

DAFTAR PUSTAKA

- Ak, A.B. (2018). "Turnover Intention Influencing Factors of Employees: An Empirical Work Review." *Journal of Entrepreneurship & Organization Managemeny*. 1-7.
- Badan Pusat Statistik. (2019). *Tingkat Penghunian Kamar pada Hotel Bintang di Indonesia, 2008 - 2019*. Diakses pada 20 Maret 2019 di <https://www.bps.go.id/linkTableDinamis/view/id/980>.
- Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta. (2018). *Direktori Hotel dan Akomodasi Lainnya Daerah Istimewa Yogyakarta*. Yogyakarta: Badan Pusat Statistik Provinsi Daerah Istimewa Yogyakarta.
- Barak, M.E.M., J. Nissly, dan A. Levin. (2001). "Antecedents to Retention and Turnover among Child Welfare, Social Work, and Other Human Service Employees: What Can We Learn from Past Research? A Review and Metanalysis." *Social Service Review*, 525-661.
- Bhatti, M.H., U. Akram, M. Bilal, dan Z. Akram. (2016). "Impact of Organization Commitment on Turnover Intention: Mediating Role of Job Contentment." *European Journal of Business and Management*. 24-39.
- CompData Surveys Consulting. (2017). *Turnover Report 2017*. Amerika Serikat: CompData Surveys Consulting.
- Cook, I. (2018). *Curbing Employee Turnover Contagion in the Workplace*. Diakses pada 24 April 2019 di <https://www.visier.com/clarity/curbing-employee-turnover-contagion/>.
- Cummings, C.M. (2016). *How to Determine Regrettable Versus Non-Regrettable Turnover*. Diakses pada 24 April 2019 di <https://www.linkedin.com/pulse/how-determine-regrettable-versus-non-regrettable-cummings/>.
- Dinas Pariwisata Daerah Istimewa Yogyakarta. (2018). *Statistik Kepariwisataaan 2017*. Yogyakarta: Dinas Pariwisata Daerah Istimewa Yogyakarta.
- Faldetta, G., V. Fasone, dan C. Provenzano. (2013). "Turnover in The Hospitality Industry: Can Reciprocity Solve The Problem?." *Revista de Turismo y Patrimonio Cultural*, 583-595.
- Emiroglu, B.D., O. Akova., dan H. Tanriverdi. (2015). "The Relationship Between Turnover Intention and Demographic Factors in Hotel Business: A Study at Five Star Hotels in Istanbul." *Procedia Social and Behavioral Sciences*, 385-397.
- Goodman, D., R.S. Blake, dan G. Cohen. (2015). "Does Turnover Intentions Matter? Evaluating the Predictors of Turnover Intention Rate as a Predictor of Actual Turnover Rate." *Review of Public Personnel Administration*, 1-24.
- Gutmann, P. (2016). *Mercer Webcast Series: Tacling Trends in Turnover*. Jerman: Mercer.

- He, Y., K.K. Lai, dan Y. Lu. (2011). "Linking Organizational Support to Employee Commitment: Evidence from Hotel Industry of China." *The International Journal of Human Resource Management*, 197-217.
- Jennings, L.A. (2014). "Comparison Study: Office-Based and Telecommuting Call Center Employee's Level of Job Satisfaction and Turnover Intent." *Dissertation Abstracts International Section A: Humanities And Social Sciences* 147-164.
- Limpanitgul, T., P. Boonchoo, dan S. Photiyarach. (2015). "Coworker Support and Organisational Commitment: A Comparative Study of Thai Employees Working in Thai and American Airlines." *Journal of Hospitality and Tourism Management*, 100-107.
- Lin, S., dan J.S. Lin. (2011). "Impacts of Coworker's Relationships on Organizational Commitment and Intervening Effects of Job Satisfaction." *African Journal of Business Management*, 3396-3409.
- Miao, Q., A. Newman, Y. Sun, dan L. Xu. (2013). "What factors influence the organizational commitment of public sector employees in China? The role of extrinsic, intrinsic and social rewards." *The International Journal of Human Resource Management*, 3262-3280.
- Nazir, S., A. Shafi, W. Qun, N. Nazir, dan Q.D. Tran. (2016). "Influence of Organizational Rewards on Organizational Commitment and Turnover Intentions." *Employee Relations*, 596-619.
- Puangyoykeaw, K., dan Y. Nishide. (2015). "Organizational Commitment and Turnover Intention in Low-Skilled Immigrant Workers in Thailand: An Empirical Assessment of Need Satisfaction, Job Satisfaction and Overall Life Satisfaction Factors." *International Journal of Business and Management*, 98-112.
- Qureshi, A.M., dan Kamal B.A.H. (2017). "Impact of Supervisor Support on Job Satisfaction: A Moderating Role of Fairness Perception." *International Journal of Academic Research in Business and Social Science*, 235-242.
- Rabbani, S.H., J. Akram, G. Habib, dan N. Sohail. (2017). "Supervisory Support on The Organizational Commitment: Role of Power Distance in the Manufacturing Sector of Pakistan." *European Journal of Business and Management*, 1-12.
- Sekaran, U., Bougie, R. (2013). *Research Methods for Business: A skill Building Approach*. New York: Jhon Wiley & Sons Ltd.
- Woo, B., dan P. Chelladurai. (2012). "Dynamics of Perceived Support and Work Attitudes: The Case of Fitness Club Employees." *Human Resource Management Research*, 6-1.