UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Daftar Pustaka

Akkermans, J., Brenninkmeijer, V., Schaufeli, W. B., & Blonk, R. W. B. (2015). It's All About CareerSKILLS: Effectiveness of a Career Development Intervention for Young Employees. *Human Resource Management*, *54*(4), 533–551. https://doi.org/10.1002/hrm.21633

Al-Otaibi, A. G., Aboshaiqah, A. E., Abureshaid, F. A., AlKhunaizi, A. N., & AlAbdalhai, S. A. (2024). Perceived structural empowerment, resilience, and intent to stay among midwives and registered nurses in Saudi Arabia: a convergent parallel mixed methods study. *BMC Nursing*, *23*(1), 649. https://doi.org/10.1186/s12912-024-02325-w

Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modeling in practice: A review and recommended two-step approach. *Psychological Bulletin*, *103*(3), 411–423. https://doi.org/10.1037/0033-2909.103.3.411

Azwar, S. (2011). *Metode penelitian*. Pustaka Belajar.

Azwar, S. (2018). *Metode penelitian psikologi* (2nd ed). Pustaka Pelajar.

Balafkan, J., Kaveh, O., Hosseinnataj, A., Jouybari, L., & Heidarigorji, M. A. (2023). The Relationship Between Resilience and Conflict Management Styles from the Perspective of the Prehospital Emergency Medicine Operational Staff: A Cross-sectional Descriptive Study. *Journal of Nursing and Midwifery Sciences*, *10*(4). https://doi.org/10.5812/jnms-139502

Barhate, B., & Dirani, K. M. (2022). Career aspirations of generation Z: a systematic literature review. *European Journal of Training and*

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Development, *46*(1/2), 139–157. https://doi.org/10.1108/EJTD-07-2020-0124

Bauer, T. N., & Erdogan, B. (2011). Organizational socialization: The effective onboarding of new employees. In *APA handbook of industrial and organizational psychology, Vol 3: Maintaining, expanding, and contracting the organization.* (pp. 51–64). American Psychological Association. https://doi.org/10.1037/12171-002

Bauer, T. N., Erdogan, B., Ellis, A. M., Truxillo, D. M., Brady, G. M., & Bodner, T. (2025). New Horizons for Newcomer Organizational Socialization: A Review, Meta-Analysis, and Future Research Directions. *Journal of Management*, *51*(1), 344–382. https://doi.org/10.1177/01492063241277168

Bloom, N., Han, R., & Liang, J. (2024). Hybrid working from home improves retention without damaging performance. *Nature*, *630*(8018), 920–925. https://doi.org/10.1038/s41586-024-07500-2

Brown, T. A. . (2015). *Confirmatory factor analysis for applied research*. The Guilford Press.

Chew, J., & Chan, C. C. A. (2008). Human resource practices, organizational commitment and intention to stay. *International Journal of Manpower*, *29*(6), 503–522. https://doi.org/10.1108/01437720810904194

Cohen, J. (1988). *Statistical Power Analysis for the Behavioral Sciences Second Edition*. Lawrence Erlbaum Associates.

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

de Wit, F. R. C., Greer, L. L., & Jehn, K. A. (2012). The paradox of intragroup conflict: A meta-analysis. *Journal of Applied Psychology*, *97*(2), 360–390. https://doi.org/10.1037/a0024844

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

DeVellis, R. F. . (2017). *Scale development : theory and applications* (4th ed.). SAGE.

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, *5*(1), 1–4. https://doi.org/10.11648/j.ajtas.20160501.11

Field, A. (2018). *Discovering statistics using IBM SPSS statistics (5th ed.)*. SAGE Publications.

Gelencsér, M., Szabó-Szentgróti, G., Kőmüves, Z. S., & Hollósy-Vadász, G. (2023). The Holistic Model of Labour Retention: The Impact of Workplace Wellbeing Factors on Employee Retention. *Administrative Sciences*, *13*(5), 121. https://doi.org/10.3390/admsci13050121

Hair, J. F. ., Black, W. C. ., Babin, B. J. ., & Anderson, R. E. . (2019). *Multivariate data analysis Joseph F. Hair, Jr. (University of South Alabama), William C. Black (Louisiana State University), Barry J. Babin (Louisiana Tech University), Rolph E. Anderson (Drexel University)*. Cengage.

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Halbesleben, J. R. B., Neveu, J.-P., Paustian-Underdahl, S. C., & Westman, M. (2014). Getting to the "COR." *Journal of Management*, *40*(5), 1334–1364. https://doi.org/10.1177/0149206314527130

Hartmann, S., Weiss, M., Newman, A., & Hoegl, M. (2020). Resilience in the Workplace: A Multilevel Review and Synthesis. *Applied Psychology*, *69*(3), 913–959. https://doi.org/10.1111/apps.12191

Hayes, A. F. (2018). *Introduction to mediation, moderation, and conditional process analysis: A regression-based approach (2nd ed.)*. The Guilford Press.

Hidayatullah, M., Hairul Hatami, & Achmad Fauziannor. (2025). Retensi Karyawan Generasi Z Di Indonesia Berdasarkan Kajian Literatur Sistematis. *Jurnal Kajian Dan Penalaran Ilmu Manajemen*, *3*(2), 01–16. https://doi.org/10.59031/jkpim.v3i2.601

Hobfoll, S. E., Halbesleben, J., Neveu, J.-P., & Westman, M. (2018). Conservation of Resources in the Organizational Context: The Reality of Resources and Their Consequences. *Annu. Rev. Organ. Psychol. Organ. Behav*, *5*, 103–131. https://doi.org/10.1146/annurev-orgpsych

Janssen, D., & Carradini, S. (2021). Generation Z Workplace Communication Habits and Expectations. *IEEE Transactions on Professional Communication*, *64*(2), 137–153. https://doi.org/10.1109/TPC.2021.3069288

Kline, R. B. . (2016). *Principles and practice of structural equation modeling*. The Guilford Press.

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Kock, N. (2021). Harman's single factor test in PLS-SEM: Checking for common method bias. In *Data Analysis Perspectives Journal* (Vol. 2, Number 2). https://www.scriptwarp.com,

Kundu, S. C., & Lata, K. (2017). Effects of supportive work environment on employee retention. *International Journal of Organizational Analysis*, *25*(4), 703–722. https://doi.org/10.1108/IJOA-12-2016-1100

Kyndt, E., Dochy, F., Michielsen, M., & Moeyaert, B. (2009). Employee retention: Organisational and personal perspectives. *Vocations and Learning*, *2*(3), 195–215. https://doi.org/10.1007/s12186-009-9024-7

Lin, Y.-Y., Lee, Y.-H., Chang, S.-C., Lee, D.-C., Lu, K.-Y., Hung, Y.-M., & Chang, Y.-P. (2019). Individual resilience, intention to stay, and work frustration among postgraduate two-year programme nurses. *Collegian*, *26*(4), 435–440. https://doi.org/10.1016/j.colegn.2018.12.001

Liu, S., Watts, D., Feng, J., Wu, Y., & Yin, J. (2024). Unpacking the effects of socialization programs on newcomer retention: A meta-analytic review of field experiments. *Psychological Bulletin*, *150*(1), 1–26. https://doi.org/10.1037/bul0000422

Luthfiana, N. (2024). Keinginan untuk Tetap Bertahan Gen Z: Peran Kesejahteraan di Tempat Kerja. *Psikobuletin:Buletin Ilmiah Psikologi*, *5*(1), 86. https://doi.org/10.24014/pib.v5i1.24542

Marsh, H. W., Hau, K.-T., & Wen, Z. (2004). In Search of Golden Rules: Comment on Hypothesis-Testing Approaches to Setting Cutoff Values for Fit Indexes and Dangers in Overgeneralizing Hu and Bentler's (1999)

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Findings. *Structural Equation Modeling: A Multidisciplinary Journal*, *11*(3), 320–341. https://doi.org/10.1207/s15328007sem1103_2

Mustapha, N., Ahmad, A., Uli, J., & Idris, K. (2010). Mediating effects of work-family factors in the relationship between organizational characteristics and intention to stay. *European Journal of Social Sciences*, *16*(3), 476–486.

Naderifar, M., Goli, H., & Ghaljaie, F. (2017). Snowball Sampling: A Purposeful Method of Sampling in Qualitative Research. *Strides in Development of Medical Education*, *14*(3). https://doi.org/10.5812/sdme.67670

Podsakoff, P. M., MacKenzie, S. B., Lee, J.-Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. *Journal of Applied Psychology*, *88*(5), 879–903. https://doi.org/10.1037/0021-9010.88.5.879

Preacher, K. J., & Hayes, A. F. (2008). Asymptotic and resampling strategies for assessing and comparing indirect effects in multiple mediator models. *Behavior Research Methods*, *40*(3), 879–891. https://doi.org/10.3758/BRM.40.3.879

PwC. (2024). *Asia Pacific Workforce Hopes and Fears Survey 2024*. PwC.

Raditya, D. (2012). *Analisis pengaruh manajemen konflik dan kepuasan kerja pada Direktorat Jenderal Perkebunan Kementerian Pertanian RI*. Universitas Indonesia.

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Rahim, A., Civelek, I., & Liang, F. H. (2018). A process model of social intelligence and problem-solving style for conflict management. *International Journal of Conflict Management*, *29*(4), 487–499. https://doi.org/10.1108/IJCMA-06-2017-0055

Rahim, M. A. (2002). TOWARD A THEORY OF MANAGING ORGANIZATIONAL CONFLICT. *International Journal of Conflict Management*, *13*(3), 206–235. https://doi.org/10.1108/eb022874

Rahim, M. Afzalur. (2001). *Managing conflict in organizations*. Quorum Books.

Reio, T. G., & Trudel, J. (2013). Workplace Incivility and Conflict Management Styles. *International Journal of Adult Vocational Education and Technology*, *4*(4), 15–37. https://doi.org/10.4018/ijavet.2013100102

Republik Indonesia. (2003). *Undang-undang (UU) Nomor 13 Tahun 2003 tentang Ketenagakerjaan*.

Saks, A. M., & Gruman, J. A. (2018). Socialization resources theory and newcomers' work engagement. *Career Development International*, *23*(1), 12–32. https://doi.org/10.1108/CDI-12-2016-0214

Saleh, T. A., Sarwar, A., Khan, N., Tabash, M. I., & Hossain, M. I. (2023). Does emotional exhaustion influence turnover intention among early-career employees? A moderated-mediation study on Malaysian SMEs. *Cogent Business & Management*, *10*(3). https://doi.org/10.1080/23311975.2023.2242158

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Silva, I., Dias, Á., & F. Pereira, L. (2024). Determinants of employee intention to stay: a generational multigroup analysis. *International Journal of Organizational Analysis*, *32*(8), 1389–1418. https://doi.org/10.1108/IJOA-06-2023-3796

Ślebarska, K., & Soucek, R. (2020). Change of organizational newcomers' unmet expectations: Does proactive coping matter? *PLOS ONE*, *15*(12), e0243234. https://doi.org/10.1371/journal.pone.0243234

Soga, L. R., Bolade-Ogunfodun, Y., Mariani, M., Nasr, R., & Laker, B. (2022). Unmasking the other face of flexible working practices: A systematic literature review. *Journal of Business Research*, *142*, 648–662. https://doi.org/10.1016/j.jbusres.2022.01.024

Su, M., & Rungruang, P. (2024). Mapping the knowledge base and theoretical evolution of workplace conflict outcomes: a bibliometric and qualitative review, 1972–2022. *International Journal of Conflict Management*, *35*(2), 360–386. https://doi.org/10.1108/IJCMA-02-2023-0025

Taibah, D., & Ho, T. C. F. (2023). The Moderating Effect of Flexible Work Option on Structural Empowerment and Generation Z Contextual Performance. *Behavioral Sciences*, *13*(3), 266. https://doi.org/10.3390/bs13030266

Tepavčević, J., Vukosav, S., & Bradić, M. (2021). The impact of demographic factors on work-family conflict and turnover intentions in the hotel industry. *Menadzment u Hotelijerstvu i Turizmu*, *9*(2), 25–36. https://doi.org/10.5937/menhottur2102025T

UNIVERSITAS
GADJAH MADA
Peran Resiliensi Terhadap Retensi Karyawan Generasi Z Awal Karier dengan Mediasi Gaya Integratif dalam Manajemen Konflik
I Gusti Agung Dyah Cahyaninggrat, Dr. Sumaryono, M.Msi., Psikolog
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Van Breda, A. (2018). A CRITICAL REVIEW OF RESILIENCE THEORY AND ITS RELEVANCE FOR SOCIAL WORK. *Social Work*, *54*(1). https://doi.org/10.15270/54-1-611

Wang, P., Sang, J., Li, P., & Zhao, J. (2016). How to Make a Newcomer Happy? The Mediating Role of Career Commitment on the Relationship Between Unmet Expectations and Job Satisfaction. *Social Indicators Research*, *127*(1), 401–412. https://doi.org/10.1007/s11205-015-0952-3

Winwood, P. C., Colon, R., & McEwen, K. (2013). A Practical Measure of Workplace Resilience. *Journal of Occupational & Environmental Medicine*, *55*(10), 1205–1212. https://doi.org/10.1097/JOM.0b013e3182a2a60a

Youssef, C. M., & Luthans, F. (2007). Positive Organizational Behavior in the Workplace. *Journal of Management*, *33*(5), 774–800. https://doi.org/10.1177/0149206307305562

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