

DAFTAR PUSTAKA

- Abbana Bennani, C., & Hassi, A. (2024). *The role of internal marketing in employee job satisfaction, affective commitment and turnover intention in Morocco. Rajagiri Management Journal*. <https://atauataudoi.org/atau10.1108/atauRAMJ-04-2023-0081>
- Abdullah, K., Jannah, M., Aiman, U., Hasda, S., Fadilla, Z., Taqwin, M., M., & K., Ardiawan, K. N., & Sari, M. E. (. (2022). *Metodologi Penelitian Kuantitatif*. Pidie, Aceh: Yayasan Penerbit Muhammad Zaini.
- Abdullahi, M. S., Adieza, A., Arnaut, M., Nuhu, M. S., Ali, W., & Lawal Gwadabe, Z. (2024). *Antecedents of employee performance through perceived organizational support: a moderating role of job satisfaction among employees of SMEs in an emerging economy. Journal of Organizational Effectiveness*. <https://atauataudoi.org/atau10.1108/atauJOEPP-01-2023-0014>
- Agung, R. A. (2018). *Pengaruh Servant Leadership Terhadap Turnover Intention Dengan Mediasi Work Engagement (Studi Pada Karyawan Bank BTN Kantor Wilayah I Jawa Barat)*. *Jurnal Ilmu Manajemen*, 1(1), 1-13. <https://journal.universitasmulia.ac.id/index.php/jim/article/view/100>
- Andini, O. P., Sunuharyo, B. S. & Utami, H. N. (2018). *Pengaruh kepuasan kerja terhadap stres kerja dan turnover intention karyawan (Studi pada Karyawan PT Indolakto Factory Pandaan)*. *Jurnal Administrasi Bisnis*, 54(1), 1-15. <https://sinomicsjournal.com/index.php/SJ/article/view/418>
- Ariani, L. (2016). *Pengaruh Persepsi Dukungan Organisasi Terhadap Turnover Intention Dengan Kepuasan Kerja Sebagai Variabel Mediasi (Studi pada Karyawan Hotel Berbintang Tiga dan Empat di Surabaya)*. *Jurnal Manajemen*, 20(2), 226-240. <https://journal.wima.ac.id/index.php/JM/article/view/1000>
- Budiyanto, A. (2021). *Pengaruh Self esteem, Self efficacy, Kepuasan Kerja dan Pengembangan Karier Terhadap Kinerja Karyawan Pada PT. Neotekno Nusantara*. *Jurnal Manajemen Bisnis*, 24(3).
- Dewi, S. K., & Sudaryanto, A. (2020). *Validitas dan reliabilitas kuisisioner pengetahuan, sikap dan perilaku Pencegahan Demam Berdarah*. *Prosiding Seminar Nasional Keperawatan Universitas Muhammadiyah Surakarta 2020*.
- Fazio, M. J., Gong, L., & Sims, R. L. (2017). *Perceived organizational support and employee commitment: The mediating role of psychological contract fulfillment. Journal of Business Ethics*, 144(3), 675–689. <https://link.springer.com/article/10.1007/s10551-016-3240-2>

- Gandolfi, F., & Stone, S. (2018). The emergence of servant leadership: A literature review and contemporary analysis. *Journal of Management Development*, 37(4), 346–369. *The Emergence of Servant Leadership: A Literature Review and Contemporary Analysis. Journal of Management Development*, 37(4), 346–369. <https://www.emerald.com/insight/content/doi/10.1108/JMD-07-2017-0248/full/html>
- Ghozali, I. (2012). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 20*. Penerbit Universitas Diponegoro. Semarang.
- Gunalan, S., Kamalanabhan, T. J., & Ranganathan, M. (2016). Role of perceived organizational support and job satisfaction in predicting turnover intention. *International Journal of Organization Behaviour and Management*, 1(2), 1-10. <https://researchjournal.org/journal/ijobam/V1-I2/1.pdf>
- Hair, J. F. et. al. (2017). *A Primer on Partial Least Squares Structural equation modeling (PLS-SEM)*. SAGE Publications, Los Angeles.
- Harahap, S. F., Tirtayasa, S. (2020). Pengaruh Motivasi, Disiplin dan Kepuasan Kerja Terhadap Kinerja Karyawan Pada PT. Angkasa Pura II (Persero) Kantor Cabang Kualanamu. *Jurnal Ilmiah Magister Manajemen*, 3(1), 120-135. <https://atautaudoi.org/atau10.30596ataumaneggio.v3i1.4866>
- Huning, D. S., Hurt, A. C., & Frieder, L. D. (2020). Beyond the bottom line: The virtuous cycle of servant leadership in financial organizations. *Journal of Management Development*, 39(7), 903–918.
- Hutahaean, D. (2021). *Servant Leadership Dan Budaya Organisasi Serta Dampaknya Terhadap Organizational Citizenship Behavior (OCB) Pada Karyawan Bank BTN Kantor Wilayah I Medan*. *Jurnal Ilmu Manajemen, Bisnis Dan Kewirausahaan*, 2(2), 1-13.
- Jaenab, J., Usadha, I. D. N., & Rahmatia, R. (2023). Pengaruh Kerjasama Tim dan Persepsi Dukungan Organisasi Terhadap Prestasi Kerja Karyawan. *Journal of Business and Economics Research (JBE)*, 4(1), 103-108. <https://atautaudoi.org/atau10.47065ataujbe.v4i1.2897>
- Jang, J., & Kandampully, J. (2018). The impact of servant leadership and psychological capital on employees' affective commitment: The mediating role of perceived organizational support. *International Journal of Hospitality Management*, 74, 148–156.
- Kabungaidze, L., Zinyemba, H., & Govender, C. M. (2016). The relationship between job satisfaction, organisational commitment and turnover intention. *International Journal of Social Sciences and Management Review*, 2(1), 16–25.

<https://stratfordjournals.org/journals/index.php/ijssmr/article/view/100>

- Kashyap, D., & Rangnekar, S. (2019). *Perceived Servant Leadership: The Role of Leader Member Exchange, Psychological Capital and Organizational Citizenship Behavior in Predicting Turnover Intention*. *Management and Labour Studies*, 44(1), 74–91.
- Liden, R. C., Wayne, S. J., Zhao, H., & Henderson, D. (2008). *Servant leadership: Development of a multidimensional measure and multi-level assessment*. *The Leadership Quarterly*, 19(2), 161-177. <https://www.sciencedirect.com/science/article/pii/S104898430700085X>
- Mobley, P., & Kelley, M. (2018). *No Title Predicting manufacturing employee turnover intentions*. *Journal of Economics, Finance and Administrative Science*, 25(49), 108-124. <https://www.emerald.com/insight/content/doi/10.1108/jefas-07-2018-0069/full/pdf>
- Muchtar, N., Said, M., & Dandu, S. (2022). *PENGARUH DISIPLIN KERJA, MOTIVASI, KOMITMEN ORGANISASI DAN DUKUNGAN ORGANISASI TERHADAP KINERJA PEGAWAI*. *Cash Flow Jurnal Manajemen*, 1(1), 119–130.
- Mustamil, Y., & Najam, U. (2020). *Impact of Ethical Leadership and Servant Leadership on Employee Turnover Intention: Role of Employee Engagement*. *Journal of Management Sciences*, 7(1), 162-175. https://jms.umt.edu.pk/journals/current_issue/7-1-2020/7.pdf
- Nasution, N. N., & Karneli, O. (2023). *Pengaruh Perceived organizational support Terhadap Kinerja Melalui Kepuasan Kerja Karyawan PT. Artha Veda Pekanbaru*. *Jurnal Simki*. <https://atauataudoi.org/atau10.29407ataujs.v6i2.161>
- Newman, A., Thanacoody, R., & Hui, W. (2017). *The Impact of Perceived Organizational Support and Organizational Commitment on Employee Voice and Silence*. *Journal of Management Studies*, 54(3), 297–327. <https://onlinelibrary.wiley.com/doi/abs/10.1111/joms.12217>
- Ng, T. W. H., & Ng, D. Z. L. (2020). *Servant leadership: A new perspective to explore project leadership and team effectiveness*. *International Journal of Organizational Analysis*. https://www.researchgate.net/publication/343611543_Servant_leadership_a_new_perspective_to_explore_project_leadership_and_team_effectiveness
- Peeyer, T., & Maheen, F. (2019). *The Impact of Perceived Organizational Support on Turnover Intention through Job Embeddedness and Organizational Commitment: A Study in the Telecommunication Sector*. *International Journal of*

- Management Sciences and Business Research*, 8(12), 1-13.
<https://ijmsbr.com/wp-content/uploads/2019/12/Research-Paper-1.pdf>
- Pinnington, A. H., Aldabbas, H., Mirshahi, F., & Brown, M. L. (2024). *Networks perceptions and job satisfaction: the mediating role of perceived organizational support for women's work contribution*. *Baltic Journal of Management*, 19(3), 289–307. <https://atauataudoi.orgatau10.1108atauBJM-04-2023 0169>
- Prakasch, M., & Ghayas, S. (2019). *Impact of Servant Leadership on Turnover Intention: The Mediating Role of Psychological Ownership*. *Journal of Managerial Sciences*, 13(2). https://jms.umt.edu.pk/journals/current_issue/13-2-2019/3.pdf
- Pratama, D. E. A., & Dewi, P. N. (2024). *Pengaruh Stres Kerja, Lingkungan Kerja Dan Kepuasan Kerja Terhadap Turnover Intention Dengan Peran Mediasi Komitmen Afektif Pada Karyawan Hotel di Bali*. *Jurnal Ekonomi, Bisnis, Dan Akuntansi (JEBA)*, 26(1). <https://e-journal.unmas.ac.id/index.php/JEBA/article/view/7978>
- Pratiwi, W., Hendharsa, A. N. G. G. A., & Aisyah, A. (2022). *Peran Self Efficacy Dan Perceived Organizational Support Terhadap Kinerja Pegawai Dinas Kesehatan Kabupaten Sanggau*. *E-Jurnal Equilibrium Manajemen*, 8(1), 12-27.
- Priadana, M. S., & Sunarsi, D. (2021). *Metode Penelitian Kuantitatif*. Tangerang Selatan: Pascal Books.
- Putri, F. R., & Anggraini, D. (2020). *Perceived organizational support dan Keterlibatan Kerja Pada Perawat Kontrak*. In *Psychology Journal of Mental Health (Vol. 2, Issue 2)*. <http://atauataupjmh.ejournal.unsri.ac.idatau>
- Rahmadhani, N. P., & Priyanti, Y. (2022). *Konsep Dasar Kepuasan Kerja: Sebuah Tinjauan Teori*. *Jurnal Ekonomi Bisnis, Manajemen dan Akuntansi*, 1(1), 39-48.
- Riaz, H., Akhtar, N., Moazzam, A., Luqman, R., Naz, H., & Sobia Tufail, H. (2017). *Leadership Effectiveness, Turnover Intention and the Mediating Role of Employee Commitment: A Case of Academic Institutions of Pakistan*. *European Online Journal of Natural and Social Sciences*, 6(4), 526–534. <http://www.european-science.com526>
- Robbins, S. P., & Judge, T. A. (2016). *Organizational Behavior (17th ed.)*. Pearson Education.
- Sabir, I., Ali, I., Majid, M. B., Sabir, N., Mehmood, H., Rehman, A. U., & Nawaz, F. (2022). *Impact of perceived organizational support on employee performance in IT firms – a comparison among Pakistan and Saudi Arabia*. *International*

Journal of Organizational Analysis, 30(3), 795–815.

- Saeed, R., Khawaja, M., & Kazmi, S. R. (2016). *Impact of Job Satisfaction on Turnover Intention of Employees: A Study on Telecommunication Sector of Pakistan*. *European Journal of Business and Management*, 8(26), 133-143.
- Sakti, S. H., Ikhsan, M., Pranogyo, A. B., & Abdoellah, M. N. (2024). *The Influence of Leadership Style , Job Stress , and Job Satisfaction on Employee Turnover Intention Level*. *Jurnal Global Ilmiah*, 1(4).
- Sari, N. K. (2019). *Pengaruh persepsi dukungan organisasi dan keadilan organisasi terhadap kepuasan kerja*. *Psikoborneo: Jurnal Ilmiah Psikologi*, 7(1), 120 128.
- Sekaran, U. (2014). *Research Methods for Business*. Jakarta: Salemba Empat.
- Sekaran, U. dan R. B. (2017). *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan-Keahlian, Edisi 6, Buku 2, Salemba Empat, Jakarta Selatan 12610*.
- Spears, L. C. (2021). *A Journey in Servant-Leadership*. *International Journal of Servant-Leadership*, 15, Article 1.
<https://repository.gonzaga.edu/ijsl/vol15/iss1/1/>
- Sturm, K. (2019). *The Impact of Servant Leadership on Employee Retention*. *Servant Leadership: Theory & Practice (SLTP)*, 6(2).
<https://www.regent.edu/academics/publications/servant-leadership-theory-and-practice/issue-2/the-impact-of-servant-leadership-on-employee-retention/>
- Subakti, A., Syahrizal, A. I., & Kurniawan, E. D. (2024). *Analisis Penyebab Turnover Intention Karyawan Pada Perusahaan Dalam Novel Resign Karya Almira Bastari*. *Jurnal Manajemen Kreatif Dan Inovasi*, 2(1), 251–260.
<https://doi.org/10.59581/jmkiwidyakarya.v2i1.2187>
- Sugiyono. (n.d.). *Metode Penelitian Kuantitatif, Kualitatif R&D*. Bandung: Alfabeta.
- Sutrisno, E. (2009). *Manajemen Sumber Daya Manusia*.
- To, W. M., & Huang, J. L. C. (2022). *The impact of corporate social responsibility and employee well-being on job satisfaction and organizational commitment: A study of the hotel industry in Hong Kong*. *Journal of Hospitality and Tourism Management*, 50, 141-152.
<https://www.sciencedirect.com/science/article/pii/S144767702100140X>
- Tuzun, I., & Kalemci, R. A. (2019). *The relationship between perceived*

organizational support and turnover intention: The mediating role of job satisfaction. Journal of Business Research, 94, 290–297.
<https://www.sciencedirect.com/science/article/abs/pii/S014829631730873X>

Voerman, F. T. dan E. (2021). *Servant-Leadership Across Cultures: Harnessing the Strengths of the World's Most Powerful Management Philosophy*. McGraw-Hill Education (edisi awal), namun ada juga oleh Infinite Ideas Limited atau Nicholas Brealey tergantung cetakan.

Wahyuni, Kusuma, K., Firdaus, V., & Andriani, D. (2023). Peran Kepemimpinan, Job Insecurity, dan Stres Kerja Terhadap Turnover Intention. *Jurnal Ilmiah Multidisiplin*, 2(7), 2764–2777. <https://journal-nusantara.com/index.php/JIM/article/view/1736>