REFERENCES

Adams, TB, Steinhardt, MA, & Bezner, J 1997, 'The Conceptualization and Measurement of Perceived Wellness: Integrating Balance Across and Within Dimensions'. *American Journal of Health Promotion*, vol.11, no.3, pp. 208–218.

Adams, TB, Bezner, J, Garner, L, & Woodruff, S 1998, 'Construct validation of the perceived wellness survey'. *American Journal of Health Studies*, vol.14, pp. 212–219.

Ainiyah, N, Deliar, A, & Virtriana, R 2016, 'The Classical Assumption Test to Driving Factors of Land Cover Change in The Development Region of Northern Part of West Java'. *The International Archives of the Photogrammetry, Remote Sensing and Spatial Information Sciences*, vol. *XLI-B6*, pp. 205–210.

Aldrich, JO, & Cunningham, JB 2016, *Using IBM SPSS Statistics*. SAGE Publications Inc.

Aliyev, R, & Tunc, E 2015, Self-efficacy in counseling: The role of organizational psychological capital, job satisfaction, and burnout. *Social and Behavioral Sciences*, vol. *190*, pp. 97–105.

Andrew, DPS, Pedersen, PM, & McEvoy, CD 2011, Research Methods and Design in Sport Management. Human Kinetics.

Andriyani, R 2017, *The Impact of Workplace Spirituality towards Organizational Citizenship Behavior - Customer of Frontline Employee in Hotel X*, thesis, Swiss German University, viewed 20 April 2018.

Antill, S 2014, *Optimism*. The Rosen Publishing Group, Inc, New York

Arnold, J 2016, 8 Reasons Employees Don't Participate in Wellness Programs (and 3 Steps to Help, Redesigning Wellness, viewed 20 April 2018, https://redesigningwellness.com/2016/05/8-reasons-employees-dont-participate-wellness-programs-3-steps-help/>.

Arslaner, E, & Boylu, Y 2015, Presenteeism In Work Life: An Evaluation In Hotel Industry, *Journal of Business Research Turk*, vol. 7, no. 4, pp. 123–136.

Avey, JB, Luthans, F, Smith, R. M, Palmer, NF, Avey, JB, Luthans, F, Palmer, NF 2010, Impact of Positive Psychological Capital on Employee Well-Being Over Time. *Journal of Occupational Health Psychology*, vol. 15, no.1, pp. 17-28.

Ballard, DW 2014, 'Beyond wellness: broadening the discussion of well-being and performance', in RJ Burke & AM Richard (eds.), *Corporate Wellness Program: Linking Employee and Organizational Health*, Edward Elgar Publishing Limited, Cheltenham, pp. 59-68.

Bandura, A 1977, Self-efficacy: Toward a unifying theory of behavioral change. *Psychological Review*, vol. 84, no. 2, pp. 191–215.

Batool, T. (2014). *The dimensions of psychological capital and their relationship with employee engagement*, thesis, Hailey College of Commerce, University of Punjab, viewed 20 April 2018.

Blaxter, L, Hughes, C, & Tight, M 2001, *How to Research* (2nd ed.). Open University Press: Buckingham.

Bouzari, M, & Karatepe, OM 2017, 'Test of a mediation model of psychological capital among hotel salespeople', *International Journal of Contemporary Hospitality Management*, vol. 29, no. 8, pp. 2178-2197.

Brotherthon, B 2008, *Researching Hospitality and Tourism*. SAGE Publications Ltd, London.

Brownstein, R 2014, *Happiness at Work: What Matters Most?* The Atlantic, viewed 20 April 2018, https://www.theatlantic.com/business/archive/2014/11/happiness-atwork-what-matters-most/382992/.

Brown-Stewart, S 1998 'Emotional wellbeing and its relation to health', *British Medical*, *317*, pp. 1608–1609.

Burke, RJ 2014, 'Corporate Wellness Programs: An Overview', in RJ Burke & AM Richardsen (eds.), *Corporate Wellness Program: Linking Employee and Organizational Health*, Edward Elgar Publishing Limited, Cheltenham, pp. 3-27.

Cambra-Fierro, J, Melero-Polo, I, & Vázquez-Carrascoa, R 2014, 'The role of frontline employee in customer engagement', *Revista Española de Investigación En Marketing ESIC*, vol. 18, no. 2, pp. 67-77.

Çavuş, MF, & Gökçen, A 2015, 'Psychological Capital: Definition, Components and Effects', *British Journal of Education, Society & Behavioural Science*, vol. 5, no.3, pp. 244–255.

Caza, BB, & Caza, A 2008, 'Positive Organizational Scholarship: A Critical Theory Perspective', *Journal of Management Inquiry*, vol. 17, no. 1, pp. 21–23.

Chan, EKH 2014, 'Standards and Guidelines for Validation Practices: Development and Evaluation of Measurement Instruments', in BD Zumbo & EKH Chan (eds.), *Validity and Validation in Social, Behavioral, and Health Sciences*, Springer, Heidelberg, pp. 9-26.

Christmann, EP, & Badgett, JL 2009, *Interpreting Assessment Data: Statistical Techniques You can Use*, NSTA Press, Virginia.

Cleveland, JN, O'Neill, JW, Himelright, JL, Harrison, MM, Crouter, AC, & Drago, R 2007, 'Work and Family Issues in The Hospitality Industry: Perspectives of Entrants, Managers, and Spouses', *Journal of Hospitality and Tourism Research*, vol. 31, no. 3, pp. 275–298.

Coin, A, Perissinotto, E, Najjar, M, Girardi, A, Inelmen, EM, Enzi, G, & Sergi, G 2010, 'Does religiosity protect against cognitive and behavioral decline in Alzheimer's dementia?' *Current Alzheimer Research*, no. 7, pp. 445–452.

Conversano, C, Rotondo, A, Lensi, E, Vista, O. Della, Arnope, F., & Reda, M. A. 2010, 'Optimism and Its Impact on Mental and Physical Well-Being', *Clinical Practice & Epidemiology in Mental Health*, no. 6, pp. 25–29.

Daniel, PS, & Sam, AG 2010, Research Methodology, Kalpaz Publications, Delhi.

Day, A, Kelloway, EK, & Hurrell, JJ 2014 Workplace Well-being: How to Build Psychologically Healthy Workplaces, John Wiley & Sons Ltd, West Sussex.

Deming, WE 1960, Sample Design in Business Research, John Wiley & Sons Ltd, New York.

Denzin, NK, & Lincoln, YS 2000, 'Introduction: The Discipline and Practice of Qualitative Research', in NK Denzin & YS Lincoln (eds.), *Handbook of Qualitative Research*, SAGE Publications, California, pp. 1-32.

Durrah, O, Alhamoud, A, & Khan, K 2016, 'Positive psychological capital and job performance: The mediating role of job satisfaction', *International Scientific Researches Journal*, vol. 72, no. 7, pp. 214–225.

Etebarian, A, Tavakoli, S, & Abzari, M 2012, 'The relationship between psychological capital and organizational commitment', *African Journal of Business Management*, vol. 6, no.14, pp. 5057–5060.

Fair, C & Wright, H 2016, Wellbeing and The Importance of Workplace Culture, viewed on 25 April 2018,

http://www.greatplacetowork.co.uk/storage/Publications/wellbeing_and_culture_final_011216.pdf.

Fair, SE 2011, *Wellness and Physical Therapy*. Jones and Bartlett Publishers, LLC, Sudbury, viewed 19 April 2018, NetLibrary database.

Faldetta, G, Fasone, V, & Provenzano, C 2013, 'Turnover in the hospitality industry: can reciprocity solve the problem?', *Revista de Turismo Y Patrimonio Cultural*, vol. 11, no. 4, pp. 583–595.

Finn, M, Elliott-White, M, & Walton, M 2000, *Tourism and Leisure Research Methods:* Data collection, analysis and interpretation, Pearson Education Limited, England, viewed 19 April 2018, NetLibrary database.

Flick, U 2015, *Introducing Research Methodology*, SAGE Publications Inc, Thousand Oaks.

Foster, LT 2007, *Defining Welness and Its Determinants*, BC Atlas of Wellness, pp. 9–19 < www.geog.uvic.ca/wellness/wellness/2_DefiningWellness.pdf>.

Giles, H 2013, *The rise of the stress industry*, HRM Magazine, viewed 20 March 2018, hootsuite.

Global Wellness Institute 2016, The History of Wellness, 2018 Global Wellness

Institute, viewed 3 April 2018, https://www.globalwellnessinstitute.org/history-of-wellness/.

Goh, J, Pfeffer, J, & Zenios, SA 2015, 'Workplace stressors & health outcomes: health policy for the workplace', *Behavioral Science & Policy*, vol. 1, no. 1, pp. 55–66.

Gounaris, S 2008, 'The notion of internal market orientation and employee job satisfaction: Some preliminary evidence', *Journal of Services Marketing*, vol. 22, no. 1, pp. 68–90.

Grossmeier, J, Terry, PE, & Anderson, DR 2014, 'Broadening the metrics used to evaluate corporate wellness programs - the case for understanding the total value of the investment', in RJ Burke & AM Richardsen (eds.), *Corporate Wellness Program: Linking Employee and Organizational Health*, Edward Elgar Publishing Limited, Cheltenham, pp. 297-321.

Hagerman, J n.d., *Wage and Hour Issues Continue for Hospitality Industry*, HR Professionals, viewed 3 March 2018, < http://hrprofessionalsmagazine.com/wage-and-hour-issues-continue-for-hospitality-industry/>.

Hales, D 2007, *An Invitation to Wellness: Making Healthy Choice*, Thomson Higher Education, Belmont.

Hart, C 2001, Doing a literature review, SAGE, London.

Hasan, MI 2003, *Pokok-pokok materi statistika 2 (Statistika Inferensi)*, Bumi Aksara, Jakarta.

Hawks, S 2013, Spiritual Wellness, Holistic Health, and the Practice of Health Education, *American Journal of Health Education*, vol. 25, no. 1, pp. 11–18.

Hettler, B 1976, *Six Dimensions of Wellness Model*, National Wellness Institute, viewed 5 March 2018,

https://c.ymcdn.com/sites/www.nationalwellness.org/resource/resmgr/docs/sixdimensionsfactsheet.pdf.

Hill, RC, Griffiths, WE & Lim, GC 2012, *Principles of Econometrics*. Wiley & Sons, Ltd.

Hospitality Magazine 2013, Exactly why is hospitality such risky business?, Hospitality

Magazine, viewed 20 April 2018, https://www.hospitalitymagazine.com.au/exactly-why-is-hospitality-such-risky-business/.

Joo, S 2008, 'Personal Financial Wellness', in S Joo (ed.), *Handbook of Consumer Finance Research*, pp. 21–33.

Kaplan, S, DeShon, RP, & Tetrick, LE 2017, 'The Bigger Picture of Employee Well-Being: Its Role for Individuals, Families and Societies', *Society for Human Resource Management*, pp. 2-21.

Kappagoda, UWMRS, Othman, HZ, & De Alwis, WPG 2014, 'The Impact of Psychological Capital on Job Performance in the Banking Sector in Sri Lanka', *International Journal of Arts and Commerce*, vol. 3, no.5, pp. 198–208.

Kara, H 2013, *Collecting Primary Data: A time-saving-guide*, Policy Press, Unknown place of publication.

Kärnä, S 2004, Analysing customer satisfaction and quality in construction – the case of public and private customers, *Nordic Journal of Surveying and Real Estate Research*, vol. 2, pp. 67–80.

Keller, H 2012, Optimism: Never Fail Again, Start Publishing LLC.

Khan, JA 2008, Research Methodology, APH Publishing Corporation, New Delhi.

Kirkland, A 2014, 'What is Wellness Now?', *Journal of Health Politics, Policy and Law*, vol. 39, no. 5, pp. 957–970.

Kohler, U & Kreuter, F 2005, Data Analysis Using Stata, StataCorp LP, Texas.

Kristensen, TS, Hannerz, H, & Tuchsen, F 2002, 'Hospitalisation among employees in the Danish hotel and restaurant industry', *The European Journal of Public Health*, vol. *12, no.* 3, pp. 192–197.

Kroth, M 2007, *The Manager as Motivator*, Praeger Publisher, Westport.

Kumar, A & Chaudhary, A 2004, *Sample Survey, Analysis & Design of Experiments*, Krishna Prakashan Media (P) Ltd, New Delhi.

Kun, A, Balogh, P, & Krasz, KG 2017, 'Development of the Work-Related Well-Being Questionnaire Based on Seligman's PERMA Model', *Periodica Polytechnica Social*

and Management Sciences, vol. 25, no.1, pp. 56-63.

Larson, R. & Edwards, B 2014, *Calculus of A Single Variable*, Cengage Learning, Boston.

Lavretsky, H 2014, Resilience and Aging, John Hopkins University Press, Baltimore.

Lee, N & Lings, L 2008, *Doing Business Research: A Guide to Theory and Practice*, SAGE Publications Ltd, London.

Levine, DM & Stephan, DF 2015, Even you can learn statistics analysis, Pearson Education Inc, New Jersey.

Levy, PS & Lemeshow, S 2008, Sampling of Populations: Methods and Applications, John Wiley & Sons Ltd, Canada.

Liu, CM, & Chen, KJ 2006, 'Personality Traits as Antecedents of Employee Customer Orientation: A Case Study in the Hospitality Industry', *International Journal of Management*, vol. 23, no.3.

Luthans, F 2002, 'The need for and meaning of positive organizational behaviour', *Journal of Organizational Behavior*, vol. 23, pp. 695–706.

Luthans, F, Avey, JB, Avolio, BJ, Norman, SM, & MCG 2006, 'Psychological capital development: Toward a micro-intervention', *Journal of Organizational Behavior*, vol. 27, pp. 387–393.

Luthans, F, Avolio, B, Avey, J, & Norman, S 2007, 'Psychological capital: Measurement and relationship with performance and satisfaction', *Personnel Psychology*, vol. 60, pp. 541–572.

Luthans, F, Avolio, BJ, Avey, JB, & Norman, SM 2007, 'Positive Psychological Capital: Measurement and Relationship with Performance and Satisfaction', *Leadership Institute Faculty Publications*, vol 60, no.11, pp. 541–572.

Luthans, F, Norman, SM, Avolio, BJ, & Avey, JB 2008, 'The mediating role of psychological capital in the supportive organizational climate — employee performance relationship The Meaning of Positive Organizational Behavior', *Journal of Organizational Behavior*, vol. 238, pp. 219–238, https://doi.org/10.1002/job>.

Luthans, F & Youssef-Morgan, CM 2017, 'Psychological Capital: An Evidence-Based Positive Approach', *Annual Review of Organizational Psychology and Organizational Behavior*, vol. 4, pp. 339–366.

Luthans, F, Youssef-Morgan, CM, & Avolio, BJ 2015, *Psychological Capital and Beyond*, Oxford University Press, Oxford.

Luthans, F, Youssef-Morgan, CM, Sweetman, DS, & Harms, PD 2013, 'Meeting the Leadership Challenge of Employee Well-Being Through Relationship PsyCap and Health PsyCap', *Journal of Leadership & Organizational Studies*, vol. 20, no.1, pp. 118–133.

Luthans, KW & Lebsack, SA 2008, 'Positivity in healthcare: Relation of optimism to performance' *Journal of Health Organisation and Management*, vol. 22, no. 2, pp. 178–188.

Macdonald, LAC 2005, *Wellness at Work: Protecting and Promoting Employee Wellbeing*, Chartered Institute of Personnel and Development, London.

Maddux, JE 2000, 'Self-efficacy: the power of believing you can'. in CR Snyder & SJ Lopez (eds.), *Handbook of positive psychology*, Oxford University Press, pp. 1-23.

Mascio, RD 2010, 'The Service Models of Frontline Employees', *Journal of Marketing*, vol. 74, pp.63–80.

Mason, RD, Lind, DA & Marchal, WG 1999, Statistical Techniques in Business and Economics. 10th ed., The McGraw-Hill Companies, Inc, Boston.

Masten, AS & Reed, M J 2002, Resilience in development. In *Handbook of positive psychology*, eds Sydner, CeOxford: Oxford University Press, pp. 72-82.

Mastroianni, K & Storberg-Walker, J 2014, 'Do work relationships matter? Characteristics of workplace interactions that enhance or detract from employee perceptions of well-being and health behaviors', *Health Psychology and Behavioral Medicine*, vol. 2, no. 1, pp. 798–819.

Mathe, K, Scott-Halsell, S, Kim, S, & Krawczyk, M 2017, 'Psychological Capital In The Quick Service Restaurant Industry: A Study Of Unit-Level Performance', *Journal of Hospitality & Tourism Research*, vol. 41, no. 7, pp. 823–845.

Matlala, S 1999, 'Prioritising health promotion and employee wellness', *People Dynamic*, vol. 8, no. 7, pp. 22–25.

Mertler, CA 2018, *Introduction to Educational Research* (2nd ed.), SAGE Publications, Inc., Los Angeles.

Michael Page 2015, 2015 Employee Intentions Report, Michael Page International, viewed 3 March 2018,

http://www.michaelpage.com.my/sites/michaelpage.com.my/files/Malaysia%20Employee%20Intentions%20Report%202012 Web.pdf>.

Michaels, CN & Greene, AM 2013, 'Worksite Wellness: Increasing Adoption of Workplace Health Promotion Programs', *Health Promotion Practice*, vol. 14, no. 4, pp. 473–479.

Miller, LA, McIntire, SA, & Lovler, RL 2011, *Foundations of Psychological Testing: A practical approach* (3rd ed.), SAGE Publications, Inc., Thousand Oaks.

Mittelmark, MB, & Bauer, GF 2017, The Handbook of Salutogenesis, Springer.

Mouton, J & Marais, HC 1996, *Basic Concepts in The Methodology of the social sciences*, HSRC Publishers, Pretoria.

Nafei, W 2015, 'The Effects of Psychological Capital on Employee Attitudes and Employee Performance: A Study on Teaching Hospitals in Egypt.' *International Journal of Business and Management*, vol.10, no.3, pp. 249–270.

National Wellness Institute n.d., *About Wellness*, viewed 3 April 2018, http://www.nationalwellness.org/>.

Nelson, DL, & Cooper, CL 2007, 'Positive Organizational Behaviour: An inclusive view', in DL Nelson & CL Cooper (eds.), *Positive Organizational Behaviour*, London: SAGE Publications Ltd, London, pp. 3-8.

Newman, I & Benz, CM 1998, *Qualitative-Quantitative Research Methodology: Exploring the Interactive Continuum*, Southern Illinois University Press.

Niu, HJ 2010, 'Investigating the effects of self-efficacy on foodservice industry employees' career commitment', *International Journal of Hospitality Management*, vol. *29, no.*4, pp. 743–750.

Noor, NAM, Kasim, A, Scarlat, C, & Muhamad, A 2012, 'The Role of Individual Differences in Promoting Front Liners to Become Customer-Oriented: A Case of the Hotel Industry in Malaysia', *Journal of Quality Assurance in Hospitality & Tourism*, vol. 13, no.1, pp. 61–79.

Nykiel, RA 2007, *Handbook of Marketing Research Methodologies for Hospitality and Tourism*, The Haworth Hospitality & Tourism Press, Binghamton.

O'Fallon, MJ, & Rutherford, DG 2011, *Hotel Management and Operations* (5th ed.), John Wiley & Sons, Inc., New Jersey.

O'Neill, JW & Davis, K 2011, 'Work Stress and Well-being in the Hotel Industry', *International Journal of Hospitality Management*, vol.30, no.2, pp. 385–390.

Olenski, S 2018, *Why Every CMO Should Promote Employee Health And Wellness*, Forbes, viewed 3 April 2018,

https://www.forbes.com/sites/steveolenski/2018/03/15/why-every-cmo-should-promote-employee-health-and-wellness/#64a9b173671a.

Osterlind, SJ 1989, Constructing Test Items, Kluwer Academic Publishers, Norwell.

Owton, A 2011, Delighting Your Customers, Bloomsbury Publishing.

Park, J 2007, 'Work stress and job performance', *Perspective on Labour and Income*, vol. 20, no. 1, pp. 7-19.

Pawar, M 2004, 'Data Collecting Methods and Strategies',in M Pawar (ed.), *Collecting Methods and Experiences*, New Dawn Press Group, New Delhi, pp. 18–60.

Pizam, A 2010, *International Encyclopedia of Hospitality Management*, (2nd ed.), Butterworth-Heinemann, Oxford.

Poole, MA & O'Farrell, PN 1970, 'The assumptions of the linear regression model', pp. 145-158, viewed 17 April 2018,

https://pdfs.semanticscholar.org/bc11/336a6f637a44918d708b56efcc5fe9a2e3c8.pdf >.

Pryce-Jones, J 2010, *Happiness at Work: Maximizing Your Pschological Capital for Success*, John Wiley & Sons Ltd, Oxford.

Ratner, P 2017, *Your Lifetime by the Numbers*, Big Think, viewed 27 March 2018, http://bigthink.com/paul-ratner/how-many-days-of-your-life-do-you-have-sex-your-lifetime-by-the-numbers.

Rehman, R 2015, 'Intellectual Wellness, Medical Students and Mentorship', *International Journal of Emergency Mental Health and Human Resilience*, vol. 17, no. 3, p. 608.

RISE 2017, *10 Great Examples of Workplace Wellness Programs*, RISE Staff, viewed 5 March 2018, https://risepeople.com/blog/workplace-wellness-programs/.

Rivera, MM & Rivera, RV 2007, *Practical Guide to Thesis and Dissertation Writing* (Revised ed), KATHA Publishing, Inc, Quezon.

Roberts, Y 2015, *Britain's hotel workers – bullied, underpaid and with few rights,*The Guardian, viewed 2 April 2018,

https://www.theguardian.com/business/2015/may/30/hotel-workers-bullied-underpaid-few-rights-uk.

Rodin, J & Langer, E 1977, 'Long-term effects of a control-relevant intervention with the institutionalized aged', *Journal Personality and Social Psychology*, vol. *35*, *no*.12, pp. 897–902.

Rothmann, S & Ekkerd, J 2007, 'The Validation of The Perceived Wellness Survey in The South African Police Service', *Journal of Industrial Psychology*, vol.33, no.3, pp. 35–42.

Rubin, A 2010, *Statistics for Evidence-Based Practice and Evaluation* (2nd ed.), CENGAGE Learning, Belmont.

Sahoo, BC & Sia, SK 2015, 'Psychological Capital and Organisational Commitment: Nature, Structure and Relationship in an Indian Sample', *Asia-Pacific Journal of Management Research and Innovation*, vol. 11, no.3, pp. 230–244.

Samantha, A 2017, *The Impact of Internship Program Towards Career Development Perception:the Study of Swiss German University Hospitality Students*, thesis, Swiss German University, viewed 20 April 2018, Research Direct Database.

Sampath, S 2001, Sampling Theory and Methods, Narosa Publishing House, New Delhi.

Sampson, WG & Akyeampong, O 2014, 'Work-related Stress in Hotels: An Analysis of the Causes and Effects among Frontline Hotel Employees in the Kumasi Metropolis, Ghana', *Tourism and Hospitality*, vol. 3, no.2, pp. 1–9.

Santoso, S 2010, Statistik Multivariat, PT. Elex Media Komputindo, Jakarta.

Sarkar, M, & Fletcher, D 2017, 'How resilience training can enhance wellbeing and performance', in MF Crane (ed.), *Managing for resilience*.

Sartorius, N 2006, 'The Meanings of Health and its Promotion', *Croatian Medical Journal*, vol. 47, no.4, pp.662–664.

Scheier, MF, & Carver, C 1985, 'Optimism, coping and health: assessment and implications of generalized outcome expentacies', *Health Psychology*, vol. *4, no.* 3, pp. 219–247.

Scheier, MF & Carver, CS 2003, 'Self-regulatory processes and responses to health threats: Effects of optimism on well-being', in J Suls & K Wallston (eds.), *Social psychological foundations of health*, Blackwell, Oxford, pp. 395-428.

Scheier, MF, Carver, CS, & Bridges, MW 2001, 'Optimism, pessimism, and psychological wellbeing', in EC Chang (ed.), *Optimism & Pessimism: Implications for Theory, Research, and Practice*, American Psychological Association., Washington D. C., pp. 198-216.

Schmidt, SW 2007, 'The relationship between satisfaction with workplace training and overall job satisfaction', *Human Resource Development Quarterly*, vol. 18, no.4, pp. 481-498.

Schwartz, SA 2012, 'Social Values, Social Wellness: Can We Know What Works?', *EXPLORE*, vol. 8, no. 2, pp. 89-91.

Secretary of State for Health 1999, *Saving Lives: Our Healthier Nation*, The Stationery Office, viewed 5 March 2018,

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachm ent data/file/265576/4386.pdf>.

Sekaran, U & Bougie, R 2013, *Research Method for Business* (6th ed.), John Wiley & Sons Ltd, Chichester.

Seligman, MEP 1998, Learned Optimism, Pocket Books, New York.

Seligman, MEP 2000, 'Positive Pschology: An Introduction', *American Pscyhologist*, vol. *55*, *no*. 1, pp. 5–14.

Sieberhagen, C, Pienaar, J, & Els, C 2011, 'Management of employee wellness in South Africa: Employer, service provider and union perspectives', *South African Journal of Resource Management*, vol. 9, no.1, p.14.

Simons, JC, & Buitendach, JH 2013, 'Psychological capital, work engagement and organisational commitment amongst call centre employees in South Africa', *Journal of Industrial Psychology*, vol 39, no.2, pp. 1–12.

Singh, A, & Singh, AP 2017, 'Role of Positive Psychological Capital in Predicting Employees' Engagement in Private Sector Organization', *Asian Journal of Research in Social Sciences and Humanities*, vol. 7, no.4, pp. 26–38.

Singh, YK, & Bajpai, RB 2008, *Research Methodology: Techniques and Trends*, APH Publishing Corporation, New Delhi.

Singh, YK, & Nath, R 2007, Research Methodology, S. B. Nangia, New Delhi.

Siu, OL 2013, 'Psychological Capital, Work Well-Being, and Work-Life Balance Among Chinese Employees', *Journal of Personnel Psychology*, vol. *12*, pp. 170–181.

Skakon, J, Kristensen, TS, Christensen, KB, Lund, T, & Labriola, M 2011, 'Do managers experience more stress than employees? Results from the Intervention Project on Absence and Well-being (IPAW) study among Danish managers and their employees' *Work*, vol. *38*, no.2, pp. 103–109.

Smith, K 2018, *Why Workplace Wellness is Important*, Capital Region Chamber, viewed 21 March 2018, http://capitalregionchamber.com/business-u/business-library/workplace-wellness-important/.

Solomon, S 2014, *Relationship Between Psychological Capital and Employee Wellness in Organisations in The Manufacturing Industry in The Western Cape*, dissertation, University of Western Cape, viewed 3 March 2018, Research Direct Database.

Spayd, S 2013, *Stress in Hospitality Employees*, KANTAR TNS, viewed 21 March, 2018, <from http://blog.tnsemployeeinsights.com/stress-in-hospitality-employees/>.

Stajkovic, A & Luthans, F 1998, 'Self-efficacy and work-related performance: A meta-analysis.' *Psychological Bulletin*, vol. 44, pp. 580–590.

Stewart, DW, & Kamins, MA 1993, Secondary Research: Information Sources and Methods (2nd ed.), SAGE Publications Ltd, California.

Stoewen, DL 2015, 'Health and Wellness'. *The Canadian Veterinary Journal*, vol. *56*, no.9, pp. 983–984.

Stoewen, DL 2017, 'Dimensions of wellness: Change your habits, change your life', *The Canadian Veterinary Journal*, vol.58, no.8, pp. 861–862.

Strout, KA & Howard, EP 2012, 'The Six Dimensions of Wellness and Cognition in Aging Adults', *Journal of Holistic Nursing*, vol. *30*, no. 3, pp. 195–204.

Strout, K.A & Howard, EP 2015, 'Five Dimensions of Wellness and Predictors of Cognitive Health Protection in CommunityDwelling Older Adults', *Journal of Holistic Nursing*, vol.33, no.1, pp. 6–18.

Subong, PE 2005, Statistics for Research, Rex Book Store, Inc, Manila.

Sue, VM & Ritter, LA 2012, *Conducting Online Surveys* (2nd ed.), SAGE Publications Inc, Los Angeles.

Synder, CR 1994, *The Psychology of Hope*, The Free Press, New York.

Synder, CR, Sympson, S, Ybasco, F, Borders, T, Babyak, M, & Higgins, R 1996, 'Development an validation of the state hope scale', *Journal of Personality and Social Psychology*, vol. 70, pp. 321–335.

Taylor, GR 2005, 'Introduction and Overview of the Research Process.' in *Integrating Quantitative and Qualitative Methods in Research* (2nd ed.), United Press of America, Maryland, pp. 1-33.

Thaib, H 2018, *Tourism Industry Indonesia: Gov't Seeks \$20 Billion of Investment*, Indonesia-Investment, viewed 15 March 2018, https://www.indonesia-investments.com/id/culture/culture-columns/tourism-industry-indonesia-gov-t-seeks-20-billion-of-investment/item8518.

Verma, JP 2013, Data Analysis in Management with SPSS Software, Springer, New

Delhi.

Wali, SS & Zahid, MM 2013, 'Wellness Programs and Employees' Organizational Commitment – Empirical Evidence From Pharmaceutical Setting', *Academic Research International*, vol.4, no.6, pp. 470–479.

Wells, D 2013, *An Investigation of Key Factors Impacting Front-Line Service Providers' Efforts to Deliver a Quality Customer Experience*, College of Professional Studies Professional Projects, viewed 3 March 2018,

https://epublications.marquette.edu/cgi/viewcontent.cgi?article=1060&context=cps_professional.

Windle, G 2011, 'What is resilience? A review and concept analysis', *Clinical Gerontology*, vol. 21, no.2, pp. 152–169.

Winnie, RC 2011, Factors That Influence Adoption of Employee Wellness Programs at The Standard Group Limited, thesis, University of Nairobi, viewed 3 March 2018, Research Direct database.

Youssef-Morgan, CM & Luthans, F 2007, 'Positive Organizational Behavior in the Workplace', *Journal of Management*, vol.33, no.5, pp. 774-800.

Youssef-Morgan, CM & Luthans, F 2010, 'An intergrated model of psychological capital in the workplace', in PA Linley, S Harrington, & N Garcea (eds.), *Oxford handbook of positive psychology and work*, Oxford University Press, New York, pp. 277-288.

ZIPJET 2017, The 2017 Global Least & Most Stressful Cities Ranking, viewed 11 March 2018, https://www.zipjet.co.uk/2017-stressful-cities-ranking.