

## DAFTAR PUSTAKA

- Abril, D. (2024). Gen Z embraces side hustles because ‘loyalty is dead.’ *The Washington Post*.
- Aggarwal, A., Sadhna, P., Gupta, S., Mittal, A., & Rastogi, S. (2022). Gen Z entering the workforce: Restructuring HR policies and practices for fostering the task performance and organizational commitment. *Journal of Public Affairs*, 22(3). <https://doi.org/10.1002/pa.2535>
- Ajzen, I. (1985). From Intentions to Actions: A Theory of Planned Behavior. *In Action Control* (pp. 11–39). Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-642-69746-3\\_2](https://doi.org/10.1007/978-3-642-69746-3_2)
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- AK, B. (2018). Turnover Intention Influencing Factors of Employees: An Empirical Work Review. *Journal of Entrepreneurship & Organization Management*, 07(03). <https://doi.org/10.4172/2169-026X.1000253>
- al Otaibi, S. M., Amin, M., Winterton, J., Bolt, E. E. T., & Cafferkey, K. (2023a). The role of empowering leadership and psychological empowerment on nurses’ work engagement and affective commitment. *International Journal of Organizational Analysis*, 31(6), 2536–2560. <https://doi.org/10.1108/IJOA-11-2021-3049>
- al Otaibi, S. M., Amin, M., Winterton, J., Bolt, E. E. T., & Cafferkey, K. (2023b). The role of empowering leadership and psychological empowerment on nurses’ work engagement and affective commitment. *International Journal of Organizational Analysis*, 31(6), 2536–2560. <https://doi.org/10.1108/IJOA-11-2021-3049>
- Al-Asfour, A., College, L., & Lettau. (2014). Strategies for Leadership Styles for Multi-Generational Workforce. *Journal of Leadership, Accountability and Ethics*, 11, 58–69.
- Albrecht, S. L., & Andretta, M. (2011). The influence of empowering leadership, empowerment and engagement on affective commitment and turnover intentions in community health service workers. *Leadership in Health Services*, 24(3), 228–237. <https://doi.org/10.1108/17511871111151126>
- Allen, N. J., & Meyer, J. P. (1990). The measurement and antecedents of affective, continuance and normative commitment to the organization. *Journal of Occupational Psychology*, 63, 1–18.
- Alotaibi, S. M., Amin, M., & Winterton, J. (2020). Does emotional intelligence and empowering leadership affect psychological empowerment and work

- engagement? *Leadership & Organization Development Journal*, 41(8), 971–991. <https://doi.org/10.1108/LODJ-07-2020-0313>
- Amundsen, S., & Martinsen, Ø. L. (2014a). Empowering leadership: Construct clarification, conceptualization, and validation of a new scale. *The Leadership Quarterly*, 25(3), 487–511. <https://doi.org/10.1016/j.leaqua.2013.11.009>
- Amundsen, S., & Martinsen, Ø. L. (2014b). Self–other agreement in empowering leadership: Relationships with leader effectiveness and subordinates’ job satisfaction and turnover intention. *The Leadership Quarterly*, 25(4), 784–800. <https://doi.org/10.1016/j.leaqua.2014.04.007>
- Andrews, D. R., Richard, D. C. S., Robinson, P., Celano, P., & Hallaron, J. (2012). The influence of staff nurse perception of leadership style on satisfaction with leadership: A cross-sectional survey of pediatric nurses. *International Journal of Nursing Studies*, 49(9), 1103–1111. <https://doi.org/10.1016/j.ijnurstu.2012.03.007>
- Anh Do, D., Diem Doan, Q., Khanh Vu, L., Thi Le, T., Minh Tran, N., & Linh Nguyen, G. (2023). Antecedents of turnover intention among Gen z in Vietnam: The mediating role of affective commitment. *Cogent Business & Management*, 10(3). <https://doi.org/10.1080/23311975.2023.2267811>
- Aslindar, D. A. (2022). Menyusun Kuesioner. In *Metodologi Penelitian Kuantitatif* (pp. 75–89). Pradina Pustaka.
- Baron, R.M. and Kenny, D.A. (1986), “The moderator-mediator variable distinction in social psychological research: conceptual, strategic and statistical considerations”, *Journal of Personality and Social Psychology*, Vol. 51 No. 6, pp. 1173-1182.
- Bascha. (2011, September 19). *Z: The open source generation*. Open Source.
- Bencsik, A., Juhász, T., & Horváth-Csikós, G. (2016). Y and Z Generations at Workplaces. *Journal of Competitiveness*, 6(3), 90–106. <https://doi.org/10.7441/joc.2016.03.06>
- Benítez-Márquez, M. D., Sánchez-Teba, E. M., Bermúdez-González, G., & Núñez-Rydman, E. S. (2022). Generation Z Within the Workforce and in the Workplace: A Bibliometric Analysis. *Frontiers in Psychology*, 12. <https://doi.org/10.3389/fpsyg.2021.736820>
- Bluedorn, A. C. (1982). A Unified Model of Turnover from Organizations. *Human Relations*, 35(2), 135–153. <https://doi.org/10.1177/001872678203500204>
- Bregel, S. (2023, November 4). Gen Z is the least happy generation at work. Here’s how good leaders can set them up for success. *Fast Company*.

- Brower, T. (2023, September 24). Gen Zs Are Quitting In Droves: 6 Best Ways To Retain Them. Forbes.
- Brown, R. M. (2018). Relationship Between Employee Wages, Number of Employee Referrals, and Employee Turnover Intention. <https://api.semanticscholar.org/CorpusID:169951632>
- Bryant, P. C., & Allen, D. G. (2013). Compensation, Benefits and Employee Turnover. *Compensation & Benefits Review*, 45(3), 171–175. <https://doi.org/10.1177/0886368713494342>
- Chen, G., Sang, L., Rong, J., Yan, H., Liu, H., Cheng, J., Wang, L., Ding, H., & Chen, R. (2021). Current status and related factors of turnover intention of primary medical staff in Anhui Province, China: a cross-sectional study. *Human Resources for Health*, 19(1), 23. <https://doi.org/10.1186/s12960-021-00563-6>
- Chen, G., Sharma, P. N., Edinger, S. K., Shapiro, D. L., & Farh, J.-L. (2011). Motivating and demotivating forces in teams: Cross-level influences of empowering leadership and relationship conflict. *Journal of Applied Psychology*, 96(3), 541–557. <https://doi.org/10.1037/a0021886>
- Chillakuri, B. (2018). Scrapping the Bell Curve: A Practitioner’s Review of Reinvented Performance Management System. *South Asian Journal of Human Resources Management*, 5(2), 244–253. <https://doi.org/10.1177/2322093718795549>
- Chillakuri, B. (2020). Understanding Generation Z expectations for effective onboarding. *Journal of Organizational Change Management*, 33(7), 1277–1296. <https://doi.org/10.1108/JOCM-02-2020-0058>
- Chin, W., & Marcoulides, G. (1998). The Partial Least Squares Approach to Structural Equation Modeling. *Modern Methods for Business Research*, 8.
- Cohen, J. (2013). *Statistical Power Analysis for the Behavioral Sciences*. Routledge. <https://doi.org/10.4324/9780203771587>
- Creswell, J. W. (2013). *Research Design: Pendekatan Kualitatif, Kuantitatif dan Mixed*. Pustaka Pelajar.
- Currall, S. C., & Towler, A. J. (2010). *Metode Penelitian dalam Penelitian Manajemen dan Organisasional: Menuju Integrasi Teknik Kualitatif dan Kuantitatif*. (A. Tashakkori & C. Teddlie, Eds.). Penerbit Pustaka Pelajar.
- Dansereau, F., Graen, G., & Haga, W. J. (1975). A vertical dyad linkage approach to leadership within formal organizations. *Organizational Behavior and Human Performance*, 13(1), 46–78. [https://doi.org/10.1016/0030-5073\(75\)90005-7](https://doi.org/10.1016/0030-5073(75)90005-7)
- Darolia, C. R., Kumari, P., & Darolia, S. (2010). Perceived organizational support, work motivation, and organizational commitment as determinants of job

- performance. *Journal of the Indian Academy of Applied Psychology*, 36(1), 69–78.
- de Klerk, S., & Stander, M. W. (2014). LEADERSHIP EMPOWERMENT BEHAVIOUR, WORK ENGAGEMENT AND TURNOVER INTENTION: THE ROLE OF PSYCHOLOGICAL EMPOWERMENT. *Journal of Positive Management*, 5(3), 28. <https://doi.org/10.12775/JPM.2014.018>
- Dhar, R. L. (2015). Service quality and the training of employees: The mediating role of organizational commitment. *Tourism Management*, 46, 419–430. <https://doi.org/10.1016/j.tourman.2014.08.001>
- Ece Yildirim. (2023, December 5). Gen Z could overtake Boomers in the workforce in 2024: This has “sweeping implications,” economist says. CNBC.
- Elçi, M., Şener, İ., Aksoy, S., & Alpkın, L. (2012). The Impact of Ethical Leadership and Leadership Effectiveness on Employees’ Turnover Intention: The Mediating Role of Work Related Stress. *Procedia - Social and Behavioral Sciences*, 58, 289–297. <https://doi.org/10.1016/j.sbspro.2012.09.1003>
- Fernandez, J., Landis, K., & Lee, J. (2023, January 18). Helping Gen Z Employees Find Their Place at Work. *Harvard Business Review*.
- Ford, R. C., & Fottler, M. D. (1995). Empowerment: a matter of degree. *Academy of Management Perspectives*, 9(3), 21–29.
- Gao, Y., Fan, Y., Wang, J., & Pei, J. (2019). Procedural management of safety regulations and rules for the chemical industry. *Process Safety Progress*, 38(2). <https://doi.org/10.1002/prs.11999>
- Ghazali, H., Jules, N. J., & Othman, M. (2018). EXAMINING THE INFLUENCE OF PERCEIVED ORGANIZATIONAL SUPPORT TOWARDS JOB-HOPPING BEHAVIOUR: A CASE OF CASUAL DINING RESTAURANT EMPLOYEES’ IN KLANG VALLEY AREA, MALAYSIA. *International Journal of Accounting, Finance and Business*, 3(12), 101–108.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23* (8th ed.). Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2015). *Partial least squares konsep, teknik dan aplikasi menggunakan program smartpls 3.0 untuk penelitian empiris*. Semarang: Badan Penerbit UNDIP, 4(1).
- Graen, G. B., & Uhl-Bien, M. (1995). Relationship-based approach to leadership: Development of leader-member exchange (LMX) theory of leadership over 25 years: Applying a multi-level multi-domain perspective. *The*

- Leadership Quarterly*, 6(2), 219–247.  
[https://doi.org/10.1016/1048-9843\(95\)90036-5](https://doi.org/10.1016/1048-9843(95)90036-5)
- Gupta, T. (2018). Communicating Chemistry through Social Media (C. Sorensen-Unruh & T. Gupta, Eds.; Vol. 1274). *American Chemical Society*. <https://doi.org/10.1021/bk-2018-1274>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019a). *Multivariate Data Analysis, Eighth Edition* (8th ed.). Cengage Learning EMEA.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019b). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hayes, A. F. (2009). Beyond Baron and Kenny: Statistical Mediation Analysis in the New Millennium. *Communication Monographs*, 76(4), 408–420. <https://doi.org/10.1080/03637750903310360>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Jaros, S. J., Jermier, J. M., Koehler, J. W., & Sincich, T. (1993). Effects of Continuance, Affective, and Moral Commitment on the Withdrawal Process: an Evaluation of Eight Structural Equation Models. *Academy of Management Journal*, 36(5), 951–995. <https://doi.org/10.5465/256642>
- Jenkins, R. (2019, June 24). How to Deliver Employee Feedback Most Effectively. Inc.
- Jeswani, S., & Dave, S. (2012). Impact of Individual Personality on Turnover Intention: A Study on Faculty Members. *Management and Labour Studies*, 37(3), 253–265. <https://doi.org/10.1177/0258042X13484837>
- Joe F. Hair, C. M. R., & Sarstedt, M. (2011). PLS-SEM: Indeed a Silver Bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Johnson, R. E., Chang, C.-H. (Daisy), & Yang, L.-Q. (2010). Commitment and Motivation at Work: the Relevance of Employee Identity and Regulatory Focus. *Academy of Management Review*, 35(2), 226–245. <https://doi.org/10.5465/amr.35.2.zok226>
- Johnsrud, L. K., & Rosser, V. J. (2002). Faculty Members' Morale and Their Intention to Leave: A Multilevel Explanation. *The Journal of Higher Education*, 73(4), 518–542. <https://doi.org/10.1353/jhe.2002.0039>
- Judge, T., & Kammeyer-Mueller, J. (2022). *Staffing Organizations* (10th ed.). McGraw-Hill Irwin.

- Julio, R., Monzon, A., & Susilo, Y. O. (2022). Identifying key elements for user satisfaction of bike-sharing systems: a combination of direct and indirect evaluations. *Transportation*. <https://doi.org/10.1007/S11116-022-10335-3>
- Kazmier, L.J. (2004). *Schaum's outline of theory and problems of business statistics*.(4th edn) McGraw-Hill.
- Kim, M., & Beehr, T. A. (2020). Empowering leadership: leading people to be present through affective organizational commitment? *The International Journal of Human Resource Management*, 31(16), 2017–2044. <https://doi.org/10.1080/09585192.2018.1424017>
- Kreacic, A., Romeo, J., Luong, S., Uribe, L., Lasater-Wille, A., & Costa, E. (2023). What Business Needs To Know About The Generation Changing Everything.
- Lam, W., Chen, Z., & Takeuchi, N. (2009). Perceived human resource management practices and intention to leave of employees: the mediating role of organizational citizenship behaviour in a Sino-Japanese joint venture. *The International Journal of Human Resource Management*, 20(11), 2250–2270. <https://doi.org/10.1080/09585190903239641>
- Marks, M., & Rodrigues, J. N. (2017). Correct reporting and interpretation of clinical data. *Journal of Hand Surgery (European Volume)*, 42(9), 977–979. <https://doi.org/10.1177/1753193417733154>
- McKinsey. (2023, March 20). What is gen Z? <https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-gen-z>
- Mendes, F., & Stander, M. W. (2011). Positive organisation: The role of leader behaviour in work engagement and retention. *SA Journal of Industrial Psychology*, 37(1). <https://doi.org/10.4102/sajip.v37i1.900>
- Meyer, J., & Allen, N. (1997). *Commitment in the Workplace: Theory, Research, and Application*. SAGE Publications, Inc. <https://doi.org/10.4135/9781452231556>
- Meyer, J. P., & Allen, N. J. (1991). A three-component conceptualization of organizational commitment. *Human Resource Management Review*, 1(1), 61–89. [https://doi.org/10.1016/1053-4822\(91\)90011-Z](https://doi.org/10.1016/1053-4822(91)90011-Z)
- Milovanovic, I. (2017). Big-Five Personality Traits , Job Satisfaction , and Turnover Intention : A Heuristic Model for Hospital Nurses in Japan. <https://api.semanticscholar.org/CorpusID:44012332>
- Ming Benjamin Siong, Z., Mellor, D., Moore, K. A., & Firth, L. (2006). Predicting intention to quit in the call centre industry: does the retail model fit? *Journal of Managerial Psychology*, 21(3), 231–243. <https://doi.org/10.1108/02683940610659579>

- Mitchell, T. R., Holtom, B. C., Lee, T. W., Sablinski, C. J., & Erez, M. (2001). WHY PEOPLE STAY: USING JOB EMBEDDEDNESS TO PREDICT VOLUNTARY TURNOVER. *Academy of Management Journal*, 44(6), 1102–1121. <https://doi.org/10.2307/3069391>
- Mobley, H. W. (1986). *Pergantian Karyawan: Sebab, Akibat, dan Pengendaliannya* (terjemahan). (N. Iman, Ed.). Pustaka Binaman Pressindo.
- Mobley, W. H., Horner, S. O., & Hollingsworth, A. T. (1978). An evaluation of precursors of hospital employee turnover. *Journal of Applied Psychology*, 63(4), 408–414. <https://doi.org/10.1037/0021-9010.63.4.408>
- Nawawi, H. (1983). *Metode Penelitian Bidang Sosial*. Gajah Mada University Press.
- Ngamkroekjoti, C., Ounprechavanit, P., & Kijboonchoo, T. (2012). Determinant Factors of Turnover Intention: A case study of Air Conditioning Company in Bangkok, Thailand. <https://repository.au.edu/handle/6623004553/20916>
- Nitzl, C., Roldan, J. L., & Cepeda, G. (2016). Mediation analysis in partial least squares path modeling. *Industrial Management & Data Systems*, 116(9), 1849–1864. <https://doi.org/10.1108/IMDS-07-2015-0302>
- Omilion-Hodges, L. M., & Ptacek, J. K. (2021). *Leadership in Different Organizations and Sectors* (pp. 99–119). [https://doi.org/10.1007/978-3-030-68756-4\\_5](https://doi.org/10.1007/978-3-030-68756-4_5)
- Ozili, P. K. (2023). The acceptable R-square in empirical modelling for social science research. <https://mpira.uni-muenchen.de/115769/>
- Ozkan, M., & Solmaz, B. (2015). The Changing Face of the Employees – Generation Z and Their Perceptions of Work (A Study Applied to University Students). *Procedia Economics and Finance*, 26, 476–483. [https://doi.org/10.1016/S2212-5671\(15\)00876-X](https://doi.org/10.1016/S2212-5671(15)00876-X)
- Pearce, C. L., Sims, H. P., Cox, J. F., Ball, G., Schnell, E., Smith, K. A., & Trevino, L. (2003). Transactors, transformers and beyond. *Journal of Management Development*, 22(4), 273–307. <https://doi.org/10.1108/02621710310467587>
- Perryer, C., Jordan, C., Firms, I., & Travaglione, A. (2010). Predicting turnover intentions: the interactive effects of organizational commitment and perceived organizational support. *Management Research Review*, 33(9), 911–923.
- Pinandito, I. S., & Savira, A. W. (2022). Peran Empowering Leadership terhadap Intensi Turnover Karyawan Generasi Z di Indonesia. *Gadjah Mada Journal of Professional Psychology (GamaJPP)*, 8(2), 278. <https://doi.org/10.22146/gamajpp.76719>

- Porter, L. W., Steers, R. M., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and turnover among psychiatric technicians. *Journal of Applied Psychology*, 59(5), 603–609.
- Price, J. L. (1977). *The study of turnover*. Iowa State University Press.
- Riaz, H., Akhtar, N., Moazzam, A., Luqman, R., Naz, H., & Sobia Tufail, H. (2017). Leadership Effectiveness, Turnover Intention and the Mediating Role of Employee Commitment: A Case of Academic Institutions of Pakistan. *European Online Journal of Natural and Social Sciences*, 6(4), 526–534. <http://www.european-science.com526>
- Roseman, E. (1981). *Managing Employee Turnover: A Positive Approach*. American Management Associations.
- Rudolph, C. W., Rauvola, R. S., & Zacher, H. (2018). Leadership and generations at work: A critical review. *The Leadership Quarterly*, 29(1), 44–57. <https://doi.org/10.1016/j.leaqua.2017.09.004>
- Sahu, S., Pathardikar, A., & Kumar, A. (2018). Transformational leadership and turnover. *Leadership & Organization Development Journal*, 39(1), 82–99. <https://doi.org/10.1108/LODJ-12-2014-0243>
- Schroth, H. (2019). Are You Ready for Gen Z in the Workplace? *California Management Review*, 61(3), 5–18. <https://doi.org/10.1177/0008125619841006>
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill-building approach* (7th ed.). John Wiley & Sons.
- Sharma, J., & Dhar, R. L. (2016). Factors influencing job performance of nursing staff. *Personnel Review*, 45(1), 161–182. <https://doi.org/10.1108/PR-01-2014-0007>
- Shore, L. M., & Wayne, S. J. (1993). Commitment and employee behavior: Comparison of affective commitment and continuance commitment with perceived organizational support. *Journal of Applied Psychology*, 78(5), 774–780. <https://doi.org/10.1037/0021-9010.78.5.774>
- Srimathi, K., & Narashiman, K. (2021). LEADERSHIP STYLES AND THEIR IMPACT ON LEAN SIX SIGMA PRACTICES IN INDIAN INDUSTRIES. *South African Journal of Industrial Engineering*, 32(1). <https://doi.org/10.7166/32-1-2323>
- Stander, M. W., & Coxen, L. (2017). A Review of the Relationship Between Positive Leadership Styles and Psychological Ownership. In *Theoretical Orientations and Practical Applications of Psychological Ownership* (pp. 37–60). Springer International Publishing. [https://doi.org/10.1007/978-3-319-70247-6\\_3](https://doi.org/10.1007/978-3-319-70247-6_3)
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Penerbit Alfabeta.

- Sun, R., & Wang, W. (2017). Transformational leadership, employee turnover intention, and actual voluntary turnover in public organizations. *Public Management Review*, 19(8), 1124–1141. <https://doi.org/10.1080/14719037.2016.1257063>
- Szreder, M. (2022). Opportunities and illusions of using large samples in statistical inference. *Wiadomości Statystyczne. The Polish Statistician*, 67(8), 1–16. <https://doi.org/10.5604/01.3001.0015.9704>
- Waldman, D. A., Carter, M. Z., & Hom, P. W. (2015). A Multilevel Investigation of Leadership and Turnover Behavior. *Journal of Management*, 41(6), 1724–1744. <https://doi.org/10.1177/01492063124606>
- Wells, R. (2023, October 29). Is Gen Z Asking For Too Much? How Gen Z Is Defining The Future Of Jobs. Forbes.
- Yukongdi, V., & Shrestha, P. (2020). The Influence of Affective Commitment, Job Satisfaction and Job Stress on Turnover Intention: A Study of Nepalese Bank Employees. *Review of Integrative Business and Economics Research*, 9(1).
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and Truths about Mediation Analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>