

DAFTAR PUSTAKA

- Abelson, M. A. (1987). Examining of Avoidable and Unavoidable Turnover. *Journal of Applied Psychology*, 72 (3), 382-386.
- Badan Pusat Statistik (ID). (2017). Diakses September 8, 2017, dari Badan Pusat Statistik: <https://www.bps.go.id/>
- Blomme, R., Van, AR., dan Tromp M.D. (2009). An exploration of students' and industry workers' perceptions of hospitality as a career field. *Journal of Hospitality & Tourism Education*, 27 (2), 6-14.
- BPS Kabupaten Belitung. (2017). Diakses September, 2017, dari Badan Pusat Statistik Kabupaten Belitung: <https://belitungkab.bps.go.id/>
- Brown, E., Thomas, N., dan Bosselman, R. (2015). Are they leaving or staying: A qualitative analysis of turnover issues for Generation Y hospitality employees with a hospitality education. *International Journal of Hospitality Management*, 46 (1), 130-137.
- Chan, B. Y., Yeoh, S.F., Lim, C. L. dan Osman, S. (2010). An Exploratory Study on Turnover Intention Among Private Sector Employees. *International Journal of Business and Management*, 5 (8), 57-64.
- Chen, G., Ployhart, R., Cooper-Thomas, H., Anderson, N., dan D. Bliese, P., (2011). The Power of Momentum: A New Model of Dynamic Relationships Between Job Satisfaction Change and Turnover Intentions. *The Academy of Management Journal*, 54 (1), 159-181.
- Chen, Y., Wang, W., dan Cheng (2010). "Structural Investigation of the Relationship between Working Satisfaction and Employee turnover". *Journal of Human Resource and Adult Learning*, 6 (1), 41-50.
- Choi, Y. dan Dickson, D.R. (2010). A Case Study into the Benefits of Management Training Programs: Impacts on Hotel Employee Turnover and Satisfaction Level. *Journal of Human Resources in Hospitality and Tourism*. 9(1), 1-14.
- Cohen, S., Janicki-Deverts, D., dan Miller G.E. (2007). Psychological Stress and Disease. *Journal of American Medical Association*, 198 (14), 1685-1687.
- Cohen, S., Kamarck, T., dan Mermelstein, R. (1983). A Global Measure of Perceived Stress. *Journal of Health and Social Behavior*, 24(4), 385-396.
- Cooper, D.R. dan Schindler, P.S. (2014). *Business Research Methods*, 12th Edition. New York, NY: McGraw-Hill/Irwin.
- Cote, S. dan Morgan, L. M. (2002). A Longitudinal Analysis of the Association between Emotion Regulation, Job Satisfaction, and Intentions to Quit. *Journal of Organizational Behavior*, 23: 947-962.
- Dessler, G. (2015). *Human Resource Management*, 14th Edition. Florida International University, Pearson.
- Dinas Pariwisata dan Ekonomi Kreatif (2018). Rencana Strategis Satuan Kerja Perangkat Daerah.
- Dinas Pariwisata Kabupaten Belitung. (2017). Diakses September 8, 2017, dari Dinas Pariwisata Kabupaten Belitung: <http://dispar.belitungkab.go.id/>

- Duraisingam, V., Pidd, K, dan Roche, A.M. (2009). The Impact of Work Stress and Job Satisfaction. *National Centre for Education and Training on Addiction*, 16 (3), 217-231.
- Handoko, H. (2010). *Manajemen Personalia dan Sumber Daya Manusia*. Yogyakarta: PBF-UGM. Edisi 2
- Huffman, A., Casper, W., dan Payne, S. (2013). How does spouse career support relate to employee turnover? Work interfering with family and job satisfaction as mediators. *Journal of Organizational Behavior*.
- Hofmann, V. dan Stokburger-Sauer, N. (2017). The impact of emotional labor on employees' work-life balance perception and commitment: A study in the hospitality industry. *International Journal of Hospitality Management*, 65, 47-58.
- Holston-Okae, B. L. dan Mushi, R. J. (2018). Employee Turnover in the Hospitality Industry using Herzberg's Two-Factor Motivation-Hygiene Theory. *International Journal of Academic Research in Business and Social Sciences*, 8(1), 218–248.
- Holtom, B.C., Mitchell, T. R., Lee, T. W., dan Eberly, M.B. (2008). Turnover and Retention Research: A Galance at The Pasta, a Closer Review of The Present and a Venture into The Future. *The Academy of Management Annals*, 2 (1), 231-274.
- Indraprasti, D. (2011) Pengaruh Komitmen Organisasional, Kepuasan Kerja, dan Stres Kerja terhadap Intensi Keluar. Tesis. Program Magister Manajemen, Fakultas Ekonomika dan Bisnis, UGM. Yogyakarta.
- Jenkins, J. M. (1993). Self-monitoring and Turnover: The impact of personality on intent to leave. *Journal of Organizational Behavior*, 14, 83–91.
- Karatepe, O.M. (2012). The Effects of Work Overload and Work-family Conflict on Job Embeddedness and Job Performance: The Mediation of Emotional Exhaustion. *International Journal of Contemporary Hospitality Management*, 25(4), 614-634.
- Kementerian Pariwisata. (2017). Diakses September 10, 2017, dari Kementerian Pariwisata Republik Indonesia: <http://www.kemenpar.go.id>
- Kim, S. S., Im, J dan Hwang, J. (2015). The Effects of Mentoring on Role Stress, Job Attitude, and Turnover Intention in The Hotel Industry. *International Journal of Hospitality Management*, 48, 68-82.
- Kinicki, R. K. (2013). *Organizational Behavior*. New York: McGraw-Hill.
- Lachman, R. dan Diamant, E. (1987). Withdrawal and Restraining Factors in Teachers' Turnover Intentions. *Journal of Occupational Behaviour*, 8(3), 219-232.
- Lambert, S. (1991). The Combined Effects of Job and Family Characteristics on the Job Satisfaction, Job Involvement, and Intrinsic Motivation of Men and Women Workers. *Journal of Organizational Behavior*, 12(4), 341-363.
- Locke, E. A. (1969). What is Job Satisfaction?. *Organizational Behavior and Human Performance*, 4, 309-336.
- Lundberg, C., Gudmundson, A., dan D. Andersson, T. (2009). Herzberg's Two-Factor Theory of Work Motivation Tested Empirically on Seasonal Workers in Hospitality and Tourism. *Journal of Tourism Management*, 30, 890-899.

- Maertz, C. P., Griffeth, R. W., Campbell, N. S. dan Allen, D. G. (2007). The Effects of Perceived Organizational Support and Perceived Supervisor Support on Employee Turnover. *Journal of Organizational Behavior*, 28: 1059–1075.
- Mathieu, C., Fabi, B., Lacoursiere, R., dan Raymon, L. (2016). The Role of Supervisory Behavior, Job Satisfaction, and Organizational Commitment on Employee Turnover. *Journal of Management and Organization*, 22 (1), 113-129.
- Mobley, W., Griffeth, R., Hand, H., dan Meglino, B. (1979). Review and Conceptual Analysis of the Employee Turnover Process. *Psychological Bulletin*, 86 (3), 493-522.
- Morris, J. dan Feldman, D. (1996). The Dimensions, Antecedents, and Consequences of Emotional Labor. *The Academy of Management Review*, 21(4), 986-1010.
- Mueller, J.D. Kammeyer. (2003). Turnover Process in a Temporal Context. It's about Time, *Working Papers 0303*, Human Resources and Labor Studies, University of Minnesota.
- Neolaka, A. (2014). *Metode Penelitian dan Statistik*. Bandung: Pt.Rosdakarya
- Park, J. dan Gursoy, D. (2012). Generation Effects on Work Engagement Among U.S. Hotel Employees. *International Journal of Hospitality Management*. 31. 1195-1202.
- Peltokorpi, V. dan Allen D.G. (2014). Organizational embeddedness, turnover intentions, and voluntary turnover: The moderating effects of employee demographic characteristics and value orientations. *Journal of Organizational Behavior*, 36.
- Republik Indonesia. (2013). Menteri Pariwisata Dan Ekonomi Kreatif Republik Indonesia. *Peraturan Menteri Pariwisata Dan Ekonomi Kreatif Republik Indonesia Nomor PM.53/HM.001/MPEK/2013 tentang Standar Usaha Hotel*. Indonesia.
- Robbins, S.P. dan Judge, T. (2013). *Organizational behavior* (15th ed.). Boston: Pearson.
- Rubenstein, A., D. Kammeyer-Mueller, J., Wang, M. dan Thundiyil, T. (2018). “Embedded” at Hire? Predicting the Voluntary and Involuntary Turnover of New Employees. *Journal of Organizational Behavior*. 10.1002.
- Schaufeli, W. dan Salanova, M. (2007). Efficacy or inefficacy, that's the question: Burnout and work engagement, and their relationships with efficacy beliefs. *Anxiety, stress, and coping*, 20 (2), 177-96.
- Shaw, J., Delery, J., D. Jr. Jenkins, G., dan Gupta, N. (1998). An Organization-Level Analysis of Voluntary and Involuntary Turnover. *Academy of Management Journal*, 41 (5), 511-525.
- Sonnentag, S. dan Fritz, C. (2014). Recovery From Job Stress: The Stressor-detachment Model as an Integrative Framework. *Journal of Organization Behavior*, 36 (1).
- Surji, K. (2013). The Negative Effect and Consequences of Employee Turnover and Retention on the Organization and Its Staff. *European Journal of Business and Management*, 5 (25), 52-65.

- Tschopp, C., Grote, G. dan Gerber, M. (2014). How Career Orientation Shapes the Job Satisfaction and *Turnover* Intention Link. *Journal of Organizational Behavior*, 35, 151–171.
- Vandenberghe, C., Panaccio, A., Bentein, K., Mignonac, K. dan Roussel, P. (2011). Assessing Longitudinal Change of and Dynamic Relationships Among Role Stressors, Job Attitudes, Turnover Intention, and Well-being in Neophyte Newcomers. *Journal of Organizational Behavior*, 32, 652–671.
- Varaby, H. (2017, Desember 7). Pemprov Bangka Belitung Siapkan Dua Proyek KEK. Sindonews. Tersedia di: <https://ekbis.sindonews.com/read/1263765/34/pemprov-bangka-belitung-siapkan-dua-proyek-kek-1512645246>. Diakses pada 12 Maret 2018.
- Weiss, D.J., Dawis, R.V., England G.W., dan Lofquist, L.H. (1967). Manual for the Minnesota Satisfaction Questionnaire.
- Weiss, H.M. (200). Deconstructing Job Satisfaction Separating Evaluations, Belief and Affective Experiences. *Human Resource Management Review*, 12, 173-194.
- Zopiatis, A., Constanti, P., dan L. Theocharous, A. (2014). Job involvement, commitment, satisfaction and turnover: Evidence from hotel employees in Cyprus. *Tourism Management*. 41. 129–140.