



Daftar Pustaka

- Abhinav Chugh. (2021, November 29). *What is “The Great Resignation”? An expert explains.* <https://www.weforum.org/agenda/2021/11/what-is-the-great-resignation-and-what-can-we-learn-from-it/>.
- Aggarwal, A., Chand, P. K., Jhamb, D., & Mittal, A. (2020). Leader–Member Exchange, Work Engagement, and Psychological Withdrawal Behavior: The Mediating Role of Psychological Empowerment. *Frontiers in Psychology*, 11. <https://doi.org/10.3389/fpsyg.2020.00423>
- Alex Christian. (2022, Agustus 29). *Why ‘quiet quitting’ is nothing new.* <https://www.bbc.com/worklife/article/20220825-why-quiet-quitting-is-nothing-new>.
- Amarneh, S., Raza, A., Matloob, S., Alharbi, R. K., & Abbasi, M. A. (2021). The Influence of Person-Environment Fit on the Turnover Intention of Nurses in Jordan: The Moderating Effect of Psychological Empowerment. *Nursing Research and Practice*, 2021. <https://doi.org/10.1155/2021/6688603>
- Anand, A., Doll, J., & Ray, P. (2023). Drowning in silence: a scale development and validation of quiet quitting and quiet firing. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-01-2023-3600>
- Andrea Yu. (2022, Mei 26). *Why Gen Z workers are already so burned out.* <https://www.bbc.com/worklife/article/20220520-why-gen-z-workers-are-already-so-burned-out>.
- Anthony C. Klotz, & Mark C. Bolino. (2022, September 15). *When Quiet Quitting Is Worse Than the Real Thing.* <https://hbr.org/2022/09/when-quiet-quitting-is-worse-than-the-real-thing>.
- Arar, T., Çetiner, N., & Yurdakul, G. (2023). Quiet Quitting: Building a Comprehensive Theoretical Framework. *Akademik Araştırmalar ve Çalışmalar Dergisi (AKAD)*, 15(28), 122–138. <https://doi.org/10.20990/kilisiibfakademik.1245216>
- Atalay, M., & Dağıstan, U. (2023). Quiet quitting: a new wine in an old bottle? Dalam *Personnel Review*. Emerald Publishing. <https://doi.org/10.1108/PR-02-2023-0122>
- Barna Group. (2018, Juni 6). *Is Gen Z the Most Success Oriented Generation?* <https://www.barna.com/research/is-gen-z-the-most-success-oriented-generation/>.
- Ben Breslau, & Steve Ramseur. (2022, Desember 6). *Addressing the Burnout, Loneliness, and Indifference Associated with Remote Work.*



<https://hbr.org/sponsored/2021/12/addressing-the-burnout-loneliness-and-indifference-associated-with-remote-work>.

Bloomberg. (2022, September 27). *One in four young people in Turkey is in the process of silent resignation.* <https://www.bloomberg.com/turkiye-de-dort-gencten-biri-sessiz-istifa-surecinde-2315953>.

Boy, Y., & Sürmeli, M. (2023). Quiet quitting: A significant risk for global healthcare. *Journal of global health*, 13, 03014. <https://doi.org/10.7189/jogh.13.03014>

Bria, M., Spânu, F., Băban, A., & Dumitrașcu, D. L. (2014). Maslach Burnout Inventory - General Survey: Factorial validity and invariance among Romanian healthcare professionals. *Burnout Research*, 1(3), 103–111. <https://doi.org/10.1016/j.burn.2014.09.001>

Casey Chandler. (2023, Februari 24). *Why Gen Z is ‘generation quit.’* <https://www.unleash.ai/talent-management/why-gen-z-is-generation-quit/>.

Chen, X., Masukujaman, M., Al Mamun, A., Gao, J., & Makhbul, Z. K. M. (2023). Modeling the significance of work culture on burnout, satisfaction, and psychological distress among the Gen-Z workforce in an emerging country. *Humanities and Social Sciences Communications*, 10(1). <https://doi.org/10.1057/s41599-023-02371-w>

Conger, J. A., & Kanungo, R. N. (1988). The Empowerment Process: Integrating Theory and Practice. Dalam *Source: The Academy of Management Review* (Vol. 13, Nomor 3). <https://www.jstor.org/stable/258093?seq=1&cid=pdf-link>

Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods* (12th ed.). McGraw-Hill.

Deloitte. (2023). *2023 Gen Z and Millennial Survey Waves of change: acknowledging progress, confronting setbacks.*

Deloitte. (2024). *2024 Gen Z and Millennial Survey: Living and working with purpose in a transforming world.*

Erica Pandey. (2022, Februari 25). *The Great Resignation generation: Gen Z wants to job hop.* <https://wwwaxios.com/2022/02/25/gen-z-great-resignation-generation-job-hopping>.

Evan Arnet. (2022, September 6). *The Ethics of Quiet Quitting.* <https://www.prindleinstitute.org/2022/09/the-ethics-of-quiet-quitting/>.

Faragher, E. B., Cass, M., & Cooper, C. L. (2005). The relationship between job satisfaction and health: A meta-analysis. *Occupational and Environmental Medicine*, 62(2), 105–112. <https://doi.org/10.1136/oem.2002.006734>

Federici, R. A., & Skaalvik, E. M. (2012). Principal self-efficacy: Relations with burnout, job satisfaction and motivation to quit. *Social Psychology of Education*, 15(3), 295–320. <https://doi.org/10.1007/s11218-012-9183-5>



- Felix Richter. (2022, Januari 18). *The Great Resignation record: How many Americans left their jobs in November 2021?* <https://www.weforum.org/agenda/2022/01/the-great-resignation-in-numbers-record/>.
- Formica, S., & Sfodera, F. (2022). The Great Resignation and Quiet Quitting paradigm shifts: An overview of current situation and future research directions. *Journal of Hospitality Marketing and Management*, 31(8), 899–907. <https://doi.org/10.1080/19368623.2022.2136601>
- Freudenberger, H. J., & York, N. (1974). Staff Burn-Out. Dalam *JOURNAL OF SOCIAL ISSUES* (Vol. 90).
- Gabrielova, K., & Buchko, A. A. (2021). Here comes Generation Z: Millennials as managers. *Business Horizons*, 64(4), 489–499. <https://doi.org/10.1016/j.bushor.2021.02.013>
- Gallup. (2023). *State of the Global Workplace: 2023 Report*.
- Greg Daugherty. (2024, Maret 8). *What Is Quiet Quitting—and Is It a Real Trend?* <https://www.investopedia.com/what-is-quiet-quitting-6743910>.
- Hackman, R., & Oldham, G. R. (1976). *Motivation through the Design of Work: Test of a Theory*.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis* (8th ed.). Cengage Learning.
- Hamilton, O. S., Jolles, D., & Lordan, G. (2023). *Does the Tendency for “Quiet Quitting” Differ across Generations? Evidence from the UK?* <https://ssrn.com/abstract=4488737>
- Hamouche, S., Koritos, C., & Papastathopoulos, A. (2023). Quiet quitting: relationship with other concepts and implications for tourism and hospitality. *International Journal of Contemporary Hospitality Management*, 35(12), 4297–4312. <https://doi.org/10.1108/IJCHM-11-2022-1362>
- Islam, T., Khan, M. M., & Bukhari, F. H. (2016). The role of organizational learning culture and psychological empowerment in reducing turnover intention and enhancing citizenship behavior. *Learning Organization*, 23(2–3), 156–169. <https://doi.org/10.1108/TLO-10-2015-0057>
- James Tapper. (2022, Agustus 6). *Quiet quitting: why doing the bare minimum at work has gone global*. <https://www.theguardian.com/money/2022/aug/06/quiet-quitting-why-doing-the-bare-minimum-at-work-has-gone-global>.
- Jim Harter. (2023, Mei 17). *Is Quiet Quitting Real?* <https://www.gallup.com/workplace/398306/quiet-quitting-real.aspx>.



Jonathan Lord. (2022, September 9). *Quiet quitting is a new name for an old method of industrial action.* <https://theconversation.com/quiet-quitting-is-a-new-name-for-an-old-method-of-industrial-action-189752>.

Juliana Kaplan. (2022, September 7). *Forget quiet quitting: Workers say they're acting their wage.* <https://www.businessinsider.com/forget-quiet-quitting-workers-acting-your-wage-work-life-balance-2022-9>.

Juliana Kaplan. (2023, Februari 18). *Welcome to Generation Quit.* <https://www.businessinsider.com/gen-z-jobs-generation-quiet-quitting-great-resignation-recession-economy-2023-2?r=US&IR=T>.

Kanjanakan, P., Wang, P. Q., & Kim, P. B. (2023). The empowering, the empowered, and the empowerment disparity: A multilevel analysis of the integrated model of employee empowerment. *Tourism Management*, 94. <https://doi.org/10.1016/j.tourman.2022.104635>

Karasek, R. A. (1979). *Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign* (Vol. 24, Nomor 2).

Karrani, M. A., Bani-Melhem, S., & Mohd-Shamsudin, F. (2024). Employee quiet quitting behaviours: conceptualization, measure development, and validation. *Service Industries Journal*, 44(3–4), 218–236. <https://doi.org/10.1080/02642069.2023.2286604>

Khany, R., & Tazik, K. (2016). On the Relationship Between Psychological Empowerment, Trust, and Iranian EFL Teachers' Job Satisfaction: The Case of Secondary School Teachers. *Journal of Career Assessment*, 24(1), 112–129. <https://doi.org/10.1177/1069072714565362>

Kim, W. G., Leong, J. K., & Lee, Y.-K. (2005). Effect of service orientation on job satisfaction, organizational commitment, and intention of leaving in a casual dining chain restaurant. *International Journal of Hospitality Management*, 24(2), 171–193. <https://doi.org/https://doi.org/10.1016/j.ijhm.2004.05.004>

Koo, B., Yu, J., Chua, B. L., Lee, S., & Han, H. (2020). Relationships among Emotional and Material Rewards, Job Satisfaction, Burnout, Affective Commitment, Job Performance, and Turnover Intention in the Hotel Industry. *Journal of Quality Assurance in Hospitality and Tourism*, 21(4), 371–401. <https://doi.org/10.1080/1528008X.2019.1663572>

Kristy Threlkeld. (2021, Maret 11). *Employee Burnout Report: COVID-19's Impact and 3 Strategies to Curb It.* <https://www.indeed.com/lead/preventing-employee-burnout-report>.

Lane Gillespie. (2023, April 3). *Survey: 56% of workers plan to look for a job in the next 12 months.* <https://www.bankrate.com/personal-finance/job-seekers-survey/#likely-to-look>.

Leiter, M. P., & Maslach, C. (2003). AREAS OF WORKLIFE: A STRUCTURED APPROACH TO ORGANIZATIONAL PREDICTORS OF JOB BURNOUT.



- Dalam P. L. Perrewe & D. C. Ganster (Ed.), *Emotional and Physiological Processes and Positive Intervention Strategies* (Vol. 3, hlm. 91–134). Emerald Group Publishing Limited. [https://doi.org/10.1016/S1479-3555\(03\)03003-8](https://doi.org/10.1016/S1479-3555(03)03003-8)
- Lin, C. Y., & Huang, C. K. (2020). Employee turnover intentions and job performance from a planned change: the effects of an organizational learning culture and job satisfaction. *International Journal of Manpower*, 42(3), 409–423. <https://doi.org/10.1108/IJM-08-2018-0281>
- Locke, E. A. (1969). What is job satisfaction? *Organizational Behavior and Human Performance*, 4(4), 309–336. [https://doi.org/https://doi.org/10.1016/0030-5073\(69\)90013-0](https://doi.org/10.1016/0030-5073(69)90013-0)
- Lu, A. C. C., & Gursoy, D. (2016). Impact of Job Burnout on Satisfaction and Turnover Intention: Do Generational Differences Matter? *Journal of Hospitality and Tourism Research*, 40(2), 210–235. <https://doi.org/10.1177/1096348013495696>
- Lu, M., Al Mamun, A., Chen, X., Yang, Q., & Masukujaman, M. (2023). Quiet quitting during COVID-19: the role of psychological empowerment. *Humanities and Social Sciences Communications*, 10(1). <https://doi.org/10.1057/s41599-023-02012-2>
- Luciana Paulise. (2021, Oktober 26). *Why Millennials And Gen-Z Are Leading The Great Resignation Trend*. <https://www.forbes.com/sites/lucianapaulise/2021/10/26/why-millennials-and-gen-z-are-leading-the-great-resignation-trend/?sh=d8d0c9244fe7>.
- Maan, A. T., Abid, G., Butt, T. H., Ashfaq, F., & Ahmed, S. (2020). Perceived organizational support and job satisfaction: a moderated mediation model of proactive personality and psychological empowerment. *Future Business Journal*, 6(1). <https://doi.org/10.1186/s43093-020-00027-8>
- Maslach, C., & Leiter, M. P. (2016). Understanding the burnout experience: Recent research and its implications for psychiatry. *World Psychiatry*, 15(2), 103–111. <https://doi.org/10.1002/wps.20311>
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2000). *JOB BURNOUT*. www.annualreviews.org
- McKinsey & Company. (2022, Januari 14). *Addressing the unprecedented behavioral-health challenges facing Generation Z*. <https://www.mckinsey.com/industries/healthcare/our-insights/addressing-the-unprecedented-behavioral-health-challenges-facing-generation-z>.
- McKinsey & Company. (2023a, Maret 20). *What is Gen Z?* <https://www.mckinsey.com/featured-insights/mckinsey-explainers/what-is-gen-z#/>.
- McKinsey & Company. (2023b, November 21). *Bore out vs burnout: Which one affects Gen Z?*



<https://www.mckinsey.com/~/media/mckinsey/email/genz/2023/11/2023-11-21d.html>.

Nanjundeswaraswamy, T. S. (2023). The mediating role of job satisfaction in the relationship between leadership styles and employee commitment. *Journal of Economic and Administrative Sciences*, 39(2), 286–304. <https://doi.org/10.1108/jeas-02-2021-0029>

Orfei, M. D., Porcari, D. E., D’Arcangelo, S., Maggi, F., Russignaga, D., Lattanzi, N., Malizia, A. P., & Ricciardi, E. (2022). COVID-19 and Stressful Adjustment to Work: A Long-Term Prospective Study About Homeworking for Bank Employees in Italy. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.843095>

Pataki-Bittó, F., & Kapusy, K. (2021). Work environment transformation in the post COVID-19 based on work values of the future workforce. *Journal of Corporate Real Estate*, 23(3), 151–169. <https://doi.org/10.1108/JCRE-08-2020-0031>

Qi, J. (Miracle), Wang, S., & Lindsey Hall, K. K. (2023). Bridging employee engagement and customer engagement in a service context. *Journal of Business Research*, 160. <https://doi.org/10.1016/j.jbusres.2023.113803>

Randstad. (2014). *From Y to Z: A Guide to The Next Generation of Employees*. ranstad.ca

Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Partial Least Squares Structural Equation Modeling. Dalam *Handbook of Market Research* (hlm. 1–40). Springer International Publishing. https://doi.org/10.1007/978-3-319-05542-8_15-1

Schaufeli, W. B. (2006). The Balance of Give and Take: Toward a Social Exchange Model of Burnout. *Revue Internationale de Psychologie Sociale*, 19(1), 87–131.

Schaufeli, W., & Enzmann, D. (1998). *The Burnout Companion to Study and Practice: A Critical Analysis*.

Schaufeli, W., Leiter, M., Maslach, C., & Jackson, S. (1996). Maslach Burnout Inventory -- General Survey (GS). Dalam *Maslach Burnout Inventory Manual* (Vol. 31).

Scheyett, A. (2023). Quiet Quitting. Dalam *Social Work (United States)* (Vol. 68, Nomor 1, hlm. 5–7). Oxford University Press. <https://doi.org/10.1093/sw/swac051>

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.). Wiley.
- Serenko, A. (2024). The human capital management perspective on quiet quitting: recommendations for employees, managers, and national policymakers. *Journal of Knowledge Management*, 28(1), 27–43. <https://doi.org/10.1108/JKM-10-2022-0792>
- Solnet, D., Kralj, A., & Uk, A. (2011). Generational Differences in Work Attitudes: Evidence from the Hospitality Industry CORE View metadata, citation and similar papers at core. Dalam *Hospitality Review* (Vol. 29, Nomor 2). <http://digitalcommons.fiu.edu/hospitalityreview/vol29/iss2/3>
- Spector, P. E. (1997). Job satisfaction: Application, assessment, causes, and consequences. Dalam *Job satisfaction: Application, assessment, causes, and consequences*. Sage Publications, Inc.
- Spreitzer, G. M. (1995). Psychological Empowerment in the Workplace: Dimensions, Measurement, and Validation. Dalam *Source: The Academy of Management Journal* (Vol. 38, Nomor 5). <https://www.jstor.org/stable/256865>
- Spreitzer, G. M. (1996). Social Structural Characteristics of Psychological Empowerment. Dalam *Source: The Academy of Management Journal* (Vol. 39, Nomor 2). <https://about.jstor.org/terms>
- Suhendar, A., Setiadi, R., Artati, A., & Rohman, A. (2023). The New Trend: Why Indonesian Digital Start-Up Employees are Opting for Quiet Quitting? *WSEAS Transactions on Computer Research*, 11, 166–180. <https://doi.org/10.37394/232018.2023.11.15>
- Sufian, T. S., Diab, H., Alhyari, S., & Sweis, R. J. (2020). Does ethical leadership reduce turnover intention? The mediating effects of psychological empowerment and organizational identification. *Journal of Human Behavior in the Social Environment*, 30(4), 410–428. <https://doi.org/10.1080/10911359.2019.1690611>
- Thomas, K. W., & Velthouse, B. A. (1990). Cognitive Elements of Empowerment: An “Interpretive” Model of Intrinsic Task Motivation. Dalam *Source: The Academy of Management Review* (Vol. 15, Nomor 4). <https://www.jstor.org/stable/258687?seq=1&cid=pdf>
- Toro, I. S. De, Labrador-Fernández, J., & De Nicolás, V. L. (2019). Generational diversity in the workplace: psychological empowerment and flexibility in spanish companies. *Frontiers in Psychology*, 10(AUG). <https://doi.org/10.3389/fpsyg.2019.01953>
- Tracy Francis, & Fernanda Hoefel. (2018, November 12). <https://www.mckinsey.com/industries/consumer-packaged-goods/our-insights/true-gen-generation-z-and-its-implications-for-companies>. ‘True Gen’: Generation Z and its implications for companies.



Victoria Masterson. (2022, September 2). *What is quiet quitting?* <https://www.weforum.org/agenda/2022/09/tiktok-quiet-quitting-explained/>.

Vincent Ni. (22M, Mei 26). *The rise of 'bai lan': why China's frustrated youth are ready to 'let it rot.'* <https://www.theguardian.com/world/2022/may/26/the-rise-of-bai-lan-why-chinas-frustrated-youth-are-ready-to-let-it-rot>.

Weiss, D. J., Dawis, R. V., England, G. W., & Lofquist, L. H. (1967). Minnesota Satisfaction Questionnaire--Short Form. *APA PsycTests*.

Xueyun, Z., Al Mamun, A., Masukujaman, M., Rahman, M. K., Gao, J., & Yang, Q. (2023). Modelling the significance of organizational conditions on quiet quitting intention among Gen Z workforce in an emerging economy. *Scientific Reports*, 13(1). <https://doi.org/10.1038/s41598-023-42591-3>

Xueyun, Z., Al Mamun, A., Yang, Q., Naznen, F., & Ali, M. H. (2024). Modeling quiet quitting intention among academics: Mediating effect of work addiction and satisfaction. *Journal of Workplace Behavioral Health*, 1–37. <https://doi.org/10.1080/15555240.2024.2323636>

Yikilmaz, İ., & Asst, R. (2022). *QUIET QUITTING: A CONCEPTUAL INVESTIGATION*. www.anadolukongre.org

Zahid Khan. (2022, Juli). *On quiet quitting #workreform*. <https://www.tiktok.com/@zaidleppelin/video/7124414185282391342?lang=en>.

Zhao, X., Ghiselli, R., Law, R., & Ma, J. (2016). Motivating frontline employees: Role of job characteristics in work and life satisfaction. *Journal of Hospitality and Tourism Management*, 27, 27–38. <https://doi.org/10.1016/j.jhtm.2016.01.010>