## **DAFTAR PUSTAKA**

- Ab Hamid, M. R., Sami, W., & Mohmad Sidek, M. H. (2017). Discriminant Validity Assessment: Use of Fornell & Larcker criterion versus HTMT Criterion. *Journal of Physics: Conference Series*, 890(1). https://doi.org/10.1088/1742-6596/890/1/012163
- Adithya, I., Irawan, W., & Komara, E. (2020). The Influence of Financial Compensation and Career Development Mediated Through Employee Engagement Toward *Turnover intention* of Milenial Employees of XYZ Grup. *Ekonomi Manajemen Dan Perbankan*, 6(2), 75–89.
- Aggarwal, A., Jaisinghani, D., & Nobi, K. (2022). Effect of organizational justice and support on organizational commitment and employee *turnover intentions*: the mediating role of employee engagement. *International Journal of Quality and Service Sciences*, 14(4), 525–554. https://doi.org/10.1108/IJQSS-08-2021-0112
- Aguinis, H. (2019). Performance Management. In Willey.
- Agustine, T. D., & Nawangsari, L. C. (2020). The Effect of Compensation and Work Loads Towards Intension of *Turnover* with Work Satisfaction as a Variable Mediation in Clinic Employees of PT Nayaka Era Husada Branch of Bekasi. *International Journal of Innovative Science and Research Technology*, 5(7), 1–9.
- Ahmed, I., & Nawaz, M. M. (2015). Antecedents and outcomes of Perceived Organizational Support: A literature survey approach. *Journal of Management Development*, 34(7), 867–880. https://doi.org/10.1108/JMD-09-2013-0115
- Aktar, A., & Pangil, F. (2017). The Relationship between Employee Engagement, HRM practices and Perceived Organizational Support: Evidence from Banking Employees. *International Journal of Human ReSumber Studies*, 7(3), 1. https://doi.org/10.5296/ijhrs.v7i3.11353
- Akter, H., Ahmed, W., Sentosa, I., & Hizam, S. M. (2022). Crafting employee engagement through talent management practices in telecom sector. *SA Journal of Human ReSumber Management*, 1–11.
- Aldino, N. H., & Franksiska, R. (2021). Examining the Impact of Habit, Workload, and Work Environment To Work Stress on Milenial Generations. *International Journal of Economics* ..., 2021(3), 697–710. http://www.jurnal.stie-aas.ac.id/index.php/IJEBAR/article/view/3015
- AlHashmi, M., Jabeen, F., & Papastathopoulos, A. (2019). Impact of leadermember exchange and perceived organisational support on *turnover intention*: The mediating effects of psychological stress. Policing: An International Journal.
- Allen, M. W., Armstrong, D. J., Reid, M. F., & Riemenschneider, C. K. (2008). Factors impacting the Perceived Organizational Support of IT employees. *Information and Management*, 45(8), 556–563. https://doi.org/10.1016/j.im.2008.09.003
- Alrawashdeh, H. M., Al-Tammemi, A. B., Alzawahreh, M. K., Al-Tamimi, A., Elkholy, M., Al Sarireh, F., Abusamak, M., Elehamer, N. M. K., Malkawi, A., Al-Dolat, W., Abu-Ismail, L., Al-Far, A., & Ghoul, I. (2021).

Occupational burnout and Job Satisfaction among physicians in times of COVID-19 crisis: a convergent parallel mixed-method study. *BMC Public Health*, 21(1), 811. https://doi.org/10.1186/s12889-021-10897-4

- Anasi, S. N. (2020). Perceived influence of work relationship, work load and physical work environment on Job Satisfaction of librarians in. *Global Knowledge, Memory and Communication* © *Emerald Publishing Limited*. https://doi.org/10.1108/GKMC-11-2019-0135
- 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. https://doi.org/10.1016/j.sbspro.2011.10.215
- Awan, M. R., & Mahmood, K. (2010). Relationship among leadership style, organizational culture and employee commitment in university libraries. *Library Management*, 31(4), 253–266. https://doi.org/10.1108/01435121011046326
- Bazazan, A., Dianat, I., Bahrampour, S., Talebian, A., & Zandi, H. (2019). Association of musculoskeletal disorders and Workload with work schedule and Job Satisfaction among emergency nurses. *International Emergency Nursing*, 44(March 2018), 8–13. https://doi.org/10.1016/j.ienj.2019.02.004
- Bentley, P. J., Coates, H., Dobson, I. R., Goedegebuure, L., & Meek, V. L. (2013). Job Satisfaction around the academic world. Job Satisfaction around the Academic World, 1–267. https://doi.org/10.1007/978-94-007-5434-8
- Bruggen, A. (2015). An empirical investigation of the relationship between Workload and performance. *Management Decision*, 53(10).
- Brunetto, Y., Teo, S. T. T., Farr-Wharton, R., Shacklock, K., & Shriberg, A. (2017). Individual and organizational support: Does it affect red tape, stress and work outcomes of police officers in the USA? *Personnel Review*, 46(4), 750–766. https://doi.org/10.1108/PR-12-2015-0319
- Brunzini, A., Peruzzini, M., Grandi, F., Khamaisi, R. K., & Pellicciari, M. (2021). applied sciences A Preliminary Experimental Study on the Workers ' Workload Assessment to Design Industrial Products and Processes. *MDPI Applied Science Journal*.
- Castiglia, P. T., Hunter, J., & McCausland, L. (1986). A study of the relationship between Job Satisfaction and continuing education. *The Journal of the New York State Nurses'' Association*, 17(2), 15–19.
- Chin, W. (2000). Partial Least Squares for Is Researchers: an Overview and Presentation of Recent Advances Using the Pls Approach. *Proceedings of the 21st International Conference on Information Systems, ICIS 2000*, 741–742.
- Chughati, F. D., & Perveen, U. (2013). A Study of Teacher Workload and Job Satisfaction in Public and Private Schools at Secondary Level in Lahore City Pakistan. *Asian Journal of Social Sciences & Humanities*, 2(1), 202–214.
- Cole, D., & Msw, S. P. (2008). Predictors of Job Satisfaction of Licensed Social Workers: Perceived Efficacy as a Mediator of the Relationship Between Workload and Job Satisfaction. *Journal of Social Service Research*, 37–41. https://doi.org/10.1300/J079v31n01
- Cook, L. L. (2021). Insight into the milenial mind-set: Impact of 4IR and Society 5.0 on the real estate, construction and other industries. *IOP Conference Series: Earth and Environmental Science*, 654(1), 0–7.

https://doi.org/10.1088/1755-1315/654/1/012030

- Côté, K., Lauzier, M., & Stinglhamber, F. (2020). The relationship between presenteeism and Job Satisfaction: A mediated moderation model using work engagement and Perceived Organizational Support. *European Management Journal*, *xxxx*. https://doi.org/10.1016/j.emj.2020.09.001
- Cousins, R., Cousins, R., Mackay, C. J., Clarke, S. D., Kelly, C., Kelly, P. J., & Mccaig, R. O. N. H. (2004). 'Management Standards ' and work-related stress in the UK: Practical development ' Management Standards ' and work-related stress in the UK: Practical development. May 2014. https://doi.org/10.1080/02678370410001734322
- Darma, W. (2017). Pengaruh Workload dan Burnout (Kejenuhan Kerja) Terhadap Intensi *Turnover* Guru Sekolah Menengah Pertama Di Sekolah Bercirikan Agama Buddha di DKI Jakarta. *Jurnal Manajemen Pendidikan*, 10(3), 131– 140.
- Dassanayake, C. (2022). What makes employees retain? Employee career planning vs employer career development in star-grade hotels in Colombo, Sri Lanka What makes employees retain? Employee career planning vs employer career development in star-grade hotels in Colombo. *Journal of Management Matters*, 8(February), 97–121.
- Diana Situmorang, E., & Kusuma Wardhani, N. (2022). the Influence of Transformational Leadership Style, Workload and Job Satisfaction on *Turnover intention*. *Dinasti International Journal of Management Science*, 3(3), 463–476. https://doi.org/10.31933/dijms.v3i3.1092
- Drouot, M., Bigot, N. Le, Bricard, E., Bougrenet, J. De, & Nourrit, V. (2022). Augmented reality on industrial assembly line: impact on effectiveness and mental Workload. 1–14.
- Du, Y., Zhang, L., & Tekleab, A. G. (2018). Job strains, job control, and POS on employee performance: An interactionist perspective. *Journal of Business Research*, 82(November 2016), 213–219. https://doi.org/10.1016/j.jbusres.2017.09.040
- Dunn, W. R., Lyman, S., & Marx, R. (2003). Research methodology. Arthroscopy - Journal of Arthroscopic and Related Surgery, 19(8), 870–873. https://doi.org/10.1016/S0749-8063(03)00705-9
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of Perceived Organizational Support. *Journal of Applied Psychology*, 86(1), 42–51. https://doi.org/10.1037/0021-9010.86.1.42
- Eisenberger, R., Malone, G. P., & Presson, W. D. (2016). Optimizing Perceived Organizational Support to Enhance Employee Engagement. *SHRM-SIOP Science of HR Series Optimizing*.
- Eliyana, A., Ma'arif, S., & Muzakki. (2019). Job Satisfaction and organizational commitment effect in the transformational leadership towards employee performance. *European Research on Management and Business Economics*, 25(3), 144–150. https://doi.org/10.1016/j.iedeen.2019.05.001
- Fishbein, D., Nambiar, S., Mckenzie, K., Mayorga, M., Carolina, N., Carolina, N., Schubel, L., & Agor, J. (2020). *Objective measures of* Workload *in healthcare : a narrative review. 33*(1), 1–17. https://doi.org/10.1108/IJHCQA-12-2018-0288
- Fitriani, L. K., & Yusiana, N. (2020). Analisis Pengaruh Kompensasi dan

Workload terhadap Job Satisfaction dan *Turnover intention* pada Karyawan Inti Pangan, Kuningan. *Indonesian Journal of Strategic Management*, 3(2). https://doi.org/10.25134/ijsm.v3i2.3632

- French, K. A., Allen, T. D., Miller, M. H., Kim, E. S., & Centeno, G. (2020). Faculty time allocation in relation to work-family balance, Job Satisfaction, commitment, and *turnover intentions*. *Journal of Vocational Behavior*, *120*(May), 103443. https://doi.org/10.1016/j.jvb.2020.103443
- Frinlicia, F., & Medina, B. (2016). Perceived Organizational Support Effect, Rewards, and Recognition, and Sprituality. *Business and Entrepreneurial Review*, 15(2), 147–170.
- Gayatri, E. (2020). Pengaruh Job Insecurity, Workload, Job Satisfaction dan Komitmen Organisasi terhadap *Turnover intention* Karyawan Milenial. University Research Colloquium 2020 Universitas 'Aisyiyah Yogyakarta, 11(1), 77–85.
- Giunchi, M., Emanuel, F., Chambel, M. J., & Ghislieri, C. (2016). Job insecurity, Workload and job exhaustion in temporary agency workers (TAWs): Gender differences. *Career Development International*, 21(1), 3–18.
- Gonzalez, T., de la Rubia, M., Hincz, K., Lopez, M. C., Subirats, L., Fort, S., & Sacha, G. M. (2020). *Influence of COVID-19 confinement in students'* performance in higher education. 1–25. https://doi.org/10.35542/osf.io/9zuac
- Griffiths, A., & Royse, D. (2017). Unheard Voices: Why Former Child Welfare Workers Left Their Positions. *Journal of Public Child Welfare*, 11(1), 73–90. https://doi.org/10.1080/15548732.2016.1232210
- Groenewegen, P. P., & Hutten, J. B. F. (1991). Workload and Job Satisfaction Among General Practicioners : A Review of the Literature. *Pergamon Press*, 32, 1111–1119.
- Guevara, R. S., Montoya, J., Carmody-Bubb, M., & Wheeler, C. (2019). Physician leadership style predicts advanced practice provider Job Satisfaction. *Leadership in Health Services*, 33(1), 56–72. https://doi.org/10.1108/LHS-06-2019-0032
- Gul, S., Ahmad, B., Ur Rehman, S., Shabir, N., & Razzaq, N. (2012). Leadership Styles, *Turnover intentions* and the Mediating Role of Organizational Commitment. *Information and Knowledge Management*, 2(7), 44–51.
- Gupta, S., Rajiah, P., Middlebrooks, E. H., Baruah, D., Carter, B. W., Burton, K. R., Chatterjee, A. R., & Miller, M. M. (2018). Systematic Review of the Literature: Best Practices. *Academic Radiology*, 25(11), 1481–1490. https://doi.org/10.1016/j.acra.2018.04.025
- Gustyana, T. T., Prasetio, A. P., Ramadhanty, A. R., & Azahra, N. (2019). Pengaruh Perceived Organizational Support, Stres Kerja, Dan Job Satisfaction Terhadap Komitmen Afektif Karyawan Perusahaan Produsen Air Kemasan Cam Di Bandung. Jurnal Ilmu Sosial Politik Dan Humaniora, 1(1), 23–36. https://doi.org/10.36624/jisora.v1i1.22
- Gutermann, D., Lehmann-willenbrock, N., Boer, D., Born, M., & Voelpel, S. C. (2017). How Leaders Affect Followers' Work Engagement and Performance: Integrating Leader – Member Exchange and Crossover Theory. *British Journal OfManagement*, 28(April), 299–314. https://doi.org/10.1111/1467-8551.12214
- Hair, Joe F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial

least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. https://doi.org/10.1108/EBR-10-2013-0128

- Hair, Joe F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2012). An assessment of the use of partial least squares structural equation modeling in marketing research. *Journal of the Academy of Marketing Science*, 40(3), 414–433. https://doi.org/10.1007/s11747-011-0261-6
- Hair, Joseph F., Babin, B. J., & Krey, N. (2017). Covariance-Based Structural Equation Modeling in the Journal of Advertising: Review and Recommendations. *Journal of Advertising*, 46(1), 163–177. https://doi.org/10.1080/00913367.2017.1281777
- Hair, Joseph F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). Multivariate Data Analysis (Seventh). Pearson Prentice Hall.
- Hashmi, M., Jabeen, F., & Papastathopoulos, A. (2019). Impact of leader-member exchange and perceived organisational support on *turnover intention*: The mediating effects of psychological stress. *Policing*, 42(4), 520–536. https://doi.org/10.1108/PIJPSM-06-2018-0081
- Heale, R., & Twycross, A. (2015). Validity and reliability in quantitative studies. *Evidence-Based Nursing*, 18(3), 66–67. https://doi.org/10.1136/eb-2015-102129
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2014). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal* of the Academy of Marketing Science, 43(1), 115–135. https://doi.org/10.1007/s11747-014-0403-8
- Herschell, A. D., Kolko, D. J., Hart, J. A., Brabson, L. A., & Gavin, J. G. (2020). Mixed method study of workforce *turnover* and evidence-based treatment implementation in community behavioral health care settings. *Child Abuse* and Neglect, 102(February), 104419. https://doi.org/10.1016/j.chiabu.2020.104419
- Hidayat, T., Fahmy, R., Sari, D. K., Mergeresa, F., & Fernando, Y. (2021).
  COVID 19 Outbreak Effect on Leadership, Job Satisfaction, And Turnover intention: A Mediating Model of Indonesian Banking Sector. International Journal of Industrial Management, 10(1), 113–128. https://doi.org/10.1.2021.6011
- Hu, H., Wang, C., Lan, Y., & Wu, X. (2022). Nurses' *turnover intention*, hope and career identity: the mediating role of Job Satisfaction. *BMC Nursing*, 21(1), 1–11. https://doi.org/10.1186/s12912-022-00821-5
- Huang, C., Du, P.-L., Wu, L.-F., Achyldurdyyeva, J., Wu, L.-C., & Lin, C. S. (2021). Leader-member exchange, employee *turnover intention* and presenteeism: the mediating role of Perceived Organizational Support. *Leadership & Organization Development Journal*.
- Hui, C. S., Yee, C. S., Yen, L. S., Chie, L. A., & Yi, L. C. (2017). The Impact of Perceived Organizational Support, Job Satisfaction, Leader-Member Exchange (LMX), and Work-Life Balance on Employee *Turnover intention* in Manufacturing Industry, Malaysia. *Personnel Review*, 46(3), 97–108.
- Huning, T. M., Hurt, K. J., & Frieder, R. E. (2020). The effect of servant leadership, Perceived Organizational Support, Job Satisfaction and job embeddedness on *turnover intentions*: An empirical investigation. *Evidence*-

Based HRM, 8(2), 177-194. https://doi.org/10.1108/EBHRM-06-2019-0049

- Hur, W. M., Moon, T. W., & Choi, W. H. (2021). The Role of Job Crafting and Perceived Organizational Support in the Link between Employees' CSR Perceptions and Job Performance: A Moderated Mediation Model. *Current Psychology*, 40(7), 3151–3165. https://doi.org/10.1007/s12144-019-00242-9
- Hurt, K. J., Huning, T. M., & Thomson, N. F. (2017). Understanding Servant Leadership's Influence on *Turnover intentions* and Job Satisfaction: The Mediating Role of Perceived Organizational Support and Job Embeddedness. *The Journal of Applied Management and Entrepreneurship*, 22(2), 26–38. https://doi.org/10.9774/gleaf.3709.2017.ap.00004
- Ichsan, R. N., Surianta, E., & Nasution, L. (2020). Pengaruh Disiplin Kerja Terhadap Kinerja Pegawai Negeri Sipil (PNS) di Lingkungan Ajudan Jenderal Daerah Militer. *Jurnal Darma Agung*, 28(2), 187–210.
- Iheukwumere-Esotu, L. O., & Yunusa-Kaltungo, A. (2022). Development of an Interactive Web-Based Knowledge Management Platform for Major Maintenance Activities: Case Study of Cement Manufacturing System. Sustainability (Switzerland), 14(17). https://doi.org/10.3390/su141711041
- Ilmia, A. D., & Arquisola, M. J. (2022). Is the Indonesian Milenial Workforce Attracted to Companies with Green HRM Strategies? International Journal of Applied Business Research, 4(2), 100–114. https://doi.org/10.35313/ijabr.v4i2.260
- Indah, R., Jayasri, A., & Annisa, I. T. (2023). Effect of Workload and Career Development on *Turnover intention* through Job Satisfaction as Variable Mediator. *Research of Business and Management*, 1(1), 10–20.
- Islamy, K. A., Damayanti, E., Tridayanti, H., & Putra, B. A. (2021). Effect of Workload and Leadership on *Turnover intention* with Job Satisfaction as A Mediation Variable on Employees of PT . World Innovative Telecommunications. *International Journal of Engineering Business*, 04(02), 97–108.
- Jahanzeb, S., & Clercq, D. De. (2020). Organizational injustice and knowledge hiding : the roles of organizational dis-identification and benevolence. *Management Decision*, 0025–1747. https://doi.org/10.1108/MD-05-2019-0581
- Jahya, A., Azlin, S. N. I., Othman, R., & Romaiha, N. R. (2020). Turnover intention among Gen-Y: The Role of Training and Development, Compensation and Organizational Culture. International Journal of Academic Research in Business and Social Sciences, 10(10), 765–782. https://doi.org/10.6007/ijarbss/v10-i10/7975
- Jawahar, & Hemmasi, P. (2006). Perceived Organizational Support for women's advancement and *turnover intentions* The mediating role of job and employer. *Women in Management Review*, 21(8), 643–661. https://doi.org/10.1108/09649420610712036
- Jayasundera, A. (2017). Perceived Organizational Support and Turnover intention of Generation Y Employees: The Role of Leader-Member Exchange Perceived Organizational Support and Turnover intention of Generation Y Employees: The Role of Leader-Member Exchange. January.
- Jirapinyo, P. (2017). Thai Milenials 'Perception of Career Success: Implications for HRD Strategies A Case Study on the Siam Cement Group (SCG).

March,

https://ritsumei.repo.nii.ac.jp/?action=repository\_action\_common\_download &item\_id=12215&item\_no=1&attribute\_id=20&file\_no=1

- Johari, J., Tan, F. Y., & Zukarnain, Z. I. T. (2016). Autonomy, Workload, worklife balance and job performance teachers. *International Journal for Researcher Development*, 7(1), 63–83.
- Junça Silva, A., & Lopes, C. (2021). Cognitive and affective predictors of occupational stress and job performance: the role of Perceived Organizational Support and work engagement. Journal of Economic and Administrative Sciences, ahead-of-p(ahead-of-print). https://doi.org/10.1108/jeas-02-2021-0020
- Jung, H. S., Song, M. K., & Yoon, H. H. (2021). The Effects of Workplace Loneliness on Work Engagement and Organizational Commitment: Moderating Roles of Leader-Member Exchange and Coworker Exchange. Sustainability, 1(1), 1–14. https://doi.org/https://doi.org/10.3390/su13020948
- K.Soundarapandiyan, Kumar, T. P., & Ganesh, M. (2019). Job Satisfaction Affirms Employee Retention – An Empirical Study With Reference To Cement Industry. *Suraj Punj Journal For Multidisciplinary Research*, 9(5), 121–130.
- Kapoor, C., & Solomon, N. (2011). Understanding and managing generational differences in the workplace. *Worldwide Hospitality and Tourism Themes*, 3(4), 308–304.
- Karaalioglu, Z. F., & Karabulut, A. T. (2019). The Mediating Role of Job Satisfaction on the Relationship Between Perceived Organizational Support and Job Performance. Business & Management Studies: An International Journal, 7(2), 1022–1041. https://doi.org/10.15295/bmij.v7i2.1119
- Karatepe, O. M. (2015). Do personal reSumbers mediate the effect of Perceived Organizational Support on emotional exhaustion and job outcomes? *International Journal of Contemporary Hospitality* Management, 27(1), 4– 26. https://doi.org/10.1108/IJCHM-09-2013-0417
- Kattan, I. Al, & Kattan, I. Al. (2005), Workload balance of cells in designing of multiple cellular manufacturing systems. https://doi.org/10.1108/17410380510576822
- Kmieciak, R. (2022). Co-worker support, voluntary *turnover intention* and knowledge withholding among IT specialists : the mediating role of affective organizational commitment. *Baltic Journal of Management*, 17(3), 375–391. https://doi.org/10.1108/BJM-03-2021-0085
- Krejcie, R. V., & Morgan, D. W. (1970). Determining Sample Size for Research Activities. *Educational and Psychological Measurement*, 30(3), 607–610. https://doi.org/10.1177/001316447003000308
- Kurtessis, J. N., Eisenberger, R., Ford, M. T., Buffardi, L. C., Stewart, K. A., & Adis, C. S. (2017). Perceived Organizational Support: A Meta-Analytic Evaluation of Organizational Support Theory. *Journal of Management*, 43(6), 1854–1884. https://doi.org/10.1177/0149206315575554
- Lakshani, & Weerasinghe. (2020). Nexus between Work Stress and Employee *Turnover intention*: Study of Non-Managerial Female Employees in Apparel Industry of Sri Lanka. *International Conference on Business and Information*, 369–381.

- Lamprinou, V. D. I., Tasoulis, K., & Kravariti, F. (2021). The impact of servant leadership and perceived organisational and supervisor support on job burnout and work–life balance in the era of teleworking and COVID-19. *Leadership and Organization Development Journal*, 42(7), 1071–1088. https://doi.org/10.1108/LODJ-12-2020-0526
- Li, J. C. M., Cheung, J. C. K., & Sun, I. Y. (2019). The impact of job and family factors on work stress and engagement among Hong Kong police officers. *Policing*, 42(2), 284–300. https://doi.org/10.1108/PIJPSM-01-2018-0015
- Li, N., Peng, J., & Yang, R. (2022). How do working conditions affect the *turnover intention* of medical social workers in China? *BMC Health Services Research*, 22(1), 1–13. https://doi.org/10.1186/s12913-021-07435-8
- Li, Z., Liu, J., Li, H., Huang, Y., & Xi, X. (2023). Primary Healthcare Pharmacists 'Perceived Organizational Support and *Turnover intention*: Do Gender Differences Exist ? *Psychology Research and Behavior Management*, 16(1), 1181–1193.
- Lin, C. Y., Huang, C. K., Li, H. X., Chang, T. W., & Hsu, Y. C. (2022). Will They Stay or Leave? Interplay of Organizational Learning Culture and Workplace Mindfulness on Job Satisfaction and *Turnover intentions*. *Public Personnel Management*, 51(1), 24–47. https://doi.org/10.1177/0091026021991581
- Liu, H., & Lo, V. (2017). An integrated model of Workload , autonomy , burnout , Job Satisfaction , and *turnover intention* among Taiwanese reporters. *Asian Journal of Communication*, 0(0), 1–17. https://doi.org/10.1080/01292986.2017.1382544
- Liu, W., Zhao, S., Shi, L., Zhang, Z., Liu, X., Li, L., Duan, X., Li, G., Lou, F., Jia, X., Fan, L., & Sun, T. (2018). Workplace violence, Job Satisfaction, burnout, perceived organisational support and their effects on turnover intention among Chinese nurses in tertiary hospitals: a cross-sectional study. https://doi.org/10.1136/bmjopen-2017-019525
- Lu, Y., Hu, X. M., Huang, X. L., Zhuang, X. D., Guo, P., Feng, L. F., Hu, W., Chen, L., Zou, H., & Hao, Y. T. (2017). The relationship between Job Satisfaction, work stress, work-family conflict, and *turnover intention* among physicians in Guangdong, China: A cross-sectional study. *BMJ Open*, 7(5), 1–12. https://doi.org/10.1136/bmjopen-2016-014894
- Luxmi, & Yadav, V. (2011). Reciprocation Effect of Perceived Organizational Support on Organizational Commitment: A Study of School Teachers. *Management and Labour Studies*, 36(2), 175–186. https://doi.org/10.1177/0258042x1103600204
- Maaitah, A. M. (2018). International Review of Management and Marketing The Role of Leadership Style on *Turnover intention*. *International Review of Management and Marketing*, 8(5), 24–29.
- Maan, A. T., Abid, G., Butt, T. H., Ashfaq, F., & Ahmed, S. (2020). Perceived Organizational Support and Job Satisfaction: a moderated mediation model of proactive personality and psychological empowerment. *Future Business Journal*, 6(1), 1–12.
- Manuaba, I. A. K. A., & Hidayat, A. E. (2019a). Increasing the Engagement of Milenials: Finding Autonomy and Salience in High Workload. Advances in Social Science, Education and Humanities Research, Volume 229 2nd, 2(1),

861-869. https://doi.org/10.2991/iciap-18.2019.71

- Manuaba, I. A. K. A., & Hidayat, A. E. (2019b). Increasing the Engagement of Milenials: Finding Autonomy and Salience in High Workload. Advances in Social Science, Education and Humanities Research, 229(Iciap 2018), 861– 869. https://doi.org/10.2991/iciap-18.2019.71
- Manurung, Y. G., & Sihombing, D. (2023). The Effect of Workload and Job Satisfaction on Employee *Turnover intention* at P. Astra International Tbk-Tso Auto 2000. *Jurnal Ekonomi Dan Bisnis Digital*, 2(1), 229–244. https://doi.org/10.55927/ministal.v2i1.2354
- Masta, N., & Riyanto, S. (2020). The Effect of Transformational Leadership, Perceived Organizational Support and Workload on Turnover intention Sharia Banking Company in Jakarta. Saudi Journal of Business and Management Studies, 6663, 473–481. https://doi.org/10.36348/sjbms.2020.v05i08.003
- Memon, M. A., Mirza, M. Z., Ting, H., & Ahmad, M. S. (2020). Satisfaction matters: the relationships between HRM practices, work engagement and *turnover intention. International Journal of Manpower* © *Emerald Publishing Limited.* https://doi.org/10.1108/IJM-04-2018-0127
- Memon, M. A., Salleh, R., Nordin, S. M., Cheah, J. H., Ting, H., & Chuah, F. (2018). Person-organisation fit and *turnover intention*: the mediating role of work engagement. *Journal of Management Development*, 37(3), 285–298. https://doi.org/10.1108/JMD-07-2017-0232
- Mgaiwa, S. J. (2021). Academics' Job Satisfaction in Tanzania's higher education: The role of perceived work environment. *Social Sciences & Humanities Open*, 4(1), 100143, https://doi.org/10.1016/j.ssaho.2021.100143
- Mohammed, S. S. (2021). Lecturer Support and Their Performance at Universities: Mediating Role of Commitment. International Journal of Social Sciences & Educational Studies, 8(2), 53–75. https://doi.org/10.23918/ijsses.v8i2p53
- Mokhtar, R., Nabila, S., Ambad, A., Nurafizah, S., & Annuar, S. (2019). The effect of Perceived Organizational Supports towards employee engagement : A study of Malaysia 's oil and gas offshore operations. *The Business and Management Review*, 10(3), 8–9.
- Muawanah, Yasin, M., Huda, S., Tsani, I., Syazali, M., Umam, R., & Jermsittiparsert, K. (2020). Career management policy, career development, and career information as antecedents of employee satisfaction and job performance. *International Journal of Innovation, Creativity and Change*, 11(6), 458–482.
- Ofori, D. F., Sekyere-Abankwa, V., & Borquaye, D. B. (2012). Perceptions of the Human ReSumber Management Function among Professionals: A Ghanaian Study. *International Journal of Business and Management*, 7(5), 1058–1066. https://doi.org/10.5539/ijbm.v7n5p159
- Oktavio, A., Laurent, M., & Wijaya, V. (2020). Memprediksi turnover intention melalui employee motivation dan employee engagement di Hotel W Bali -Seminyak. Jurnal Konsep Bisnis Dan Manajemen, 6(2), 188–198. https://doi.org/10.31289/jkbm.v6i2.3711
- Park, T., & Pierce, B. (2020). Impacts of transformational leadership on *turnover intention* of child welfare workers. *Children and Youth Services Review*,

108(September

2019),

104624.

https://doi.org/10.1016/j.childyouth.2019.104624

- Peachey, J. W., Burton, L. J., & Wells, J. E. (2014). Examining the influence of transformational leadership, organizational commitment, job embeddedness, and job search behaviors on *turnover intentions* in intercollegiate athletics. *Leadership and Organization Development Journal*, 35(8), 740–755. https://doi.org/10.1108/LODJ-10-2012-0128
- Phillips, C. (2020). Relationships between Workload perception, burnout, and intent to leave among medical-surgical nurses. *International Journal of Evidence-Based Healthcare*. https://doi.org/10.1097/XEB.00000000000220
- Prihadi, K. D., Chang, C. K. W., & Lyann, G. (2021). Keeping milenials from quitting due to work stress: The roles of mattering, commitment and entrepreneurship orientation. *International Journal of Public Health Science*, 10(2), 445–450. https://doi.org/10.11591/ijphs.v10i2.20839
- Psomas, E. (2020). Determining the impact of service quality on citizens' satisfaction and the role of citizens' demographics. The case of the Greek citizen's service centers. *TQM Journal*. https://doi.org/10.1108/TQM-12-2019-0274
- Putri, G. C., & Hasanati, N. (2022). Individual and Situational Factors : Literature Review Predictors of *Turnover intention*. American Research Journal of Humanities & Social Science (ARJHSS), 05(01), 63–68.
- Rajabi, R., Boles, J., Brashear Alejandro, T. G., & Sarin, S. (2019). Revisiting and replicating the dominant logic on salesperson Job Satisfaction, organizational commitment, and *turnover*. Journal of Business Research, October, 0–1. https://doi.org/10.1016/j.jbusres.2019.10.067
- Ramadhoani, V. P. (2020). Pengaruh lingkungan kerja, self efficacy, work-family conflict, dan employee engagement terhadap *turnover intention* pegawai kantor badan sar nasional mataram. *Forum Ekonomi*, 22(1), 82–94. http://journal.feb.unmul.ac.id/index.php/FORUMEKONOMI
- Ramalho Luz, C. M. D., Luiz de Paula, S., & de Oliveira, L. M. B. (2018). Organizational commitment, Job Satisfaction and their possible influences on intent to *turnover*. *Revista de Gestão*, 25(1), 84–101. https://doi.org/10.1108/rege-12-2017-008
- Ramli, Y., Soelton, M., Psi, S., & Khotimah, N. (2019). the Role of Transactional Leadership Towards Organizational Commitment. *International Journal of Business, Economics and Law, 20*(5), 50–57. https://www.ijbel.com/wpcontent/uploads/2020/01/IJBEL20\_222.pdf
- Rathore, A., & Singh, M. (2019). Impact of Employee welfare benefit activities on employee *turnover*: With special reference to cement industries of Rajasthan. *Pramana Research Journal*, 9(4), 608–619.
- Raza, B., St-onge, S., & Ali, M. (2021). Consumer aggression and frontline employees ' *turnover intention*: The role of job anxiety, organizational support, and obligation feeling. *International Journal of Hospitality Management*, 97(May), 103015. https://doi.org/10.1016/j.ijhm.2021.103015
- Riana, G., Nurak, L. A. D., & Rihayana, I. G. (2021). The effect of Lamaholot culture and role conflict on performance of weaving craftspeople: occupational stress as intervening variable. *International Journal of*

Organizational Analysis. https://doi.org/10.1108/IJOA-09-2019-1870

- Robbin, S. P., & Judgge, T. A. (2013). *Organizational Behavior* (15th ed.). Copyright © 2013, 2011, 2009, 2007, 2005 by Pearson Education, Inc., publishing as Prentice Hall . All.
- Saddam, M., & Hermansyah, A. (2023). NASA-TLX Assessment of Mental Workload in Manufacturing Industry. Spektrum Industri, October 2022, 0– 14. https://doi.org/10.12928/si.v20i2.43
- Saidu, A. H., Bawa, A. Q. A., & Bello, I. M. (2020). Employer Brand Image and Employee *Turnover intention* in Nigerian Cement Industry. *Journal of Social* and Management Sciences, 15(1), 1–23.
- Samuel, T. D., Onuoha, U. D., & Ojo, A. I. (2014). Job Satisfaction and Organisational Commitment: A Study of Library Personnel in Private Universities in Ogun State, Nigeria. OALib, 01(06), 1–8. https://doi.org/10.4236/oalib.1100687
- Sánchez-Cardona, I., Vera, M., & Marrero-Centeno, J. (2021). Job reSumbers and employees' intention to stay: The mediating role of meaningful work and work engagement. *Journal of Management and Organization*, *May*. https://doi.org/10.1017/jmo.2021.10
- Sanchez-Gomez, M., Sadovyy, M., & Breso, E. (2021). Health-care professionals amid the covid-19 pandemic: How emotional intelligence may enhance work performance traversing the mediating role of work engagement. *Journal of Clinical Medicine*, *10*(18). https://doi.org/10.3390/jcm10184077
- Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill-Building Approach, 6th Edition.
- Sibasopait, A. B. (2018). Pengaruh Kecerdasan Intelektual, Kecerdasan Emosional, Dan Kecerdasan Spiritual Terhadap Kinerja Melalui Job Satisfaction Tenaga Kependidikan Di Kantor Pusat Universitas Jember. Jurnal Bisnis Dan Manajemen, 12(2), 212. https://doi.org/10.19184/bisma.v12i2.7891
- Siquera. (2008). Medidas do Comportamento Organizacional: ferramentas de diagnóstico e de gestão, Artmed, Porto Alegre. 1(12).
- Siregar, S. R., Harahap, N. J., & Halim, A. (2023). The Effect of Work Time, Workload, Work Ethos, and Work Environment on Job Satisfaction Employee at Government Agriculture Service Labuhanbatu District. Quantitative Economics and Management Studies (QEMS), 4(2).
- Smith, A. P., & Smith, H. N. (2017). Workload, *Fatigue and Performance in the Rail Industry*. 251–263. https://doi.org/10.1007/978-3-319-61061-0
- Smith, T. D. (2018). An assessment of safety climate, Job Satisfaction and turnover intention relationships using a national sample of workers from the USA. International Journal of Occupational Safety and Ergonomics, 24(1), 27–34. https://doi.org/10.1080/10803548.2016.1268446
- Suárez-Albanchez, J., Gutierrez-Broncano, S., Jimenez-Estevez, P., & Blazquez-Resino, J. J. (2022). Organizational support and *turnover intention* in the Spanish IT consultancy sector: Role of organizational commitment. *Cogent Social Sciences*, 8(1). https://doi.org/10.1080/23311886.2022.2051790
- Suifan, T. S., Abdallah, A. B., & Al Janini, M. (2018). The impact of transformational leadership on employees' creativity: The mediating role of Perceived Organizational Support. *Management Research Review*, 41(1),

113–132. https://doi.org/10.1108/MRR-02-2017-0032

- Syahrul, L. (2018). Investigating of Procedural , Interactional Justice and Perceived Organizational Support Effects on Organizational Citizenship Behavior in Public Higher Education Context. *The International Journal Research Publications, November*, 23–32.
- Takase, M. (2010). A concept analysis of turnover intention: Implications for<br/>nursing management. Collegian, 17(1), 3–12.<br/>https://doi.org/10.1016/j.colegn.2009.05.001
- Takaya, R., Arsil, & Ramli, A. H. (2020). Perceived Organizational Support and<br/>*Turnover* intention. 151(Icmae), 59–63.<br/>https://doi.org/10.2991/aebmr.k.200915.015
- Tarasawatpipat, C., & Mekhum, W. (2020). The Role of Human ReSumber Practices on the Employee Engagement : The Mediating Role of Perceived Organizational Support. Sys Rev Pharm, 11(1), 361–370. https://doi.org/10.5530/srp.2020.1.47
- Taylor, P., Breithaupt, J., Land, M., Nyhuis, P., Breithaupt, J., Land, M., & Nyhuis, P. (2010). The Workload control concept: theory and practical extensions of Load Oriented Order Release The Workload control concept: theory and practical extensions of Load Oriented Order Release. *Production Planning & Control: The Management of Operations, September 2014*, 37– 41. https://doi.org/10.1080/0953728021000026230
- Tentama, F., Rahmawati, P. A., & Muhopilah, P. (2019). *The Effect And Implications Of Work Stress And* Workload *On* Job Satisfaction. 8(11).
- Thompson, C., & Gregory, J. B. (2012). Managing Milenials: A Framework for Improving Attraction, Motivation, and Retention. *Psychologist-Manager Journal*, 15(4), 237–246. https://doi.org/10.1080/10887156.2012.730444
- Tomas M. Hult, Sarstedt, M., & Ringle, C. M. (2015). A primer on partial least squares structural equation modeling (PLS-SEM). International Journal of Research & Method in Education, 38(2), 220–221. https://doi.org/10.1080/1743727x.2015.1005806
- Top, M., Akdere, M., & Tarcan, M. (2015). Examining transformational leadership, Job Satisfaction, organizational commitment and organizational trust in Turkish hospitals: public servants versus private sector employees. *International Journal of Human ReSumber Management*, 26(9), 1259–1282. https://doi.org/10.1080/09585192.2014.939987
- Vatankhah, S., Javid, E., & Raoofi, A. (2017). Perceived Organizational Support as the mediator of the relationships between high-performance work practices and counter-productive work behavior: Evidence from airline industry. *Journal of Air Transport Management*, 59, 107–115. https://doi.org/10.1016/j.jairtraman.2016.12.001
- Wang, C., Xu, J., Zhang, T. C., & Li, Q. M. (2020). Effects of professional identity on *turnover intention* in China's hotel employees: The mediating role of employee engagement and Job Satisfaction. *Journal of Hospitality* and *Tourism Management*, 45(June), 10–22. https://doi.org/10.1016/j.jhtm.2020.07.002
- Westover, J. H. (2014). Leading Innovative Organizations Series (Creative Commons Attribution-NonCommercial ShareAlike 3.0 License (ed.)). HCI Press, Library of Congress Cataloging-in-Publication Data.

http://www.saylor.org/books

- Wolor, C. W., Dalimunthe, S., Febrilia, I., & Martono, S. (2020). How to Manage Stress Experienced by Employees When Working from Home Due to the Covid-19 Virus Outbreak. *International Journal of Advanced Science and Technology*, 29(5), 8359–8364.
- Yan, S., Shen, X., Wang, R., Luo, Z., Han, X., Gan, Y., & Lv, C. (2021). The prevalence of *turnover intention* and influencing factors among emergency physicians: a national observation. *Human ReSumbers for Health*, 19(1). https://doi.org/10.1186/s12960-021-00688-8
- Yap, B. W., Ramayah, T., & Wan Shahidan, W. N. (2012). Satisfaction and trust on customer loyalty: A PLS approach. *Business Strategy Series*, 13(4), 154– 167. https://doi.org/10.1108/17515631211246221
- Yongxing, G., Hongfei, D., Baoguo, X., & Lei, M. (2017). Work engagement and job performance: The moderating role of Perceived Organizational Support. *Anales de Psicologia*, 33(3), 708–713. https://doi.org/10.6018/analesps.33.3.238571
- Yuliani, F., Syahrul, L., Lukito, H., & Hidayat, T. (2021). Affective Commitment in Questions; Does LMX, POS, and Job Satisfaction being Answer? *Enrichment: Journal of Management*, 12(1), 120–125.
- Zahari, A. E., Supriyati, Y., & Santoso, B. (2020). The Influence of Compensation and Career Development Mediated Through Employee Engagement Toward *Turnover intention* of The Permanent Officers Employees at The Head Office of PT Bank Syariah Mandiri. *Journal of International Conference Proceedings*, 3(1), 22–40. https://doi.org/10.32535/jicp.v2i4.777
- Zaheer, M. A. (2017). *Does* Job Satisfaction *Mediate the Relationship of* Workload , *Remuneration and Psychological Reward with Job Performance ?September*. https://doi.org/10.6007/IJARBSS/v7-i9/3309
- Zahra, S. S., Khan, M. I., Imran, M., Aman, Q., & Ali, R. (2018). The relationship between job stress and *turnover intentions* in the pesticide sector of Pakistan : An employee behavior perspective. *Management Issues in Healthcare* System, 4(1), 1–12.
- Zhu, F., Cai, Z., Buchtel, E. E., & Guan, Y. (2019). Career construction in social exchange: a dual-path model linking career adaptability to *turnover intention*. *Journal of Vocational Behavior*, 112(November 2018), 282–293. https://doi.org/10.1016/j.jvb.2019.04.003