

DAFTAR PUSTAKA

- Abelson, M. A. (1986). Strategic management of turnover: A model for the health service administrator. *Journal HCMR*. 11 (2), 61-71.
- Adams, J. (1965). *Inequity in social exchange: In advances in experimental social psychology 2*. Dalam Berkowitz, (Eds.), 267–299. New York: Academic Press.
- Agyeman, C. M., & Ponniah, V. M. (2014). Employee Demographic Characteristics and Their Effects on Turnover and Retention in MSMEs. *International Journal of Recent Advances in Organizational Behaviour and Decision Sciences (IJRAOB) An Online International Monthly Journal*. 1(1), 2311–3197.
- As'ad. 1995. *Psikologi Industri*. Yogyakarta : Liberty
- Andini, R. (2006). Analisis Pengaruh Kepuasan Gaji, Kepuasan Kerja, Komitmen Organisasional terhadap Turnover Intention. Tesis. Semarang: Universitas Diponegoro (tidak diterbitkan).
- Angle, H.L. and J.L. Perry, (1981). An Empirical Assessment of organizational Commitment and Organizational Effectiveness. *Administrative Science Quarterly* 26, pp. 1-14.
- Atchison, T. J., and Lefferts, E. A. (1972). The prediction of turnover using Herzberg's job satisfaction technique. *MA thesis*, Copenhagen Business School
- Bougie, & Sekaran. (2013). Edisi 5, Research Methods for Business: A skill Building Approach. New York: John wiley@Sons.
- Broto, Hartono, M.N. 2002. *Manajemen Mutu Terpadu*. Jakarta: Salemba Empat
- Chen, et al. (2012). Graphene Oxide: Preparation, Functionalization, and Electrochemical Application. *Chemical Review*, 112, 6027-6053.
- Chung, E. K., Jung, Y., & Sohn, Y. W. (2017). A moderated mediation model of job stress, job satisfaction, and turnover intention for airport security screeners. *Safety science*, 98, 89-97.
- Cooper, Donald R., & Schindler, Pamela S. (2011). *Business research methods (11th ed.)*. New York: Mc GrawHill/Irwin
- Cooper, D.R., dan Schindler, P.S. 2014. *Business Research Methods*. Twelfth Edition. New York : McGraw-Hill

- Davis, Keith. 1985. *Perilaku Dalam Organisasi*. Jakarta: Erlangga.
- Dessler, Gary. 2015. *Manajemen Sumber Daya Manusia*. Jakarta: Salemba Empat.
- Donnelly, Gibson. 1996. *Organisasi, Prilaku, Struktur, Proses*. Jakarta: Erlangga
- Emiroglu, B.D., Akova, O., Tanriverdi, H. 2015. The Relationship Between Turnover Intention and Demographic Factors in Hotel Business: A Study at Five Star Hotels in Istanbul. *Procedia Social and Behavioral Sciences* 207) page 385- 397. Istanbul University, Turkey
- Faslah, Roni. (2010). “Hubungan antara Keterlibatan Kerja dengan Turnover Intention pada Karyawan PT. Garda Trimitra Utama Jakarta”. Fakultas Ekonomi Universitas Negeri Jakarta. *EconoSains* Vol. VIII No.2 Agustus 2010.
- Foreman, W. 2009. Job Satisfaction and turnover in the Chinese retail industry. *Chinese Management Studies*.Vol. 3, No. 4 p356 – 378
- Fred Luthans. 2006.*Perilaku Organisasi*. Edisi Sepuluh, PT. Andi: Yogyakarta.
- Gunawan, Carin dan Eddy M. Susanto. 2013. Kepuasan Kerja, Komitmen Organisasional dan Turnover Intentions. *Jurnal Mitra Ekonomi dan Manajemen Bisnis*, Vol. 4, No. 1, April 2013, 76-88
- Greenberg, Jerald dan Robert A. Baron. 2008. *Behavior In Organization*. Eighth Edition. Prentice Hall, New Jersey.
- Griffeth, R. W., & Hom, P. W. (1988). A comparison of different conceptualizations of perceived alternatives in turnover research. *Journal of Organizational Behavior*, 9(2), 103-111.
- Griffith H. 1995. *Employee Turnover: South Western Series in Human Resources Management*. Houghton Mifflin Company. Boston-USA
- Handoko, H. 2014.*Manajemen Personalia Sumber Daya Manusia*, Edisi. Kedua
- Hair et al. (2010). *Multivariate Data Analysis*, Seventh. Edition. Pearson Prentice Hall
- Harninda. (1999). Definisi Turnover Intention. *Journal-SDM*
- Hasibuan, Malayu S.P. 2005. *Manajemen Sumber Daya Manusia*, Edisi Revisi. Bumi Aksara, Jakarta.
- Herzberg, Frederick., Mausner, Bernard., dan Snyderman, Barbara Bloch. (1959). *The Motivation to Work*. 2 nd edition. John Wiley & Sons, Inc.
- Herzberg, F. (1964). *Work and the Nature of Man* (1966; New York: Mentor/New American Library, 1973); Edward E. Lawler III, *Motivation in Work*

- Organizations (Monterey, Calif.: Brooks/Cole, 1973); Victor H. Vroom, Work and Motivation. *Work and Motivation*.
- Herzberg, Frederick. (1966). *Work and the nature of man*. Cleveland: World of Publishing Company.
- Hom, P.W., & Griffeth, R.W. (1995). *Employee Turnover*. Cincinnati, OH : South Western College Publishing.
- Hytter, A., (2007). Retention Strategies in France and Sweden. *The Irish Journal of Management*, 28(1), 59-79
- Judge, T. A., & Klinger, R. (2008). Job satisfaction: Subjective well-being at work. Dalam M. Eid, & R. Larsen (Eds.), *The Science of Subjective WellBeing*, Ch. 19: 393-413. New York: Guilford Publications.
- Lambert, Vickie A., Clinton E. L. (2012). Qualitative Descriptive Research: An Acceptable Design, *Pasific Rim International Journal of Nursing Research*, 16, 255-256.
- Lee, T. W., & Mitchell, T. R. (1994). An alternative approach: The unfolding model of voluntary employee turnover. *Academy of management review*, 19(1), 51-89.
- Lee, Huang, dan Zhao (2010). A Study On Factors Affecting Turnover Intention of Hotel Empolyees. *Asian Economic and Financial Review*. Vol 2. Num.7. pp 866- 875
- Locke, E.A. ,(1969). *The Natural and Causes of Job Satisfaction, Handbook of Industrial and Arganizational Psychology*. Rand Mc Nally, Chicago.
- Locke, E.A. ,(1976). *The Nature and Causes of Job Satisfaction*. NewYork: John Wiley and Sons.
- Lum, L., Kervin, J., Clark, K., Reid, F., Sirola, W. (1998). Explaining nursing turnover intent: Job satisfaction, pay satisfaction, or organizational commitment. *Journal of Organisational Behaviour*. Vol. 19, No. 3 p305-320
- Mangione, T. W. (1973). *Turnover: Some Psychological and Demographic Correlates, the 1969-1970 Survey of Working Conditions*. University of Michigan, Survey Research Center.
- Mathis.L.Robert dan Jackson.H.John. (2001). *Manajemen Sumber Daya Manusia*. Jakarta : Buku kedua
- Mathis dan Jackson, RL. (2010). *Manajemen Sumber Daya Manusia*, Penerjemah Jimmy Sadeli dan Bayu Prawira Hie, Jakarta : Penerbit PT. Salemba Empat.

- Michaels, C.E dan Spector, P.E.(1982). Causes of Employee Turnover. A Test of the Mobley, Griffeth, Hand, and Meglino Model. *Journal of Applied Psychology*. Vol 67. Hal 53-59.
- Mills T.M. (1967). *The Sociology of Small Groups*. Englewood Cliffs. N.J.: Prentice-Hall.
- Mobley, W.H. (1977). Intermediate Linkages in the Relationship between Job Satisfaction and Employee Turnover. *Journal of Applied Psychology*. Vol 62, 237-240.
- Mobley, Horner, & Hollingsworth. (1978). The relationship between human resource practices and Employee retention in public organisations: an exploratory Study conducted in the united arab emirates. *Arab: International Journal of Business and Social Science*.
- Mobley, W. H., Grieth, R. W., Hand, H. H. and Meglino, B. M. (1979). Review and conceptual analysis of the employee turnover process. *Psychological Bulletin*. 36(3), 493±521.
- Mobley, W.H. (1982). *Employee turnover: Causes, consequences, and control*. Philippines : Addison-Wesley Publishing
- Mobley, W. H. (1986). *Pergantian Karyawan: Sebab-Akibat dan Pengendaliannya*. Jakarta: PT. Pustaka Binaman Pressindo.
- Muchinsky, Paul M., and Mark L. Tuttle. (1979). Employee turnover: An empirical and methodological assessment. *Journal of Vocational Behavior*. 14 43-77.
- National Opinion Research Center (NORC). (1972). *General Social Survey*. Chicago: University of Chicago.
- Polii, L. R. G. (2015). Analisis Keterikatan Karyawan Terhadap Pekerjaan Dan Lingkungan Kerja Terhadap Kepuasan Kerja Dan Turnover Intentions Karyawan Di Rumah Sakit Siloam Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 3(4).
- P. Siagian, Sondang.(2002). *Kepemimpinan Organisasi & Perilaku Administrasi*. Jakarta: Penerbit Gunung Agung
- Rekha, K. R. and T. J. Kamalanabhan. (2010). A Three-Dimensional Analysis of Turnover Intention Among Employees of ITES/BPO Sector. *South Asian Journal of Management*. Vol. 17, pp. 85-103.
- Robbins, Stephen P. (1996). *Perilaku Organisasi Edisi ke 7 (Jilid II)*. Jakarta : Prehallindo
- Robbins, Stephen P. (2006). *Perilaku Organisasi, PT Indeks*. Kelompok Gramedia, Jakarta

- Robbins, Stephen P. dan Timothy A. Judge. (2008). *Perilaku Organisasi Edisi ke-12*, Jakarta: Salemba Empat.
- Robbins, P. Stephen & Judge, Timothy A., (2017). *Organizational Behaviour*, Edisi 13, Jilid 1, Salemba Empat, Jakarta
- Sekaran, Uma. (2003). *Research Methods For Business: A Skill Building Approach*., New York-USA: John Wiley and Sons, Inc
- Sekaran, U., & Bougie, R. (2017). Metode Penelitian untuk Bisnis: Pendekatan Pengembangan-Keahlian. *Jakarta Selatan. Penerbit Salemba Empat*.
- Strauss dan Sayles. (1990). Manajemen Personalia. Buku Ketiga (terjemahan Ny. Rochmulyati Hamzah). Jakarta : SAPDODADI
- Supriyono, R. A. (2003). *Peran Asimetri Informasi dan Peresponan Keinginan Sosial sebagai Variabel Moderating Hubungan antara Partisipasi Penganggaran dan Kinerja Manajer di Indonesia*. SNA VI, Surabaya
- Susiani, Vera. (2014). Pengaruh kepuasan kerja dan komitmen pada Turnover intention. *E-jurnal Universitas Udayana*.
- Susskind dan Chan. (2000). How Restaurant Features Affect Check Averages. *Cornell Hotel and Restaurant Administration Quarterly*, 41(6), 56-63.
- Tett, R.P., & Meyer, J.P. (1993). Job Satisfaction, Organizational Commitment, Turnover Intention, and Turnover: Path analyses based on Meta-Analytic Findings. *Personnel Psychology*, 46: 259-293
- Uma, Sekaran. (2006). *Research Methods For Business (Metode Penelitian untuk Bisnis)*. Edisi empat buku 1. Salemba Empat.
- Wanous, J. P., and Lawler, E. E. (1972). Measurement and meaning of job satisfaction. *Journal of Applied Psychology*, 56, 95–105.
- Weiss. DJ. Et.al. (1967). Minnesota Studies in Vocational Rehabilitation: Manual for the Minnesota Satisfaction Questionnaire. Minnesota University of Minnesota.
- Weiss, D. J., Dawis, R. V., & England, G. W. (2017). Lofquist; Manual for the Minnesota Satisfaction Questionnaire.
- William B. Werther, Jr., Keith Davis. 1993. *Human Resource and Personnel Management*, 4th edition, Singapore: Mc Graw – Hill International Edition.
- Williams, R. (2015). Group Comparisons: Differences in Composition Versus Differences in Models and Effects.

- Witasari, L. (2009). Analisis Pengaruh Kepuasan Kerja dan Komitmen Organisaional Terhadap Turnover Intentions (Studi Empiris Pada Novotel Semarang). Tesis. Semarang: Universitas Diponegoro.
- Wunder, R. S., Dougherty, T. W., & Welsh, M. A. (1982, August). A Casual Model of Role Stress and Employee Turnover. In *Academy of Management Proceedings* (Vol. 1982, No. 1, pp. 297-301). Briarcliff Manor, NY 10510: Academy of Management.
- Yazinski, S. (2009). Strategies for retaining employees and minimizing turnover. *Retrieved from*.
- Yin-Fah, B. C., Foon, Y. S., Chee-Leong, L., & Osman, S. (2010). An exploratory study on turnover intention among private sector employees. *International Journal of Business and Management*, 5(8), 57.
- Zeffane, R.M. (1994). Understanding employee turnover: The need for a contingency approach. *International Journal of Manpower*. 15. pp.22- 37.
- Zeytinoglu, I. U., Denton, M., Davies, S., Baumann, A., Blythe, J., & Boos, L. (2007). Deteriorated external work environment, heavy workload and nurses' job satisfaction and turnover intention. *Canadian Public Policy*, 33(Supplement 1), S31-S47.
- Zhao, Erdong dan Liu, Liwei. (2010). Comments on Development of Job Embeddedness about Study on Turnover and Exploration into Application in Enterprises. *Asian Social Science*. 6(6). pp: 63-72.