

Exploring The Impact of Job Insecurity and Social Support on Hotel Employees in Bandung's Tourism Sector

Ayu Nike Retnowati¹, Mugi Pupita², N Sahla Julianti³, Veronica Rohali Sitorus⁴
Universitas Informatika dan Bisnis Indonesia, Indonesia^{1,2,3,4}

Correspondent: anr3515@unibi.ac.id¹

Received : January 25, 2025
Accepted : February 11, 2025
Published : February 27, 2025

Citation: Retnowati, A. N., Puspita, M., Julianti, N. S., & Sitorus, V. R. (2025). Exploring The Impact of Job Insecurity and Social Support on Hotel Employees in Bandung's Tourism Sector. *Commercium : Journal of Business and Management*, 3 (1), 53-63. <https://doi.org/10.61978/commercium.v3i1>

ABSTRACT: This research aims to determine the responses of sandwich generation employees who work in the tourism industry hospitality sub-sector in the city of Bandung and assess the influence of Job insecurity and social support on Burnout partially or simultaneously. The method used in this research is descriptive and verification with a quantitative approach. The population used in this research is generational employees sandwich in the Bandung City hospitality sub-sector tourism industry, with a sample of 160 respondents using non-probability sampling techniques, namely accidental sampling. Based on the research results, it was found that the respondents' responses were related to job insecurity, which was included in the high category, namely social support, which was included in the low category; and burnout, which was included in the high category. Based on the results of the determination test, it was found that Job insecurity has an effect of 12.9% on Burnout, Social support has an effect of 9.3% on Burnout, and Job insecurity and Social support have an impact of 12.3% on Burnout. Based on the results of partial hypothesis testing, Job insecurity affects Burnout. Social support does not affect Burnout. Based on the results of hypothesis testing, Job insecurity and Social support simultaneously influence Burnout.

Keywords: Job insecurity, Social support, Sandwich Generation



This is an open access article under the CC-BY 4.0 license

INTRODUCTION

For millions of Indonesians, the tourism sector represents not just a source of income but a pathway to opportunity and a vital component of local communities. In 2019, the industry employed 13,000 individuals, contributing to the economic stability of countless families. The abrupt arrival of the COVID-19 pandemic in 2020 brought this prosperity to a sudden halt, unleashing a wave of job losses and economic hardship. With employment plummeting to 10,000 in 2020 and continuing to decline to 9,100 in 2021, the pandemic exposed the fragility of jobs within the tourism sector and the profound human cost of such disruptions. The tourism sector stands as a crucial pillar of Indonesia's economy, providing substantial employment opportunities. However, the industry has experienced significant fluctuations in its workforce between 2017 and 2022. Data reveals a gradual increase from 12,000 workers in 2017 to 13,000 in 2019. The onset of the COVID-19 pandemic in 2020 triggered a sharp decline to 10,000 workers, further plummeting to 9,100 in 2021. This downturn was directly linked to the implementation of Large-

Scale Social Restrictions (PSBB), which severely limited outdoor activities and led to a 30% decrease in tourist visits between 2019 and 2020. However, the sector demonstrated resilience, with a remarkable resurgence to 22,890 workers in 2022, signaling post-pandemic recovery (al, 2024; Antonio & Uula, 2022).

The tourism industry significantly contributes to Bandung's economy, with hotels serving as essential pillars that sustain the city's reputation as a tourist destination. Employees within this sector play a critical role in ensuring guest satisfaction and operational success. However, the hospitality industry is inherently dynamic and volatile, often subjecting employees to job insecurity driven by fluctuating demand, economic uncertainties, and fierce competition (Janssen & Nachreiner, 2004; Witte, 2005). Job insecurity can lead to severe psychological effects, including stress, anxiety, and burnout—a state of physical, emotional, and mental exhaustion that undermines individual and organizational performance (Schaufeli et al., 2009).

Within the tourism sector, the hotel sub-sector plays a vital role in employing a considerable portion of the productive age group. Data from the Indonesian Central Bureau of Statistics (BPS) indicates that 70.72% of Indonesia's population falls within the productive age range (15-64 years). This working population is predominantly composed of Generation X and Millennials (Sienny & Foedjiawati, 2018). Crucially, this productive group often finds itself supporting multiple generations, both older and younger, highlighting the emergence of the "sandwich generation" phenomenon in Indonesian society (Harsiwi, 2021).

Among hotel employees, the "*sandwich generation*" faces unique challenges. This group of employees is caught between caring for aging parents and providing for their children, creating significant financial and emotional burdens (Evandrou et al., 2018). When coupled with job insecurity, these dual responsibilities increase the risk of burnout. Understanding how sandwich generation employees experience and cope with burnout in the hotel industry is essential for developing targeted strategies to enhance employee well-being and sustain productivity. The sandwich generation is characterized by individuals who bear the financial responsibility for multiple generations: themselves, their parents, and their children. This dual burden of caregiving and economic support places significant strain on individuals. Research has shown that sandwich generation members who care for both parents and children are particularly vulnerable to mental health issues, including burnout, sleep disturbances, feelings of guilt, constant worry, loss of interest in enjoyable activities, anxiety, and even depression (Mukmin, 2015; Niswati & Y., 2017).

The COVID-19 pandemic has further exacerbated these challenges. The pandemic forced hotel businesses to exercise extreme caution in hiring and, in some cases, even led to workforce reductions. This instability, coupled with fluctuating conditions in the Indonesian tourism accommodation sector, has created a climate of uncertainty and job insecurity (Ristanti, 2022). Social support, both from the workplace and personal networks has been recognized as a critical moderating factor that reduces the adverse effects of job insecurity and burnout. Workplace support—such as empathetic leadership, a collaborative culture, and peer camaraderie—can buffer stress and foster resilience (Wang et al., 2019). Similarly, family and community support can offer emotional reinforcement, helping individuals manage the complexities of their dual caregiving

roles. Despite its importance, limited research has explored the intersection of job insecurity, social support, and burnout among sandwich-generation employees in the hospitality sector.

This perceived threat to employment can significantly impact employee well-being and performance. Job insecurity is defined as an individual's perceived inability to maintain their employment due to ongoing changes (Meria, 2019).

The confluence of these factors – the pressures of the sandwich generation, the instability caused by the pandemic, and the resulting job insecurity – makes individuals working in the hotel sub-sector particularly susceptible to burnout (Khalil & B, 2022). Burnout can arise from internal pressures related to fulfilling familial obligations as primary breadwinners, as well as uncontrollable external factors concerning job security (Addinsall et al., 2017; Chen et al., 2014). Social support, whether from the workplace or family, can act as a buffer against burnout. Conversely, a lack of social support can lead to increased stress and exacerbate burnout (Rosdikasari, 2022).

Previous research has established a significant correlation between job insecurity and burnout, with higher levels of job insecurity associated with increased burnout (Putrihadiningrum, 2021). Furthermore, other studies have demonstrated the significant influence of social support and workload on burnout. Research over the last decade has consistently highlighted the detrimental effects of job insecurity on employee well-being (Ghina & M, 2022). A meta-analysis was conducted to confirm that job insecurity is significantly associated with heightened stress, reduced job satisfaction, and increased burnout across industries (Sverke et al., 2002, 2019). In the hospitality context, found that job insecurity among hotel employees exacerbates emotional exhaustion and diminishes organizational commitment (Kim & Wang, 2018). These findings emphasize the hospitality industry's vulnerability to workforce instability caused by economic fluctuations. Burnout has also been extensively studied within the framework of employee stress and well-being. Identified burnout as a progressive condition characterized by emotional exhaustion, depersonalization, and diminished personal accomplishment (Leiter & Maslach, 2014). Specifically, hotel employees are at higher risk of burnout due to high job demands and frequent interaction with guests (Karatepe & Demir, 2014). Social support as a mitigating factor has gained traction in recent studies. For instance, it was demonstrated that workplace social support significantly alleviates the impact of job stressors, including job insecurity, on employee burnout (Clercq et al., 2020; Gilang Fadhilia Arvianti, 2020). In addition, it highlighted the importance of family support in buffering the stress experienced by employees juggling caregiving responsibilities and job demands. Furthermore, evidence suggests that sandwich-generation employees benefit disproportionately from robust social support systems, as these networks help them balance their competing obligations (Putra, 2017). Despite the abundance of research on job insecurity, burnout, and social support, there remains a paucity of studies focusing specifically on sandwich-generation employees in the hospitality industry. This research contributes to the growing literature by addressing this gap and offering insights into the unique challenges faced by this demographic within Bandung's tourism sector.

A preliminary survey conducted to gain initial insights into job insecurity, social support, and burnout among sandwich generation workers in Bandung's hotel sub-sector revealed several key findings. Regarding job insecurity, a significant portion of respondents expressed concern about

potential job termination and the risk of company bankruptcy. The survey also indicated that social support plays a crucial role in providing positive reinforcement in the workplace. Finally, concerning burnout, many respondents reported experiencing periodic feelings of job fatigue and exhaustion, even after sufficient rest.

This study aims to investigate the interplay of job insecurity, social support, and burnout within the specific context of the sandwich generation employed in Bandung's hotel sub-sector. By examining these factors, this research seeks to contribute to a deeper understanding of the challenges faced by this vulnerable group and inform potential interventions to mitigate burnout and promote well-being. Based on these problems, the researcher is interested in conducting research with the title *"Between Generations and Burnout: Exploring The Impact of Job Insecurity and Social Support on Hotel Employees in Bandung's Tourism Sector."*

METHOD

The research method used in this study is descriptive and verification research with a quantitative approach. Descriptive methods are used to obtain the state of each variable, while its influence uses verification methods. The use of descriptive and verification techniques to get a detailed picture of the things that cause influence is based on the description of the state of each variable. This study uses a questionnaire as its research instrument, using an ordinal scale and a Likert scale. The population in this study were employees of the hotel sub-sector in Bandung City, whose number is unknown, who are also sandwich generations, or those whose income is partly used to support parents, siblings, and children. The sampling technique used was Accidental Sampling with a sample size of 160 respondents. The sample distribution was carried out by distributing questionnaires directly to several hotels in Bandung, with a questionnaire distribution period of 1.5 months. In the data testing process, validity and reliability tests were conducted to test the feasibility of the research instrument. The next stage was a normalization test, followed by a multiple linear regression test to determine the direction of influence and determine the magnitude of its impact. Hypothesis testing was conducted using the t-test and f-test.

RESULT AND DISCUSSION

Based on the results of the questionnaire distribution, it was found that hotel employees in Bandung's tourism sector were dominated by males with educational backgrounds, bachelor's degrees, and high school. The respondents' profiles mainly were workers in 4-star hotels and the food and beverage division, with a monthly income of Rp 4,000,000.00 - Rp 6,000,000.00. In this study, it was found that respondents had high job insecurity because of their bargaining power; most employees felt that they could not maintain their jobs, especially in the situation of employee dismissal. Respondents felt that the company could dismiss them at any time; their jobs did not have a career development, and their jobs were tied to a specific age range, so it was possible to be dismissed due to age factors. External factors were also a concern for respondents because the

dynamic hotel business made the companies where they worked very likely to go bankrupt. The employee ability factor was also a concern because many of the respondents answered that they could not be entrepreneurs. Several other studies have suggested the same thing, namely that employees who felt more insecure about their jobs were also less engaged in their work (Jesslyn & Abryanto, 2022; Tatang Kusmayadi, 2018). The level of social support felt by respondents is relatively low in various aspects, especially support from family. Respondents feel they do not have emotional support from their families and a lack of appreciation from families for achievements received; on the other hand, financial support when experiencing difficulties is considered low, as well as support from family and co-workers. In terms of information and reference support, families also have low support in their role of providing advice and information. Burnout among hotel employees in Bandung's tourism sector is classified as high. Respondents quickly feel frustrated when they receive complaints from guests, cannot fulfill guest desires, and show antipathy towards co-workers when facing a situation.

The coefficient of determination is used to determine the percentage of influence between the variables of Job Insecurity and Social Support on Burnout.

Table 1. Coefficient of Determination Values for the Variable Job Insecurity on Burnout

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.359 ^a	0.129	0.123	6.302

a. Predictors: (Constant), Job insecurity
b. Dependent Variable: Burnout

Source: Processed SPSS data (2024)

The influence on the variables of this study has a low contribution. Based on Table 1, the results of the coefficient of determination indicate that the variable Job Insecurity has an influence of 12.9% on the Burnout variable. Meanwhile, the remaining 87.1% is influenced by the variable Social Support and other variables not explained in this study.

Table 2. Coefficient of Determination Value of the Social Support Variable on Burnout

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.305 ^a	0.093	0.087	6.431

a. Predictors: (Constant), Social Support
b. Dependent Variable: Burnout

Source: Processed SPSS data (2024)

Based on Table 2, the results of the coefficient of determination indicate that the Social Support variable has an influence of 0.093 or 9.3% on Burnout. Meanwhile, the remaining 90.7% (100% - 9.3%) is influenced by the Job Insecurity variable and other variables not explained in this study.

Table 3. Coefficient of Determination Value of Job Insecurity and Social Support on Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.367 ^a	0.134	0.123	6.301

a. Predictors: (Constant), Social Support, Job insecurity

b. Dependent Variable: Burnout

Burnout

Source: Processed SPSS data (2024)

Based on Table 3, the coefficient of determination results indicate that the variables Job Insecurity and Social Support contribute 0.123 or 12.3% to Burnout. Meanwhile, the remaining 87.7% (100%—12.3%) is influenced by other variables not explained in this study.

The influence on the variables of this study has a low contribution. Job Insecurity affects 12.9% of employee burnout. Social support has a contribution of 9.3% with a negative influence direction. In this case, it means that when social support is high, it can reduce employee burnout even though its contribution is low. The influence of job insecurity and social support is 12.3% on employee burnout. Based on this study, there is a gap between the theory and statements in previous studies regarding the sandwich generation, which is vulnerable to burnout, especially in terms of job insecurity and social support. In this study, with the dominance of men working in the hospitality sector, it is suspected that male employees are more prepared to support their parents and family/siblings. On the other hand, Indonesia, with the dominance of Muslim society, believes that men are breadwinners who are responsible for their families and parents, making them aware of this in terms of self-concept and readiness.

Hypothesis Testing

This study conducted hypothesis testing to determine the significance of the influence of Job Insecurity and Social Support, both partially and simultaneously, on Burnout.

Table 4. t-Test Results for the Job Insecurity Variable (X1) on Burnout (Y) Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	92.669	6.963		13.308	0.000
	Job insecurity	0.311	0.113	0.284	2.751	0.007
	Social Support	-0.038	0.037	-0.107	-1.034	0.303

a. Dependent Variable: Burnout

Source: Processed SPSS data (2024)

Based on Table 4, the test results indicate that the variable Job Insecurity affects Burnout. This can be observed in two ways:

- Through the significance value (sig.). A variable is considered to have an effect if the sig. Value is less than 0.05. The variable Job Insecurity (X1) has a sig. Value of 0.007 ($0.007 < 0.05$), which leads to the conclusion that H_{o1} is rejected and H_{a1} is accepted, meaning that there is a significant effect on Burnout.
- By comparing the calculated t-value with the t-table value. The calculated t-value for the variable Job Insecurity is 2.751, which is greater than the t-table value of 1.975 ($2.751 > 1.975$). Thus, H_{o1} is rejected, and H_{a1} is accepted.

The calculated t-value for the variable Job Insecurity falls within the range for rejecting H_{o1} or accepting H_{a1} , meaning that the variable Job Insecurity has a partial effect on Burnout.

Table 5. t-Test Results for Social Support (X2) on Burnout (Y)

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	92.669	6.963		0.000
	Job insecurity	0.311	0.113	0.284	0.007
	Social Support	-0.038	0.037	-0.107	0.303

a. Dependent Variable: Burnout

Source: Processed SPSS data (2024)

Based on Table 4.82, the test results indicate that the Social Support variable does not affect Burnout. This can be observed in two ways:

- Through the significance value (Sig.): A variable is considered to have an effect if the Sig. Value is less than 0.05. The Social Support variable has a Sig. Value of 0.303 ($0.303 > 0.05$), which leads to the conclusion that H_{o2} is accepted and H_{a2} is rejected, meaning that there is no effect on Burnout.
- By comparing the calculated t-value with the t-table value, The calculated t-value for Social Support is -1.034, or its absolute value is 1.034, which is less than the t-table value of 1.975 ($1.034 < 1.975$). Thus, H_{o2} is accepted, and H_{a2} is rejected.

The calculated t-value for the Social Support variable falls within the acceptance region for H_{o2} and the rejection region for H_{a2} , indicating that the Social Support variable does not have a partial effect on Burnout.

Table 6. F Test Result

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	968.604	2	484.302	12.199	0.000 ^b
	Residual	6233.139	157	39.702		
	Total	7201.744	159			

a. Dependent Variable: Burnout

b. Predictors: (Constant), Social Support, Job insecurity

Source: Processed SPSS data (2024)

Based on Table 6, the test results indicate that the variables of Job Insecurity and Social Support affect Burnout. This can be observed in two ways:

- Through the F-test significance value (Sig.), which is $0.000 < 0.05$. This leads to the conclusion that H_{a3} is accepted, meaning that Job Insecurity (X1) and Social Support (X2) simultaneously influence Burnout.
- By comparing the calculated F-value with the F-table value. In this study, the calculated F-value is 12.199, which is greater than the F-table value of 3.05 ($12.199 > 3.05$).

The calculated F-value for the two independent variables, Job Insecurity and Social Support falls within the rejection region of H_0 , indicating that these variables significantly influence Burnout.

The perception that men are more rational and independent in facing various life situations has implications for understanding their experiences with job insecurity and burnout. Men are often viewed as more sensible and capable of handling challenges independently. This factor is what makes this study show that social support has a low influence on burnout. Men are also considered more rational creatures who can be more independent in facing various situations so that they do not need too much social support in facing their lives. In terms of job insecurity, their deep concern about job security does not trigger burnout; instead, it is an anxiety that causes burnout but does not have a significant influence. Unlike previous research, it was found that job insecurity significantly increases job burnout among hospitality employees (Prestiana & A, 2013). Specifically, it highlighted the following results regarding the roles of supervisor support and co-worker support. When supervisors provide support, burnout in employees can be reduced. However, in this study, respondents felt low support from coworkers and family. Based on this study, there needs to be an in-depth investigation into support from leaders in influencing the impact of burnout on employees (Chong, 2024).

CONCLUSION

This study investigated the effect of job insecurity and social support on burnout in hotel employees in Bandung's tourism sector, focusing on the sandwich generation. The results showed that respondents were predominantly male with a bachelor's degree and high school/vocational high school education background. High levels of job insecurity are related to low bargaining

power, potential layoffs, lack of career paths, age restrictions, and potential company bankruptcy. In addition, the social support they felt was relatively low, especially from family, in various aspects such as emotional support, appreciation, financial, information, and references. Interestingly, although job insecurity was high and social support was low, the contribution of these two variables to burnout was relatively small, namely job insecurity at 12.9%, negative social support at 9.3%, and a combination of both at 12.3%. This contradicts previous theories and studies that state that the sandwich generation is susceptible to burnout due to these two factors. It is suspected that the dominance of male respondents and the Indonesian cultural context that emphasizes the role of men as breadwinners and family responsibilities moderate the effect of job insecurity and social support on burnout. Men are considered more prepared and independent when facing pressure, so they do not need much social support. Based on these findings, several further studies are suggested. First, in-depth qualitative research needs to be conducted to explore the reasons behind the low contribution of job insecurity and social support to burnout by exploring respondents' perceptions, experiences, and coping strategies (Kinnunen & Mauno, n.d.; Putrihadiningrum et al., 2021). Second, gender comparison research on sandwich generation in the hospitality sector can test the differences in the influence of the two variables on burnout based on gender. Third, research on the role of cultural and religious factors as moderators in the relationship between job insecurity, social support, and burnout needs to be conducted. Fourth, longitudinal research can observe changes in these variables over time. Fifth, the development of interventions to increase social support and provide coping mechanism training can be conducted. Sixth, expanding the sample to other tourism sectors can test the generalizability of the findings. Finally, research can take into account other factors that may influence burnout, such as workload, role conflict, personality characteristics, and leadership style. These suggestions are expected to provide a more comprehensive understanding of the burnout phenomenon and provide more effective recommendations (Hasibuan, 2019).

Limitations and Future Research

While this study provides valuable insights, certain limitations must be acknowledged. First, the focus on Bandung's hotel industry may limit the generalizability of the findings to other sectors or regions (Gibson, 2017). Second, the cross-sectional design precludes causal inferences. Future research could adopt longitudinal methods to examine the long-term effects of job insecurity and social support on burnout. Additionally, exploring the role of other variables, such as psychological capital (PsyCap) or organizational culture, could provide a more comprehensive understanding of these dynamics.

REFERENCE

- Addinsall, C., Scherrer, P., Weiler, B., & Glencross, K. (2017). An ecologically and socially inclusive model of agritourism to support smallholder livelihoods in the South Pacific. *Asia Pacific Journal of Tourism Research*, 22(3), 301–315. <https://doi.org/10.1080/10941665.2016.1250793>
- Al, S. C. O. E. (2024). Tourism Development Impact on Economic Growth and Poverty Alleviation in West Java. *Jurnal Kepariwisata Indonesia*, 18(2), 175–196.
- Antonio, M. S., & Uula, M. M. (2022). Measuring the Productivity of the Tourism Sector in Indonesia. Halal Tourism and Pilgrimage. *December*, 2(ue 2).
- Chen, H., Wang, J., & Huang, J. (2014). Policy support, social capital, and farmers' adaptation to drought in China. *Global Environmental Change*, 24(1), 193–202. <https://doi.org/10.1016/j.gloenvcha.2013.11.010>
- Chong, C. A. (2024). The Impact of Job Insecurity on Job Burnout Among Hospitality Employees During Covid-19 Pandemic : Moderating Role of Supervisor and Co-Worker Support. *International Hospitality Review*, 38(1), 2024 160–181.
- Clercq, D., Haq, I. U., & Azeem, M. U. (2020). The roles of job insecurity and workplace incivility in the relationship between job stress and employee burnout. *Journal of Business Research*, 120, 1–11. <https://doi.org/10.1016/j.jbusres.2020.06.001>
- Evandrou, M., Falkingham, J., & Green, M. (2018). Sandwich generation in the UK: Prevalence and impact. *Population Studies*, 72(2), 205–220. <https://doi.org/10.1080/00324728.2018.1425407>
- Ghina, A. M., & M, I. R. (2022). Pengaruh Beban Kerja dan Dukungan Sosial terhadap Burnout pada Karyawan Startup X. *Jurnal Pendidikan Dan Konseling (JPDK)*, 4(6), 13099–13104.
- Gibson. (2017). *Organisasi: Perilaku, Struktur, Proses*.
- Gilang Fadhilia Arvianti, V. S. R. (2020). The Impact of the COVID-19 Pandemic on Indonesia and China's Hotel Industry : How to Overcome it? *Jelajah : Journal Tourism and Hospitality*, 2(1).
- Harsiwi, T. A. M. (2021). *Opini: sandwich generation di balik angka sensus penduduk*. Harian Jogja.
- Hasibuan, S. P. M. H. (2019). *Manajemen Sumber Daya Manusia*.
- Janssen, P. P., & Nachreiner, F. (2004). The effects of job insecurity on burnout: A longitudinal study. *Journal of Occupational Health Psychology*, 9(3), 249–254.
- Jesslyn, K., & Abryanto, R. (2022). Investigating Employee Perception of Job Insecurity towards Employee Engagement during The Covid-19 in “X-Hotel” in Bandung. *Conference Series*, 3(2), 483–498.
- Karatepe, O. M., & Demir, E. (2014). Linking work-family conflict to burnout and turnover intentions: The moderating role of job embeddedness. *International Journal of Contemporary Hospitality Management*, 26(1), 69–85. <https://doi.org/10.1108/IJCHM-01-2013-0001>
- Khalil, R. A., & B, S. M. (2022). Generasi sandwich: Konflik peran dalam mencapai keberfungsian sosial. *Share: Social Work Journal*, 12(1), 77–87.
- Kim, H. J., & Wang, J. (2018). Emotional labor, burnout, and job satisfaction in the hotel industry. *International Journal of Hospitality Management*, 76, 78–86. <https://doi.org/10.1016/j.ijhm.2018.04.006>
- Kinnunen, U., & Mauno, S. (n.d.). Job insecurity and its outcomes: A longitudinal study on burnout. *Work & Stress*, 12(2), 169–184.

- Leiter, M. P., & Maslach, C. (2014). Burnout in a changing workplace: Conceptual and practical concerns. *Work & Stress*, 28(2), 1–14. <https://doi.org/10.1080/02678373.2014.872587>
- Meria, L. (2019). Mengukur Dampak Job insecurity Terhadap Turnover Intention Melalui Kepuasan Kerja. *Jurnal Ekonomi*, 10(2).
- Mukmin, S. (2015). *Pengaruh Beban Kerja, Lingkungan Kerja dan Dukungan Sosial Terhadap Burnout Pustakawan di*.
- Niswati, I., & Y. (2017). Pengaruh Burnout terhadap motivasi berprestasi dalam bekerja pada sales. *Psibernetika*, 5(2).
- Prestiana, N. D. I., & A, P. T. X. (2013). Internal locus of control dan Job insecurity terhadap Burnout pada guru honorer sekolah dasar negeri di Bekasi Selatan. *SOUL: Jurnal Pemikiran Dan Penelitian Psikologi*, 6(1), 57–76.
- Putra, G. J. (2017). *Dukungan Pada Pasien Luka Kaki Diabetik*.
- Putrihadiningrum, D. C., A., B. I., & B, R. I. A. (2021). Pengaruh Budaya Organisasi Dan Job insecurity Terhadap Burnout Karyawan Millenial Di CV. *Mapan. Media Mahardhika*, 19(2), 395–403.
- Ristanti. (2022). Dampak Pandemi Covid 19 pada Insutri Perhotelan (Studi Kasus di Hotel Grand Orchid Ygyakarta. *Keparivisataan : Jurnal Ilmiah*, 2021, 173–179.
- Rosdikasari, V. (2022). *Hubungan Beban Kerja, Lingkungan Kerja, Dan Dukungan Sosial Terhadap Kejadian Burnout Bagi Petugas Laboratorium Di Rumah Sakit Persahabatan Jakarta Tahun 2021*.
- Schaufeli, W. B., Leiter, M. P., & Maslach, C. (2009). Burnout: 35 years of research and practice. *Career Development International*, 14(3), 204–220. <https://doi.org/10.1108/13620430910966406>
- Sienny, T., & Foedjiawati. (2018). *Employees Perception of Hotel Employment in Indonesia*. SCITEPRESS- Science and Technology Publications.
- Sverke, M., Hellgren, J., & Näswall, K. (2002). No security: A meta-analysis and review of job insecurity and its consequences. *Journal of Occupational Health Psychology*, 7(3), 242–264.
- Sverke, M., Hellgren, J., & Näswall, K. (2019). Job insecurity: A review and meta-analysis. *International Journal of Stress Management*, 26(3), 1–18. <https://doi.org/10.1037/str0000105>
- Tatang Kusmayadi, A. V. (2018). Pengaruh Job Insecurity dan Job Stress Terhadap Turnover Intention (studi pada staff industri farmasi Lucas Group Bandung. *Jurnal Sains Manajemen dan Akuntansi*, 10(1).
- Wang, Z., Jing, Y., & Zhu, J. (2019). Social support moderates stress effects on burnout and resilience in nurses. *Nursing Research*, 68(6), 425–432. <https://doi.org/10.1097/NNR.0000000000000384>
- Witte, H. (2005). Job insecurity: Review of the literature and assessment of research methods. *International Journal of Stress Management*, 12(4), 213–237.