

DAFTAR PUSTAKA

- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211.
- Anitha J. (2014). Determinants of Employee Engagement and their Impact on Employee Performance. *International Journal of Productivity and Performance Management*, 63(3), 308 – 323.
- Armenis, D., & Neal, A. C. (2008). Recognizing Potential: A Naturalistic Investigation of Employee Promotion Decisions. *Journal of Cognitive Engineering and Decision Making*, 2(1), 63–87.
- Armstrong, M. (2006). *A Handbook of Human Resource Management Practice*. Kogan Page Publishers.
- Asianet Broadband. (2020). *Importance Of Internet Technology For Easy Life / Uses of Internet in Daily Life*. Asianet Broadband. Tersedia di <https://asianetbroadband.in/importance-of-internet-technology-for-easy-life/> diakses pada tanggal 25 Mei 2023
- Badan Pusat Statistik (2021). *Statistik Telekomunikasi Indonesia Tahun 2021*. Hal 334-335. Bandung.
- Barney, J. B. (1991b). Firm Resources and Sustained Competitive Advantage. *Journal of Management*, 17(1), 99–120.
- Baron, R. M., & Kenny, D. A. (1986). The moderator–mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, 51(6), 1173–1182.
- Basnyat, S., & Lao, C. S. C. (2019). Employees' Perceptions on the Relationship between Human Resource Management Practices and Employee Turnover. *Employee Relations*, 42(2), 453–470.
- De Freitas, A. D. G., Lacerda, F. M., Santos, E. A., Alvarenga, M. A., & Bizarrias, F. S. (2022). Human Resources Policies, Learning, and Turnover Intention in organizations. *RAM. Revista De Administração Mackenzie*, 23(4).
- Dickinson, T.L. (1993). *Attitudes about performance appraisal*. In: H. Schuler, J. L. Farr, & M. Smith (Eds.), *Personnel selection and assessment: industrial and organizational perspectives*. New Jersey: Erlbaum.
- Dorsey, S., Cornwell, C., & Macpherson, D. (1998). *Pensions and Productivity*. W.E. Upjohn. Institue for Employment Research.

- Elrehail, H., Harazneh, I., Abuhjeeleh, M., Alzghoul, A., Alnajdawi, S., & Ibrahim, H. (2019). Employee Satisfaction, Human Resource Management Practices and Competitive Advantage. *European Journal of Management and Business Economics*, 29(2), 125–149.
- Gahlawat, N., & Kundu, S. C. (2019). Progressive Human Resource Management and Firm Performance. *The International Journal of Organizational Analysis*, 27(3), 471–493.
- Garzonis, K., Mann, E., Wyrzykowska, A., & Kanellakis, P. (2015). Improving Patient Outcomes: Effectively Training Healthcare Staff In Psychological Practice Skills: A mixed Systematic literature review. *Europe's Journal of Psychology*, 11(3), 535–556.
- Gerhart, B., dan Milkovich, G.T. (1990). Organisational Differences in Managerial Compensation and Financial Performance. *Academy of Management Journal*, 33, 663-691.
- Gomes, D. R., Ribeiro, N., & Santos, M. J. (2023). “Searching for Gold” with Sustainable Human Resources Management and Internal Communication: Evaluating the Mediating Role of Employer Attractiveness for Explaining Turnover Intention and Performance. *Administrative Sciences*, 13(1), 24.
- Gomez-Mejia, L. R., Balkin, D. B., & Cardy, R. L. (2012). *Managing Human Resources*. Prentice Hall.
- Gough, O., & Hick, R. (2009). Employee evaluations of occupational pensions. *Employee Relations*, 31(2), 158–167.
- Guchait, P., & Cho, S. (2010). The Impact of Human Resource Management Practices On Intention to Leave Of Employees In the Service Industry In India: The Mediating Role Of Organizational Commitment. *International Journal of Human Resource Management*, 21(8), 1228–1247.
- Guest, D. (1997). Human Resource Management and Performance: A review and Research Agenda. *International Journal of Human Resource Management*, 8(3), 263–276.
- Gujarati, N.D., (2003), *Basic Econometrics*, 4 th ed New York. McGraw - Hill Companies, Inc.
- Harness, J. (2019). Definition of Recruitment And Selection. *bizfluent*. <https://bizfluent.com/about-5208890-definition-recruitment-selection.html>, diakses pada 12 Oktober 2023
- Hassanpour, N., Barzoki, A. S., Javadi, M., & Safari, A. (2021). Designing Employee Performance Evaluation Model in Isfahan Municipality: An Interorganizational Experience. *International Journal of Productivity and Performance Management*, 71(6), 2558–2581.



- Hitka, M., Kucharčíková, A., Štarchoň, P., Balážová, Ž., Lukáč, M., & Stacho, Z. (2019). Knowledge and Human Capital as Sustainable Competitive Advantage in Human Resource Management. *Sustainability*, 11(18), 4985.
- Holliday, M. (2021). What is Employee Turnover & Why It Matters for Your Business. *Oracle NetSuite*. <https://www.netsuite.com/portal/resource/articles/human-resources/employee-turnover.shtml>, diakses pada 25 Mei 2023.
- Hongladarom, S. (2002). The Web of Time and the Dilemma of Globalization. *The Information Society*, 18(4), 241–249.
- Huang, T. (2001). Succession Management Systems and Human Resource Outcomes. *International Journal of Manpower*, 22(8), 736–747.
- Imran, M., Elahi, N. S., Abid, G., Ashfaq, F., & Ilyas, S. (2020). Impact of perceived organizational support on work engagement: mediating mechanism of thriving and flourishing. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3), 82.
- Indeed Editorial Team. (2022). What Is Competitive Advantage, and Why Is It Important? *Indeed Career Guide*. <https://www.indeed.com/career-advice/career-development/what-is-competitive-advantage-and-why-is-it-important> diakses pada 25 Mei 2023.
- Kahn, W. A. (1992). To Be Fully There: Psychological Presence at Work. *Human Relations*, 45(4), 321–349.
- Kotler, P., & Keller, K. L. (2021). *Marketing Management, 15th Edition New Jersey*. Pearson Prentice Hall, Inc.
- Lawler, E. E. (2009). Make Human Capital a Source of Competitive Advantage. *Organizational Dynamics*, 38(1), 1–7.
- Memon, M. A., Salleh, R., Mirza, M. Z., Cheah, J., Ting, H., & Ahmad, M. S. (2019). Performance Appraisal Satisfaction and Turnover Intention. *Management Decision*, 58(6), 1053–1066.
- Mobley, W.H., Griffeth, R.W., Hand, H.H. & Meglino, B.M. (1979). Review and Conceptual Analysis of The Employee Turnover Process. *Psychological Bulletin*, 86(3), 493-522.
- Mohan, K., & Gomathi, S. (2015). The Effects of Job Rotation Practices on Employee Development: An Empirical Study on Nurses in The Hospitals Of Vellore District. *Mediterranean Journal of Social Sciences*, 6(1), 209-215.
- Nafei, W.A. (2014). Do job rotation and role stress affect job attitudes? A study from Egyptian context. *American International Journal of Social Science*, 3(1), 94-108.

- Nair, S., Kaushik, A., & Dhoot, H. (2020). Conceptual Framework of a Skill-based Interactive Employee Engaging System. In the Context of Upskilling the present IT organization. *Applied Computing and Informatics*, 19(1/2), 82–107.
- Ning, L., Jia, H., Gao, S., Liu, M., Xu, J., Ge, S., Li, M., & Yu, X. (2023). The Mediating Role of Job Satisfaction and Presenteeism on the Relationship Between Job Stress and Turnover Intention Among Primary Health Care Workers. *International Journal for Equity in Health*, 22(1).
- Ogumeyo, S., & Ekoko, P. (2011). LP Model For Periodic Recruitment and Retrenchment of Manpower in a New Organization. *Global Journal of Mathematical Sciences*, 10, 65–71.
- Oh, J., & Chhinzer, N. (2021). Is turnover contagious? The Impact of Transformational Leadership and Collective Turnover on Employee Turnover Decisions. *Leadership & Organization Development Journal*, 42(7), 1089–1103.
- Pohl, S., Vontron, A., & Closon, C. (2019). Human Resources Practices as Predictors of Organizational Citizenship Behaviour: The role of job breadth and organizational support. *Journal of Management & Organization*, 25(2), 224–238.
- Rice, B., Knox, K., Rice, J. P., Martin, N., Fieger, P., & Fitzgerald, A. (2017). Loyal Employees in Difficult Settings. *Personnel Review*, 46(8), 1755–1769.
- Sangeetha, K. (2010). Effective Recruitment: A Framework. *Journal of Business Strategy*, 7(1&2), 93-107.
- Santhanam, N., & Srinivas, S. (2019). Modeling the Impact of Employee Engagement and Happiness on Burnout and Turnover Intention Among Blue-Collar Workers at Manufacturing Company. *Benchmarking: An International Journal*, 27(2), 499–516.
- Saravani, S. R., & Abbasi, B. (2013). Investigating the Influence of Job Rotation on Performance by Considering Skill Variation and Job Satisfaction of Bank Employees. *Tehnički vjesnik*, 20(3), 473-478.
- Schaufeli, W. B., Salanova, M., González-Romá, V., & Bakker, A. B. (2002). The Measurement Of Engagement And Burnout: A Two Sample Confirmatory Factor Analytic Approach. *Journal of Happiness Studies*, 3(1), 71–92.
- Schindler, P. S. (2020). *Business Research Methods*. Irwin/McGraw-Hill.
- Shah, H., & Gopal, R. (2012b). Training Needs Analysis for Bus Depot Managers at GSRTC. *European Journal of Training and Development*, 36(5), 527–543.
- Smyth, R., Zhai, Q., & Li, X. (2009). Determinants of Turnover Intentions Among Chinese Off Farm Migrants. *Economic Change and Restructuring*, 42(3), 189–209.

- Syafiq, M., Sirojuzilam, Badaruddin, B., & Purwoko, A. (2022). Integrated structural equation modeling and causal steps in evaluating the role of the mediating variable. *MethodsX*, 9, 101777.
- Tessema, M. T., & Soeters, J. (2006b). Challenges and prospects of HRM in developing countries: testing the HRM–performance link in the Eritrean civil service. *International Journal of Human Resource Management*, 17(1), 86–105.
- Ward, P. (2004). *360 Degree Feedback: A Management Tool*.
- Winarno, A., Prasetyo, A.P., Luturlean, B.S., & Wardhani, S.K. (2022). The Link Between Perceived Human Resource Practices, Perceived Organisational Support And Employee Engagement: A Mediation Model For Turnover Intention. *SA Journal of Human Resource Management*, 20(0).
- Zhang, C., & Gaudiano, P. (2023). An Agent-Based Simulation of How Promotion Biases Impact Corporate Gender Diversity. *Applied Sciences*, 13(4), 2457.
- Zimmerman, R. D., & Darnold, T. C. (2009). The Impact of Job Performance on Employee Turnover Intentions And The Voluntary Turnover Process. *Personnel Review*, 38(2), 142–158.