



DAFTAR PUSTAKA

- Aamodt, M. G. (2004). *Applied Industrial/Organizational Psychology 4th Edition*. Stamford: Thomson Wadsworth.
- Allen N. J. & Meyer J. P. (1990). Organizational Socialization Tactics: A Longitudinal Analysis of Links to Newcomers' Commitment and Role Orientation. *Academy of Management Journal*, 3, 847-858
- Almalki M. J., FitzGerald, G., & Clark M., (2012) The Relationship Between Quality of Work Life and Turnover Intention of Primary Health Care Nurses in Saudi Arabia. *BMC Health Services Research Journal*, 12:314
- Asuncion, K. (2013). Examining Generational Differences across Organizational Factors that Relate to Turnover. *Thesis, Dissertation, and Other Capstone Project*. Minnesota State University, 146 hal
- Azwar, S. (2012). *Reliabilitas dan Validitas Edisi 4*. Yogyakarta: Pustaka Pelajar.
- Bjelland, M., Fallick, B., Haltiwanger, J., & McEntarfer, E. (2011). Employer-to-employer Flows in the United States: Estimates Using Linked employer-employee Data. *Journal of Business & Economic Statistics*, 29, 493-505.
- Bliss, G. W. (2012). *Cost of Employee Turnover*. Retrieved Februari 5, 2015, from The Advisor: <http://www.isquare.com/turnover.cfm>
- Boychuk-Duchscher, J., & Cowin, L. (2004). Multigenerational Nurses in the Workplace. *Journal of Nursing Administration*, 31, 493-501.
- Ching, G. S. (2012). *The Association between Generation X and Y and Intention to Leave*. Faculty of Accountancy and Management. Universiti Tunku Abdul Rahman.
- D'Amato, A. & Herzfeldt, R. (2008). Learning orientation, organizational commitment and talent retention across generations: A study of European managers. *Journal of Managerial Psychology*, 23, 929-953.
- Fernando, Y., Mat Saad, N., & Haron, M. (2012). New marketing definition: a future agenda for a low cost carrier airlines in Indonesia. *Business Strategy Series*, 13, 31-40.
- Garland, R. (1991). The Mid-Point on a Rating Scale: Is it Desirable? *Marketing Bulletin*, 2, 66-70.
- Gurpreet R. (2007) Relationship between Job Satisfaction and Turnover Intentions: An Empirical Analysis, *Indian Management Studies*, 4, 149-159



- Han, D. & Su, X. (2011). Managing Generation Y: Recruiting and Motivating. *International Conference on Management and Service Science (MASS), IEEE*, p. 4
- Hayes, T. M. (2015). Demographic Characteristics Predicting Employee Turnover Intentions. Disertasi. Walden University
- Hobart, J.W. (2008). Understanding Generation Y What You Need to Know About the Millennials. Princeton One White Paper.
- Howe, N., & Strauss, W. (2007). Managing for the Long Term Big Picture: The Next 20 Years. *Harvard Business Review*
- Hom, P. W., & Griffeth, R. W. (1995) Employee Turnover. Cincinnati, OH: South Western College Pub.
- Jaros, S. J. (1993). Effects of continuance, affective, and moral commitment on withdrawal process: An evaluation of eight structural equation models. *Academy of Management Journal*, 36, 951-995.
- Johnson, W. (1978). A Theory of Job Shopping. 92, 261-77
- Jonathan, H., Thibeli, M., Darroux, C. (2013) Predictors of Intention to Leave of Public Secondary School Teachers in Tanzania: Exploring the Impact of Demographic Factors, Intrinsic and Extrinsic Satisfaction. *Journal of Research & Method in Education*, 3, 33-45
- Kanfer, R. & Ackerman, P. L. (2004). Aging, Adult Development, and Work Motivation. *The Academy of Management Review*. 29, 440-458
- Kim, H., Knight, D. K., & Crutsinger, C. (2009). Generation Y employees' retail work experience: The mediating effect of job characteristics. *Journal of Business Research*, 62, 548–556.
- Kowske, B. J., Rasch, R., & Wiley, J. (2010). Millennials' (Lack of) Attitude Problem: An Empirical Examination of Generational Effects on Work Attitudes. *Journal of Business Psychology*, 25, 265–279.
- Lambert, E. G., Cluse-Tolar, T., Pasupuleti, S., Prior, M., & Allen, R. I. (2012). A Test of a Turnover Intent Model. *Administration in Social Work*, 36, 67-84
- Lee, C., Huang, S., & Zhao, C. Y. (2012). A study on factors affecting turnover intention of hotel employees. *Asian Economic and Financial Review*, 2, 866-875.
- Leighton, L., Mincer, J. (1982). Labor Turnover and Youth Unemployment dalam Richard Freeman & David Wise, ed., *The Youth Labor Market Problem: Its Nature, Causes, and Consequences*. Chicago: University of Chicago Press
- Lub, X., Bijvank, M. N., Bal, P. M., Blomme, R., & Schalk, R. (2012). Different or alike? Exploring the psychological contract and commitment of different



- generations of hospitality workers. *International Journal of Hospitality Management*, 24, 553-573.
- Macaulay, C. (2003). Job mobility and job tenure in the UK. *Labour Market Trends*, 111, 541–550.
- Mackayova; Kaavska; Sirotiakova. (2013). Recruitment of Generation Y Employees by Means of Social Networks. *Aeternitas Publishing House*, 2 , 110-124.
- Masibigiri, V., & Nienaber, H. (2011). Factors affecting the retention of Generation X public servants: An exploratory study. *SA Journal of Human Resource Management*, 9, 11 pages.
- Meyer, J. P., & Tett, R. P. (1993). Job satisfaction, organizational commitment, turnover intention, and turnover: Path analyses based on meta-analytic findings. *Personnel Psychology*, 46, 259-293.
- Miller, H E, Katerberg, R., & Hulin, C. L. (1979) Evaluation of the Mobley, Horner, and Hollingsworth model of employee turnover. *Journal of Applied Psychology*, 64, 509-517
- Mobley, W. H. (1986). *Pergantian Karyawan: Sebab-akibat dan Pengendaliannya (diterjemahkan oleh: Nurul Iman)*. Jakarta: Gramedia.
- _____, Griffeth, R. W., & Meglino, B. M. (1979). Review and Conceptual Analysis of the Employee Turnover Process. *Psychological Bulletin*, 86, 493-522
- Morton, L. P. (2002). Targeting Generation Y. (Segmenting Publics). *Public Relations Quarterly* , 47, 46-48
- Ng, T. W., & Feldman, D. C. (2009). Re-examining the Relationship Between Age and Voluntary Turnover. *Journal of Vocational Behavior*, 74, 283–294.
- Oblinger, D. (2003). Boomers, Gen Xers, and millennials: Understanding the newstudents. *Educause Review*, 38, 37–47.
- Park, J., & Gursoy, D. (2012). Generation Effect on the Relationship between Work Engagement, Satisfaction, and. *School of Hospitality Business Management* , 1195-1202.
- Price, L. J. (2001). Reflections on the determinants of voluntary turnover. *International Journal of Manpower*, 22, 600 - 624.
- PricewaterhouseCooper. (2011). *Millenials at work: Reshaping the workplace*. PwC.
- _____. (2014). *Indonesian Banking Survey 2014*. PwC.
- Raabe, B., & Beehr, T. A. (2003). Formal mentoring versus supervisor and coworker relationship: differences in perceptions and impact. *Journal of Organizational Behavior*, 24, 271-293.



- Reeves, T. C., & Oh, E. (2008). *Handbook of Research on Educational Communications and Technology (Third Edition)*. Georgia: Routledge.
- Rhodes, S. R. (1983). Age-related differences in work attitudes and behavior: A review and conceptual analysis. *Psychological Bulletin*, 93, 328–367.
- Robert Half International. (2008). *What Millennial Workers Want: How to Attract and Retain Gen Y Employees*. California: Robert Half International.
- Robins, S. P., & Judge, T. A. (2013). *Organizational Behavior 15th edition*. New Jersey: Pearson.
- Settersen, R. A., Mayer, K. U. (1997). The Measurement of Age, Age Structuring, and the Life Course. *Annual Review of Sociology*, 23, 233-261
- Sousa-Poza, A., & Henneberger, F. (2002). Analyzing Job Mobility with Job Turnover Intentions: An International Comparative Study. *Research Institute for Labour Economics and Labour Law*, 82, 1-28.
- Steel, R. P. & Ovalle, N. K. (1984). A review and meta-analysis of research on the relationship between behavioral intentions and employee turnover. *Journal of Applied Psychology*, 81, 261-272
- Tapscott, D. (2009). *Grown up digital: how the net generation is changing your world*. New York: McGraw-Hill.
- Tolbize, A. (2008). *Generational differences in the workplace*. Minnesota: University of Minnesota.
- Ton, Z., & Huckman, R. S. (2008). Managing the Impact of Employee Turnover on Performance: The Role of Process Conformance. *Organization Science*, 19, 56-68.
- Twenge, J. M. (2010). A Review of the Empirical Evidence on Generational Differences in Work Attitude. *Journal of Business Psychology*, 25, 201-210
- _____, Campbell, S. M., Hoffman, B. J., lance, C. E. (2010). Generational Differences in Work Values Increasing, Social and Intrinsic Value Decreasing. *Journal of Management*, 36, 1117-1142.

Daftar Laman

<http://finansial.bisnis.com/read/20140519/90/228984/turn-over-sdm-bank-bumn-rendah> diakses pada 10 November 2015 pukul 10.00 WIB.

<http://careerbuildercommunications.com/candidatebehavior> diakses pada 28 November 2015 pukul 10.00 WIB

<http://www.femina.co.id/isu.wanita/karier/ciri.khas.gen.y/005/001/321> diakses pada 5 November 2015 pukul 10.00 WIB