

DAFTAR PUSTAKA

- Andriany, D. (2016). *Peran Perceived Organizational Support terhadap Work Engagement dengan Self-Efficacy sebagai Variabel Mediator (Tesis tidak diterbitkan)*. Yogyakarta: Fakultas Psikologi Universitas Gadjah Mada.
- Arshadi, N. (2011). The relationships of perceived organizational support (POS) with organizational commitment, in-role performance, and turnover intention: Mediating role of felt obligation. *Procedia-Social and Behavioral Sciences*, 30, 1103-1108. doi:1877.0428
- Azees, R., Jaeyoba, F., & Adeoye, A. (2016). Job Satisfaction, Turnover Intention, and Organizational Commitment. *Journal of Management Research*, 8(2), 102-114. Retrieved from <http://www.bvimsr.com/documents/publication/2016V8N2/2.pdf>
- Azwar, S. (1998). *Metode Penelitian*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2012). *Penyusunan Skala Psikologi*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2013). *Validitas dan Reliabilitas*. Yogyakarta: Pustaka Pelajar.
- Baron, R.M., Kenny, D.A. (1986). The Moderator-mediator variable distinction in social psychology research: conceptual, strategic, and statistical consideration. *Journal of Personality and Social Psychology*, 51(6), 1173-1182
- Becker, H. (1960). Note on the concept of commitment. *The American Journal of Sociology*, 66(1), 32-40. Retrieved from <http://links.jstor.org/sici?sici=0002-9602%28196007%2966%3A1%3C32%3ANOTCOC%3E2.0.CO%3B2-U>
- Bothma, C., & Roodt, G. (2013). The Validation of the Turnover Intention Scale. *SA Journal of Human Resource Management*, 11(1). Retrieved from <http://sajhrm.co.za/index.php/sajhrm/article/view/507/602#5>
- Davidson, M., Timo, N., & Wang, Y. (2010). How much does labour turnover cost?: A case study of Australian four-and five-star hotels. *International Journal of Contemporary Hospitality Management*, 22(4), 451-466. doi:10.1108/0959611101
- Dwatra, F. (2016). *Peran Struktur Anchor sebagai Moderator terhadap Hubungan Quality of Work Life (QWL) dengan Komitmen Afektif (Tesis tidak diterbitkan)*. Yogyakarta: Fakultas Psikologi Universitas Gadjah Mada.
- Eisenberger, R., & Rhoades, L. (2002). Perceived Organizational Support: A Literature Review. *Journal of Applied Psychology*, 87(4), 698-714.
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500-507.

- Faldetta, G., Fasone, V., & Provenzano, C. (2013). Turnover in the Hospitality Industry: Can Reciprocity Solve the Problem? *Revista de Turismo y Patrimonio Cultural*, 11(4), 583-595.
- Field, A. (2009). *Discovering Statistics using SPSS*. London: Sage Publications Ltd.
- Gok, O., Akgunduz, Y., & Alkan, C. (2017). The effects of job stress and perceived organizational support and turnover intentions of hotel employees. *Journal of Tourismology*, 3(2), 23-32.
- Islam, T., Khan, S., Kamar, U., Ali, G., Ahmed, I., & Bowra, D. (2013). Turnover Intentions: The Influence of Perceived Organizational Support and Organizational Commitment. *Procedia-Social and Behavioral Sciences* 103, 1238-1243.
- Kalidass, A., & Bahron, A. (2015). Relationship between perceived supervisor support, perceived organizational support, organizational commitment, and employee turnover intention. *International Journal of Business Administration*, 6(5), 82-89. doi:doi:10.5430/ijba.v6n5p82
- Karatepe, O. (2012). The effects of coworker and perceived organizational support on hotel employee outcomes: the moderating role of job embeddedness. *Journal of hospitality and tourism research*, 36(4), 495-516. doi:10.1177/1096348011413592
- Khan, F., & Ali, U. (2015). job satisfaction and perceived organizational support as a susceptibility factor of the intention to quit: a cross-cultural study. *Bahria Journal of Professional Psychology*, 14(1), 105-122.
- Kim, A., & Barak, M. (2015). The mediating roles of leader–member exchange and perceived organizational support in the role-stress turnover intention relationship among child welfare workers: a longitudinal analysis. *Children and Youth Service Review*, 52, 135-143. doi:10.1016/j.childyouth.2014.11.009
- Kurtosis, J., Eisenberger, N., Ford, M., Buffardi, L., Stewart, K., & Adis, C. (2015). Perceived organizational support: a meta-analytic evaluation of organizational support theory. *Journal of Management*, 20(10), 1-31. doi:10.1177/0149206315575554
- Lee, C., Huang, S., & Zhao, C. (2012). A Study on Factors Affecting Turnover Intention of Hotel Employees. *Asian Economic and Financial Review*, 2(7), 866-875.
- Levy, P. E. (2006). *Industrial and Organizational Psychology: Understanding the Workplace (2nd Edition)*. Boston: Houghtin Mifflin Company.
- Lew, T. (2009). Relationships Between Perceived Organizational Support, Felt Obligation, and Affective Organizational Commitment and Turnover Intention of Academics Working with Private Higher Education Institution in

Malaysia. *European Journal of Social Sciences*, 9 (1), 72-87. Retrieved from <http://hdl.handle.net/20.500.11937/46030>

Mastar, C., Darus, A., & Shamsudin, A. (2016). Relationship Between Perceived Organizational Politics and Turnover Intention of Hotel Industry on Malaysia. *The Social Sciences*, 11(6), 7195-7198. doi:ISSN: 1818-5800

Mehmood, N., Norulkamar, U., Irum, S., & Ashfaq, M. (2015). Job satisfaction, affective commitment, and turnover intention among front desk staff: evidence from Pakistan. *International Review of Management and Marketing*, 6(4), 305-309.

Morrell, K., Loan-Clarke, J., & Wilkinson, A. (2004). Organizational Change and Employee Turnover. *Personnel Review*, 33(2), 161-173.

Mowday, R., Steers, R., & Porter, L. (1979). The measurement of organizational commitment. *Journal of Vocational Behavior*, 14(2), 224-247. doi:10.1016/0001-8791(79)90072-1

Muharam, M. (2016). *Peran Perceived Organizational Support terhadap Job Burnout melalui Mediasi Psychological Capital*. Yogyakarta: Fakultas Psikologi Universitas Gadjah Mada (Tesis tidak diterbitkan).

Pepra-Mensah, J., Adjei, L., & Yeboah-Apiagyei. (2015). The effect of work attitudes on turnover intentions in the hotel industry: the case of cape coast and elmina (ghana). *European Journal of Business and Management*, 7 (14), 114-121.

Rahmani, N. (2011). *Komitmen Organisasi pada hotel BUMN di Indonesia. (Disertasi Tidak Diterbitkan)*. Yogyakarta: Fakultas Psikologi Universitas Gadjah Mada.

Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: the contribution of perceived organizational support. *Journal of Applied Psychology*, 86(5), 825-836. doi:11596800

Rogelberg, S. (2007). *Industrial and Organizational Psychology*. California: SAGE Publications, Inc. .

Saeed, I., Waseem, M., Sikander, S., & Rizwan, M. (2014). The Relationship of Turnover Intention with Job Satisfaction, Job Performance, Leader Member Exchange, Emotional Intelligence, and Organizational Commitment. *International Journal of Learning and Development*, 4(2), 242-256.

Saranya, R., & Muthumani, S. (2015). Impact of perceived organizational support and organisation commitment on turnover intention of women employees in IT industry. *Journal of Theoretical and Applied Information Technology*, 75(2), 257-261.

Schermerhorn Jr., J. (2011). *Introduction to Management (11th Edition)*. Massachusetts: John Wiley & Sons, Inc. .

- Setyawati, I. (2013). *Pengaruh Antara Kualitas Kehidupan Kerja, Hardiness, Dan Persepsi Mengenai Peluang Alternatif Pekerjaan Terhadap Intensi Turnover (Tesis tidak diterbitkan)*. Yogyakarta: Fakultas Psikologi Universitas Gadjah Mada
- Sukanto, H., Junarto, Y., Kaihatu, T., & Kartika, E. (2014). Analisa pengaruh komitmen afektif, komitmen normatif, dan komitmen berkelanjutan terhadap turnover intention di dragon star surabaya. *Jurnal Hospitality dan Manajemen Jasa*, 466-479.
- Tett, R., & Meyer, J. (1993). Job satisfaction, organizational commitment, turnover intention and turnover: path analyses based on meta analytic findings. *Personnel Psychology*, 46(2). doi:10.1111/j.1744-6570.1993.tb00874.x
- Tumwesigye, G. (2010). The relationship between perceived organisational support and turnover intentions in a developing country: the mediating role of organizational commitment. *African Journal of Business Management*, 4(6), 942-952.
- Wang, Y., Li, Z., Wang, Y., & Gao, F. (2017). Psychological contract and turnover intention: the mediating role of organizational commitment. *Journal of Human Resource and Sustainability Studies*, 21-35. doi:DOI: 10.4236/jhrss.2017.51003
- Yasmin, K., & Marzuki, N. (2015). Impact of organizational commitment on intention to quit among psychiatric nurses: evidence from Pakistan. *International Journal of Learning and Development*, 5(4), 89-102. doi:10.5296/ijld.v5i4.8734
- hotelier.co.id*. (2016). ditengah-talent-war-hotelier-dibidik-industri-lain-karena-karakternya/: <http://hotelier.co.id/ditengah-talent-war-hotelier-dibidik-industri-lain-karena-karakternya/> Diakses tanggal 14 November 2017 pukul 09.30
- www.suppliers.hotelier-indonesia.com: <http://www.suppliers.hotelier-indonesia.com/2016/01/turning-talent-turnover-into-revenue.html> Diakses tanggal 14 November 2017 pukul 10.00



UNIVERSITAS
GADJAH MADA

Peran Perceived Organizational Support terhadap Intensi Turnover dengan Komitmen Afektif sebagai Variabel Moderator

ANINDYA PRITANADHIRA, Drs. Isaac Jogues Kiyok Sito Meiyanto, Ph.D., Psikolog
Universitas Gadjah Mada, 2018 | Diunduh dari <http://etd.repository.ugm.ac.id/>