- Rees, C. S., Breen, L. J., Cusack, L., & Hegney, D. (2015). Understanding individual resilience in the workplace: The international collaboration of workforce resilience model. *Frontiers in Psychology*, 6(FEB), 1–7. <https://doi.org/10.3389/fpsyg.2015.00073>
- Reivich, K., & Shatte, A. (2002). *The Resilience Factor: 7 Essential Skills for Overcoming*. Broadway Books.
- Rice, V., & Liu, B. (2016). Personal resilience and coping with implications for work. Part I: A review. *Work*, 54(2), 325–333. <https://doi.org/10.3233/WOR-162300>
- Robertson, I., & Cooper, C. L. (2013). Resilience. *Stress and Health*, 29, 175–176. <https://doi.org/10.1002/smi.2512>
- Roghianian, P., Rasli, A., & Gheysari, H. (2012). Productivity Through Effectiveness and Efficiency in the Banking Industry, 40, 550–556. <https://doi.org/10.1016/j.sbspro.2012.03.229>
- Roos, J. (2012). Factors affecting the performance of professional nurses in Namibia, 1–8. <https://doi.org/10.4102/curationis.v36i1.108>
- Supriyanto, S., & Ratna. (2007). *Manajemen Mutu, Health Advocacy*.
- Swansburg, R. C. (2000). *Pengantar Kepemimpinan dan Manajemen Keperawatan untuk Perawat Klinis. Edisi Terjemahan*. Jakarta: EGC.

- Tarantino, B., Earley, M., Audia, D., D'Adamo, C., & Berman, B. (2013). Qualitative and quantitative evaluation of a pilot integrative coping and resiliency program for healthcare professionals. *Explore: The Journal of Science and Healing*, 9(1), 44–47. <https://doi.org/10.1016/j.explore.2012.10.002>
- Tubbert, S. J. (2016). Resiliency in Emergency Nurses. *Journal of Emergency Nursing*, 42(1), 47–52. <https://doi.org/10.1016/j.jen.2015.05.016>
- Turner, S. B. (2014). The resilient nurse: An emerging concept. *Nurse Leader*, 12(6), 71–90. <https://doi.org/10.1016/j.mnl.2014.03.013>
- Warelow, P., & Edward, K. (2007). Caring as a resilient practice in mental health nursing. *International Journal of Mental Health Nursing*, 16(2), 132–135. <https://doi.org/10.1111/j.1447-0349.2007.00456.x>
- Weerakkod, W. A. S. (2017). The Impact of Work Life Balance on Employee Performance with Reference to Telecommunication Industry in Sri Lanka: A Mediation Model, 12(01), 72–100.
- Windle, G., & Bennett, K. M. (2012). Caring Relationships: How to Promote Resilience in Challenging Times. In *The Social Ecology of Resilience* (pp. 219–231).
- Yılmaz, E. B. (2017). Resilience as a strategy for struggling against challenges related to the nursing profession Emel Bahadır Yılmaz. *Chinese Nursing Research*, 4, 1–5. <https://doi.org/10.1016/j.cnre.2017.03.004>
- Yusniar Lubis, Bambang Hermanto, E. E. (2018). *Manajemen dan Riset Sumber Daya Manusia*. Bandung: Alfabeta.
- Zewiel, M., Sabra, A., El Sayes, H., & Essa, M. (2019). Effect of Training Program on the Nurses' Attitude and Perception of Caring Behavior toward Substance Use Disorder Patients. *Tanta Scientific Nursing Journal*, 16(1), 37–54. <https://doi.org/10.21608/tsnj.2019.71336>