

DAFTAR PUSTAKA

- Abdelhafiz, I.M., Mah 'd Alloubani, A., Klaledeh, M., Mutari, N., Almkhtar, M.M. (2015) 'Impact of Leadership Styles Among Head Nurses on Level of Job Satisfaction Among Staff Nurses', *European Scientific Journal*, 7881(November), 1857–7881.
- Abelson, M. a. (1987) 'Examination of avoidable and unavoidable turnover.', *Journal of Applied Psychology*, 72(3), 382–386.
- Adlin, R. (2010) *Analisis Faktor-Faktor Yang Berhubungan Dengan Kepuasan Kerja Perawat Di Rumah Sakit Zahirah Tahun 2010*.
- Afrizal (2014) *Metode Penelitian Kualitatif*, Rajagrafindo Persada: Depok.
- Ahmad, A., Majid, A.H.A., Zin, M.L.M. (2015) 'The Measurement of the Effectiveness of Leadership Styles for Organizational Commitment in Pakistan', *Asian Social Science*, 11(25), 135–143.
- Ahmad, R.B., Mohamed, A.M. bin, Manaf, H.B.A. (2017) 'The relationship between transformational leadership characteristic and succession planning program in the Malaysian public sector contribution / originality', *International Journal of Asian Social Science*, 7(1), 19–30.
- Ahsan, M., Maidiin, A., Sudirman, I. (2013) *Pengaruh Kepuasan Kerja, Stres Kerja, Variabel Organisasi, Dan Kepemimpinan Terhadap Turnover Intention Karyawan Pada Rumah Sakit Pertamina Balikpapan*, Makassar, available: pasca.unhas.ac.id/jurnal/files/49e2f7f6d7e7bc380b025b6593627091.pdf.
- Aiken, L.H., Clarke, S.P., Sloane, D.M., Lake, E.T., Cheney, T. (2008) 'Effects of Hospital Care Environment on Patient Mortality and Nurse Outcomes', *J Nurs Adm*, 38(5), 223–229, available: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2586978/pdf/nihms74339.pdf>.
- Aiken, L.H., Clarke, S.P., Sloane, D.M., Lake, E.T., Cheney, T. (2009) 'Effects of Hospital Care Environment on Patient Mortality and Nurse Outcomes', 38(5), 223–229.
- Ajzen, I. (2005) *Attitudes, Personality and Behavior* [online], 2nd ed, Open University Press, available: <https://psicoexperimental.files.wordpress.com/2011/03/ajzeni-2005-attitudes-personality-and-behaviour-2nd-ed-open-university-press.pdf>.
- Akhtar, J. (2014) 'Impact of Work Environment, Salary Package and Employees' Perception on Organizational Commitment: A study of Small & Medium Enterprises (SMEs) of Pakistan', *International Journal of Academic Research in Business and Social Sciences*, 4(8), 147–165, available: <http://hrmars.com/index.php/journals/papers/IJARBSS/v4-i8/1081>.
- Al-homayan, A.M., Shamsudin, F.M., Subramaniam, C., Islam, R. (2013) 'Impacts of Job Demands on Nurses ' Performance Working in Public Hospitals', 10(9), 1050–1060.
- Al-Homayan, A.M., Shamsudin, F.M., Subramaniam, C., Islam, R. (2013) 'Effect of Job Stress and Organizational Support on the Relationship between Job Demand Resources and Nurses' Job Performance in Saudi Public Hospitals', *Australian*

Journal of Basic and Applied Sciences, 7(10), 7–19, available: <http://ajbasweb.com/old/ajbas/2013/August/7-19.pdf>.

Al-Tit, A. a., Suifan, T.S. (2015) 'The Mediating Role of Job Characteristics in the Relationship between Organizational Commitment and Job Satisfaction', *International Journal of Business and Management*, 10(9), 215–222, available: <http://www.ccsenet.org/journal/index.php/ijbm/article/view/48297>.

Al-Zu'bi, H.A. (2010) 'A Study of Relationship between Organizational Justice and Job Satisfaction', *International Journal of Business and Management*, 5(12), 102–109, available: www.ccsenet.org/ijbm.

Alammar, K., Alamrani, M., Alqahtani, S., Ahmad, M. (2016) 'Organizational Commitment and Nurses Characteristics as predictors of Job Involvement', 59–69.

Albery, I.P., Munafo, M. (2011) *Psikologi Kesehatan: Panduan Lengkap Dan Komprehensif Bagi Studi Psikologi Kesehatan*, PT PallMall: Yogyakarta.

Alfiyah (2013) *Faktor-Faktor Yang Berhubungan Dengan Turnover Intention Perawat Di Brawijaya Women and Children Hospital Jakarta*, available: <http://repository.uinjkt.ac.id/dspace/bitstream/123456789/25923/1/Alfiyah-fkik.pdf>.

Ali, S.A.M., Said, N.A., Yunus, N.M., Kader, S.F.A., Latif, D.S.A., Munap, R. (2014) 'Hackman and Oldham's Job Characteristics Model to Job Satisfaction', *Procedia - Social and Behavioral Sciences*, 129, 46–52, available: <http://linkinghub.elsevier.com/retrieve/pii/S1877042814028286>.

Alkahtani, A.H. (2016) 'The Influence of Leadership Styles on Organizational Commitment: The Moderating Effect of Emotional Intelligence', *Business and Management Studies*, 2(1), 23–34, available: <http://etd.uum.edu.my/2605/>.

Allen, N.J., Meyer, J.P. (1990) 'The measurement and antecedents of affective, continuance and normative commitment to the organization', *Journal of Occupational Psychology*, 63, 1–18.

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*, 12(314), 1–11, available: <http://www.biomedcentral.com/1472-6963/12/314>.

Almutairi, D.O. (2016) 'The Mediating Effects of Organizational Commitment on the Relationship between Transformational Leadership Style and Job Performance', *International Journal of Business and Management*, 11(1), 231–241, available: <http://dx.doi.org/10.5539/ibr.v7n11p126>.

Alshmemri, M., Shahwan-Akl, L., Maude, P. (2017) 'Herzberg's two-factor theory of job satisfaction', *Life Science Journal*, 14(5), 12–16.

American Nurses Association (2015) *Nursing-Scope and Standards of Practice Nursing*, 3rd ed, Nursesbooks.org: Georgia Avenue.

Amiri, H., Mirhashemi, M., Parsamoein, K. (2013) 'The Prediction of Employees ' Organizational Commitment Based on Their Perception of Job Characteristics and Job Roles', *Journal of Behavioral Sciences*, 2(April), 50–63, available: <http://www.joursa.com/majaleh/207.pdf>.

- Andini, R. (2006) *Analisis Pengaruh Kepuasan Gaji, Kepuasan Kerja, Komitmen Organisasional Terhadap Turnover Intention*, available: http://eprints.undip.ac.id/15830/1/Rita_Andini.pdf.
- Andreas Engelen, Gupta, V., Strenger, L., Brettel, M. (2015) 'Entrepreneurial orientation, firm performance, and the moderating role of transformational leadership behaviors', *Journal of Management*, 41(4), 1069–1097.
- Andry, J.F., Christianto, K., Wilujeng, F.R. (2019) 'Using Webqual 4.0 and Importance Performance Analysis to Evaluate E-Commerce Website', *Journal of Information Systems Engineering and Business Intelligence*, 5(1), available: <https://e-journal.unair.ac.id/JISEBI/article/view/9671/7362>.
- Anik S (2013) *Faktor Yang Berhubungan Dengan Turnover Intentions Perawat Di Rumah Sakit Ibnu Sina YW-Umi Makassar*.
- Aninditarini, P. (2013) *Intensi Turnover Ditinjau Dari Komitmen Organisasi Pada Karyawan Rumah Sakit Qolbu Insan Mulia (QIM) Batang*, available: http://eprints.ums.ac.id/24080/9/02._Naskah_Publikasi.pdf.
- Antariksa, Y. (2009) *Headhunter Dan Pembajakan Karyawan* [online], available: <http://rajapresentasi.com/2009/10/headhunter-dan-pembajakan-karyawan/>.
- Anwar Ul Haq, M., Jindong, Y., Hussain, N., Anjum, Z.-U.-Z. (2014) 'Factors Affecting Organizational Commitment Among Bank Officers In Pakistan', *IOSR Journal of Business and Management Ver. I*, 16(4), 2319–7668, available: www.iosrjournals.org.
- Applebaum, D.S.F.N., Osinubi, F.O.M.R. (2014) 'The Impact of Environmental Factors on Nursing Stress, Job Satisfaction, and Turnover Intention', *J Nurs Adm*, 40(0), 323–328.
- Argapati, A.K., Noor, N.B., Sidin, I. (2014) *Gambaran Kepuasan Kerja Perawat Rawat Inap Rumah Sakit Stella Maris Makassar, Makassar*, available: [http://repository.unhas.ac.id/bitstream/handle/123456789/8616/JURNAL ANDI KINARKAS ARGAPATI %2528K11109256%2529.pdf?sequence=1](http://repository.unhas.ac.id/bitstream/handle/123456789/8616/JURNAL_ANDI_KINARKAS_ARGAPATI%2528K11109256%2529.pdf?sequence=1).
- Arvey, R.D., Bouchard, T.J., Segal, N.L., Abraham, L.M. (1989) 'Job Satisfaction: Environmental and Genetic Components', 74(2), 187–192.
- Aryanto (2011) *Faktor-Faktor Yang Berhubungan Dengan Kecenderungan Turnover Perawat Di Rumah Sakit Islam 'Ibnu Sina' YARSI, Sumatera Barat Bukit Tinggi*.
- Asmara, A.P. (2018) 'Pengaruh Turnover Intention terhadap Kinerja Karyawan di Rumah Sakit Bedah Surabaya', *Jurnal Administrasi Kesehatan Indonesia*, 5(2), 123.
- Astuty, M. (2011) *Hubungan Pelaksanaan Fungsi Pengarahan Kepala Ruangan Dengan Kepuasan Kerja Perawat Pelaksana Di Rumah Sakit Haji Jakarta*.
- Azanza, G., Moriano, J. a., Molero, F., Lévy Mangin, J.-P. (2015) 'The effects of authentic leadership on turnover intention', *Leadership and Organization Development Journal*, 36(8), 955–971.

- Azizi, Y., Noordin, Y., Farhana, A., Abdul Talib, B., Zurihanmi, Z. (2010) 'The effect of various modes of occupational stress, job satisfaction, intention to leave and absenteeism companies commission of Malaysia', *Australian Journal of Basic and Applied Sciences*, 1676–1684, available: <http://eprints.utm.my/10115/>.
- Azwar, S. (2012) *Penyusunan Skala Psikologi*, 2nd ed, Pustaka Pelajar: Yogyakarta.
- Babatunde, A. (2013) 'Occupational stress: A review on conceptualisations, causes and cure', *Economic Insights - Trends & Challenges*, 65(3), 73–80, available: <http://ra.ocls.ca/ra/login.aspx?url=http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=91978262&site=eds-live>.
- El Badawy, T.A., Bassiouny, M. (2014) 'Employee Engagement as a Mediator Between Transformational Leadership & Intention to Quit', *International Journal of Contemporary Management*, 13(2), 84, available: [http://www.ejournals.eu/ijcm/2014/13\(2\)/art/5219](http://www.ejournals.eu/ijcm/2014/13(2)/art/5219).
- Bae, S.H., Mark, B., Fried, B. (2010) 'Impact of nursing unit turnover on patient outcomes in hospitals', *Journal of Nursing Scholarship*, 42(1), 40–49.
- Bakotić, D., Tomislav, B. (2013) 'Relationship between Working Conditions and Job Satisfaction : The Case of Croatian Shipbuilding Company', *International Journal of Business and Social Science*, 4(2), 206–213.
- Balassiano, M., Salles, D. (2012) 'Perceptions of Equity and Justice and Their Implications on Affective Organizational Commitment: A Confirmatory Study in A Teaching and Research Institute', *Brazilian Administration Review*, 9(3), 268–286, available: www.scielo.br/pdf/bar/v9n3/a03v9n3.pdf.
- Barker, D.P. (2016) 'Work strain , job dissatisfaction , and intent to leave among Home Health Care Registered Nurses : A mixed methods analysis'.
- Bashir, S., Ramay, M.I. (2008) 'Determinants of Organizational Commitment A Study of Information Technology Professionals in Pakistan Sajid Bashir and Mohammad Ismail Ramay Mohammad Ali Jinnah University, Islamabad, Pakistan', *Institute of Behavioral and Applied Management*, 226–238, available: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.462.7502&rep=rep1&type=pdf>.
- Bawafaa, E., Laschinger, H., Wong, C.A. (2015) 'The influence of resonant leadership on the structural empowerment and job satisfaction of registered nurses Carol A Wong', *Journal of Research in Nursing*, 0(0), 1–13.
- Beehr, T. a., Newman, J.E. (1978) 'Job Stress, Employee Health, and Organizational Effectiveness: a Facet Analysis, Model, and Literature Review', *Personnel Psychology*, 31(3), 665–699, available: <http://doi.wiley.com/10.1111/j.1744-6570.1978.tb02118.x>.
- Bhatti, N., Syed, A.A.S., Shaikh, F.M. (2012) 'Job Satisfaction and Motivation in Banking Industry in', *Jurnal of Asian Business Strategy*, 2(3), 54–62, available: [http://www.aessweb.com/pdf-files/1-34-2\(3\)2012-JABS-54-62.pdf](http://www.aessweb.com/pdf-files/1-34-2(3)2012-JABS-54-62.pdf).
- Boles, J., Madupalli, R., Rutherford, B., Wood, J.A. (2007) 'The relationship of facets of salesperson job satisfaction with affective organizational commitment', *Journal of Business & Industrial Marketing*, 22, 311–321, available:

<http://www.emeraldinsight.com/10.1108/08858620710773440>.

- Booth, S., Hamer, K. (2007) 'Labour turnover in the retail industry: Predicting the role of individual, organisational and environmental factors', *International Journal of Retail & Distribution Management*, 35(4), 289–307, available: <http://www.emeraldinsight.com/10.1108/09590550710736210>.
- Borritz, M., Christensen, K.B., Bültmann, U., Rugulies, R., Lund, T., Andersen, I., Villadsen, E., Diderichsen, F., Kristensen, T.S. (2010) 'Impact of Burnout and Psychosocial Work Characteristics on Future Long-Term Sickness Absence. Prospective Results of the Danish PUMA Study Among Human Service Workers', *Journal of Occupational and Environmental Medicine*, 52(10), 964-970 10.1097/JOM.0b013e3181f12f95, available: http://journals.lww.com/joem/Fulltext/2010/10000/Impact_of_Burnout_and_Psychosocial_Work.3.aspx.
- Brantas (2009) *Dasar Dasar Manajemen*, ALFABETA: Bandung.
- Breau, Myriam, A.R. (2014) 'Relationship between empowerment, work environment, job satisfaction, intent to leave and quality of care of Canadian ICU nurses', *Canadian Association of Critical Care Nurses*, 25(3), 16–24, available: https://www.researchgate.net/.../Myriam_Breau.
- Brewer, C.S., Kovner, C.T., Djukic, M., Fatehi, F., Greene, W., Chacko, T.P., Yang, Y. (2016) 'Impact of transformational leadership on nurse work outcomes', *Journal of Advanced Nursing*, 72(11), 2879–2893.
- Brewer, C.S., Kovner, C.T., Greene, W., Tukov-Shuser, M., Djukic, M. (2012) 'Predictors of actual turnover in a national sample of newly licensed registered nurses employed in hospitals', *Journal of Advanced Nursing*, 68(3), 521–538.
- Brooks BA, A.M. (2005) 'Defining quality of nursing work life', *Nurs Eco*, 23(6), 319–326.
- Bu, N., Mckeen, C.A., Shen, W. (2014) 'The International Journal of Human Behavioural indicators of turnover intention: the case of young professionals in China', *The International Journal of Human Resource Management*, (September 2014), 37–41.
- Budiono, S., Alamsyah, A. (2016) 'Pengaruh Spiritualitas di Tempat Kerja terhadap Turnover Intention Perawat melalui Komitmen Organisasional di Rumah Sakit Islam Unisma Malang', *Jurnal Aplikasi Manajemen*, 12(4), available: <http://pasca.unhas.ac.id/jurnal/files/49e2f7f6d7e7bc380b025b6593627091.pdf>.
- Burton, J. (2008) *The Business Case for a Healthy Workplace*, A Healthy Workplace, available: http://www.iapa.ca/pdf/fd_business_case_healthy_workplace.pdf.
- Burton, J. (2009a) 'WHO Health Workplace Framework and Model', 123, available: http://www.who.int/occupational_health/healthy_workplace_framework.pdf.
- Burton, J. (2009b) *WHO Health Workplace Framework and Model*, Geneva, Switzerland, available: http://www.who.int/occupational_health/healthy_workplace_framework.pdf.
- Butali, N.D., Moses, P., Mamuli, L.C. (2013) 'Effects of Staff Turnover on the Employee Performance of Work at Masinde Muliro University of Science and Technology', *International Journal of Human Resource Studies*, 3(1), 67–74.

- Butt, H.S., Khan, F., Rasli, A.B.M., Muhammad Jawad Iqbal (2012) 'Impact of Work and Physical Environment on Hospital Nurses Commitment', *International Journal of Economics Research*, 3(3), 33–43, available: <http://www.ijeronline.com/documents/volumes/Vol 3 issue 3/04 - 33 - 43 ijer v3i3 mj 2012 Husnain Butt and Jawad for IJER %25281%2529 impact of work.pdf>.
- Caesary, A.G., Wessiani, N.A., Santosa, B. (2011) *Analisis Faktor Faktor Yang Mempengaruhi Turnover Intention Pada Agent Outbound Call PT. Infomedia Nusantara Menggunakan Metode Structural Equation Modelling*, Surabaya, available: <http://digilib.its.ac.id/public/ITS-Undergraduate-18384-Paper-2132000.pdf>.
- Caillier, J.G. (2014) 'Toward a Better Understanding of the Relationship Between Transformational Leadership, Public Service Motivation, Mission Valence, and Employee Performance: A Preliminary Study', *Public Personnel Management*, 43(2), 218–239.
- Cao, J., Hamori, M. (2015) 'The Impact of Management Development Practices on Organizational Commitment', *Human Resource Management*, 55(3), 499–517, available: <https://onlinelibrary.wiley.com/doi/abs/10.1002/hrm.21731>.
- Carney, M. (2011) 'Influence of organizational culture on quality healthcare delivery', *International Journal of Health Care Quality Assurance*, 24(7), 523–539.
- Cascio, W.F. (2003) *Managing Human Resources: Productivity, Quality of Work Life, Profits*, 6th ed, McGraw-Hill, Inc, USA: New York.
- Cascio, W.F. (2006) *Managing Human Resources : Productivity, Quality of Work Life, Profits*, 7th ed, McGraw-Hill/Irwin, : Boston.
- Castle, N., Castle, N.G., Engberg, J., Anderson, R. (2007) 'Job Satisfaction of Nurse Aides in Nursing Homes : Intent to Leave and Turnover Job Satisfaction of Nurse Aides in Nursing Homes : Intent to Leave and Turnover', *The Gerontologist*, 47(November 2015), 193–204.
- Chin, W.W., Marcoulides, G. (1998) 'The Partial Least Square Approach to Structural Equation Modelling', *Advances in Hospitality and Leisure*, 8(2), available: www.researchgate.net.
- Choi, S.L., Goh, C.F., Adam, M.B.H., Tan, O.K. (2016) 'Transformational Leadership, Empowerment, and Job Satisfaction: The Mediating Role of Employee Empowerment', *Hum Resour Health*, 14(1), 73.
- Choong, Y.-O., Lau, T.-C., Kuek, T.-Y., Lee, E.-K. (2012) 'Job Satisfaction of Malaysian Nurses : A Causal Model', *Journal of Economics and Behavioral Studies*, 4(12), 723–729.
- Cintia, E., Gilang, A. (2016) 'Pengaruh Lingkungan Kerja Fisik dan Non Fisik Terhadap Kinerja Karyawan Pada KPPN Bandung I', *Jurnal Sositologi*, 15(1), 136–154, available: <http://journals.itb.ac.id/index.php/sostek/article/view/2100/1165>.
- CIPD (2018) *Workforce Planning Practice* [online], May, 2018. ed, Royal Charter: UK, available: https://www.cipd.co.uk/Images/workforce-planning-guide_tcm18-42735.pdf.

- Cohen, E.L., Cesta, T.G. (2005) *Nursing Case Management: From Essentials to Advanced Practice*, 4th ed, Elsevier/Mosby: St. Louis, MO.
- Colquitt, J., LePine, J.A., Wesson, M.J. (2011) *Organizational Behavior: Improving Performance and Commitment in the Workplace.*, 6th ed, McGraw-Hill Irwin: New York.
- Covey, S. (2007) *The Transformational Leadership*, available: <http://www.transformationalleadership.net/products/TransformationalLeadershipReport.pdf>.
- Croon, E.M. de, Sluiter, J.K., Blonk, R.W.B., Broersen, J. . J., Frings-Dresen, M.H.W. (2004) 'Stressful Work, Psychological Job Strain, and Turnover: A 2-Year Prospective Cohort Study of Truck Drivers.', *Journal of Applied Psychology*, 89(3), 442–454.
- Cummings, T.G., Worley, C. (2005) *Organization Development and Change* [online], South-Western Cengage Learning: USA, available: [http://otgo.tehran.ir/Portals/0/pdf/organization development and change.pdf](http://otgo.tehran.ir/Portals/0/pdf/organization%20development%20and%20change.pdf).
- Daft, R.L., Lane, P.G. (2005) *The Leadership Experience*, 3rd ed, Thomson/South-Western: Mason, Ohio.
- Daft, Ri.L., Kendrick, M., Vershinina, N. (2010) *Management*, 10th ed, CENGAGE Lrng Business Press: London, United Kingdom.
- Damanik, S.M., Susilaningsih, F.S., Amrullah, A.A. (2012) 'Kepatuhan Hand Hygiene di Rumah Sakit Immanuel Bandung', *Open Journal Systems*, 1(1), available: <http://jurnal.unpad.ac.id/ejournal/article/view/683/729>.
- Dang, S.S., Mohanachandra, D.K. (2015) 'Understanding and addressing staff turnover in FPSB', *Research Journal of Social Science & Management*, 5(1), 27–37.
- Das, B.L., Baruah, M. (2013) 'Employee Retention : A Review of Literature', *IOSR Journal of Business and Management (IOSR-JBM)*, 14(2), 8–16.
- Deloitte (2014) *2014 Global Health Care Sector Outlook: Shared Challenges, Shared Opportunities*, available: <https://www2.deloitte.com/ie/en/pages/life-sciences-and-healthcare/articles/2014-global-health-care-outlook.html>.
- Dessler, G. (2005) *Human Resource Management*, 10th ed, Pearson/Prentice Hall.
- Diestel, S., Schmidt, K.-H. (2011) 'Costs of simultaneous coping with emotional dissonance and self-control demands at work: Results from two German samples', *Journal of Applied Psychology*, 96(3), 643–653.
- Ditjen Yankes (2020) Data Rumah Sakit [online], *Fanyankes Online*, available: <http://sirs.yankes.kemkes.go.id/fo/> [accessed 1 Jan 2020].
- Domínguez, L.R., Marcelino, M., Cardona, D.F., Fernández, J.S. (2014) 'Why people really leave their jobs', *International Journal of Business and Social Research*, 04(11), 71–83, available: <http://thejournalofbusiness.org/index.php/site/article/viewFile/614/483>.
- Ebrahimzade, N., Mooghali, A., Lankarani, K.B., Sadati, A.K. (2015) 'Relationship Between Nursing Managers' Leadership Styles and Nurses' Job Burnout: A study at

- Shahid Dr. Faghihi Hospital, Shiraz, Iran', *Shiraz E Medical Journal*, 16(8).
- Echevarria, I.M., Patterson, B.J., Krouse, A. (2017) 'Predictors of transformational leadership of nurse managers', *Journal of Nursing Management*, 25(3), 167–175.
- Fahmi, I. (2013) *Perilaku Organisasi-Teori, Aplikasi Dan Kasus*, 1st ed, ALFABETA: Bandung.
- Faida, E. (2010) *Analisis Pengaruh Beban Kerja Subjektif, Perceived Organizational Support, Psychological Atmosphere, Kepuasan Kerja Dan Komitmen Terhadap Withdrawal Process Karyawn Di Rumah Sakit Muhammadiyah Surabaya*.
- Faloye, D.O. (2014) 'Organisational commitment and turnover intentions : evidence from Nigerian paramilitary organisation', 2(3), 23–34.
- Fan, W.S., Liu, W.C. (2014) 'An Analysis of the Behavior Intention of LINE using by Sructural Equation Modeling', *The SIJ Transactions on Computer Science Engineering & its Applications (CSEA)*, 2(4), available: <http://www.thesij.com/papers/CSEA/2014/June/CSEA-0204320402.pdf>.
- Faraji, O., Ramazani, A.A., Hedaiati, P., Aliabadi, A., Elhamirad, S., Valiee, S. (2015) 'Relationship Between Job Characteristics and Organizational Commitment: A Descriptive Analytical Study.', *Iranian Red Crescent medical journal*, 17(11), e19815, available: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=4698126&tool=pmcentrez&rendertype=abstract>.
- Fathdina (2015) 'Peran Dukungan Organisasi Yang Dirasakan Karyawan Sebagai Mediator Pengaruh Keadilan Prosedural Terhadap Perilaku Kewarganegaraan Organisasi', *Jurnal Psikologi*, 36(1), 1–17.
- Feriani, P. (2017) 'Hubungan Lingkungan Kerja dan Role Stress dengan Ketepatan Pemberian Obat Oleh Perawat di Ruang Rawat Inap RSUD Kanudjoso Djatiwibowo Balikpapan', *Jurnal Ilmiah Sehat Bebaya*, 1(2), available: ojs.stikesmuda.ac.id/index.php/sehat-bebaya/article/download/76/pdf.
- 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), 57–64.
- Fukada, M. (2018) 'Nursing competency: Definition, structure and development', *Yonago Acta Medica*, 61(1), 1–7.
- Furnham, A., Eracleous, A., Premuzic, T.C. (2009) 'Personality, motivation and job satisfaction: Hertzberg meets the Big Five', *Journal of Managerial Psychology*, 24(8), 765–779, available: <https://pdfs.semanticscholar.org/039a/1d6ea24cc39d9338e99a7a3d0b5a0d891306.pdf>.
- Furtado, L.C.D.R., Batista, M.D.G.C., Silva, F.J.F. (2011) 'Leadership's Impact in Turnover and Career Abandonment Intention: The Azorean Hospital Nurses Case.', *Hospital topics*, 89(3), 51–58.
- Gaol, J.L. (2014) *Human Capital Manajemen Sumber Daya Manusia-Konsep, Teori, Dan*

Pengembangan Dalam Konteks Organisasi Publik Dan Bisnis, 2nd ed, Grasindo: Jakarta.

Ghozali, I., Latan, H. (2015) *Partial Least Squares-Konsep, Teknik Dan Aplikasi Menggunakan Program SmartPLS 3.0*, Universitas Diponegoro: Semarang.

Gibson, J., Ivancevich, J.M., James H. Donnelly, J., Konopaske, R. (2012) *Organizations: Behavior, Structure, Processes* [online], 14th ed, The McGraw-Hill Companies, Inc: The Americas, New York, available: http://dl.motamem.org/organizations_behavior_structure.pdf.

Gibson, J.L., Ivancevich, J.M., Donnelly, Jr., J.H., Konopaske, R. (2006) *Organizations: Behavior, Structure, Processes*, 12th ed, McGraw-Hill/Irwin: New York.

De Gieter, S., Hofmans, J., Pepermans, R. (2011) 'Revisiting the impact of job satisfaction and organizational commitment on nurse turnover intention: An individual differences analysis', *International Journal of Nursing Studies*, 48(12), 1562–1569, available: <http://dx.doi.org/10.1016/j.ijnurstu.2011.06.007>.

Gilbert, S., Horsman, P., Kelloway, E.K. (2016) 'The motivation for transformational leadership scale: An examination of the factor structure and initial tests', *Leadership & Organization Development Journal*, 37(2), 158–180.

Gillies, D.. (1994) *Nursing Management: A Systems Approach*, 3rd ed, W.B. Saunders Company.

Gillies, D.. (1998) *Nursing Management a System Approach*, 3 Sub edit. ed, W.B. Saunders Company: Philadelphia.

Gomes, F., Teresa, P. (2015) *Nurses' Motivation and Satisfaction at Work: An Exploratory Study at the Centro Hospitalar S. João*, FEP Economics and Management, Portugal.

Graham, K.R., Davies, B.L., Woodend, A.K., Simpson, J., Mantha, S.L. (2011) 'Impacting Canadian Public Health Nurses' Job Satisfaction', (December), 427–431.

Griffin, R.W. (2004) *Manajemen*, 7th ed, Erlangga: Jakarta.

Gustafsson, R.Å., Szebehely, M. (2000) 'Outsourcing of elder care services in Sweden : effects on work environment and political legitimacy', (2007).

Hackman, J.R., Oldham, G.R. (1975) 'Development of the Job Diagnostic Survey', *Journal of Applied Psychology*, 60(2), 159–170, available: <http://search.proquest.com/docview/614280559?OpenUrlRefId=info:xri/sid:primo&accountid=14630>.

Haddad, L.M., Tammy J. Toney-Butler (2019) *Nursing Shortage* [online], StatPearls Publishing LLC: USA, available: <https://www.ncbi.nlm.nih.gov/books/NBK493175/>.

Hadi, R., Adil, A. (2010) 'Job Characteristics as Predictors of Work Motivation and Job Satisfaction of Bank Employees', *Journal of the Indian Academy of Applied Psychology*, 36(2), 294–299, available: <http://medind.nic.in/jak/t10/i2/jakt10i2p294.pdf>.

Hafizurrachman (2012) *Pengembangan Model Prediktif Dalam Mengukur Kinerja*

Perawat Dan Kebijakannya Di Rumah Sakit Umum Daerah Tangerang (2011).

- Hafizurrachman, Trisnantoro, L., Bachtiar, A. (2011) 'Kesehatan dan Kualitas Kehidupan Kerja terhadap Kinerja Perawat di Rumah Sakit Umum Tangerang', *Kesmas National Public Health Journal*, 6(2), 59–66, available: <http://journal.fkm.ui.ac.id/kesmas/article/view/107/108>.
- Hair, J.F., Hult, G.T., Ringle, C.M., Sarstedt, M. (2016) *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* [online], 2nd ed, SAGE Publications, available: <http://study.sagepub.com/hairprimer2e>.
- Hamdi, S., Rajablu, M. (2012) 'Effect of Supervisor-Subordina te Communication and Leadership Style on Organizational Commitment of Nurses in Hea lth Care Setting', *International Journal of Business and Managemen*, 7(23), 8–18, available: <http://www.ccsenet.org/journal/index.php/ijbm/article/view/19723/14233>.
- Hanafiah, M. (2014) 'Pengaruh Kepuasan kerja dan Ketidakamanan Kerja (Job Insecurity) dengan Intensi Pindah Kerja (Turnover) pada Karyawan PT. Buma Desa Suaran Kecamatan Sambaliung Kabupaten Berau', *eJournal Psikologi*, 1(3), 303–312, available: [http://ejournal.psikologi.fisip-unmul.ac.id/site/wp-content/uploads/2014/02/my_jurnal_02-26-14-02-05-22\).pdf](http://ejournal.psikologi.fisip-unmul.ac.id/site/wp-content/uploads/2014/02/my_jurnal_02-26-14-02-05-22).pdf).
- Hariandja, M.T.E. (2007) *Manajemen Sumber Daya Manusia: Pengadaan, Pengembangan, Pengkompensasian, Dan Peningkatan Produktivitas Pegawai*, PT. Grasindo: Jakarta.
- Haryati (2007) *Turnover Tenaga Perawat Di Rumah Sakit Harapan Bunda Batam*.
- Hashish, E.A.A. (2015) 'Relationship between ethical work climate and nurses ' perception of organizational support , commitment , job satisfaction and turnover intent', *Nursing Ethics*, 1–16.
- Hasibuan, H.. (2003) *Manajemen Sumber Daya Manusia*, Bumi Aksara: Jakarta.
- Hasibuan, M.S.. (2011) *Manajemen Sumber Daya Manusia*, Edisi Revi. ed, Bumi Aksara: Indonesia.
- Hauck, A., Griffin, M.T.Q., Fitzpatrick, J. (2011) 'Structural Empowerment and Anticipated Turnover among Critical Care Nurses', *Journal of Nursing Management*, 19, 269–276.
- Hayes, B., Bonner, A., Douglas, C. (2015) 'Haemodialysis work environment contributors to job satisfaction and stress: a sequential mixed methods study.', *BMC nursing*, 14, 58.
- Hayes, L.J., O'Brien-Pallas, L., Duffield, C., Shamian, J., Buchan, J., Hughes, F., Laschinger, H.K.S., North, N. (2012) 'Nurse turnover: A literature review - An update', *International Journal of Nursing Studies*, 49(7), 887–905.
- Hellriegel, D., Slocum, J.W. (2011) *Organizational Behavior*, 13th ed, Cengage Learning: South-Western.
- Hesarika, A. (2018) 'Pengaruh Stres Kerja Dan Kepuasan Kerjaterhadap Turnover Intention', *Jurnal Ilmiah Simantek*, 2(2), 1–12, available: [sciencemakarioz.org > index.php > SIMANTEK > article > download](http://sciencemakarioz.org/index.php/SIMANTEK/article/download).

- Hidayat, A. (2017) Teknik Sampling Dalam Penelitian [online], available: <https://www.statistikian.com/2017/06/teknik-sampling-dalam-penelitian.html> [accessed 20 Feb 2018].
- Hidayat, T., Istiadah, N. (2011) *Panduan Lengkap SPSS 19 Untuk Mengolah Data Statistik Kesehatan*, 1st ed, mediakita: Jakarta.
- Hidayati, R., Purwanto, Y., Yuwono, S. (2008) 'Kecerdasan emosi, stres kerja dan kinerja karyawan', *Jurnal Psikologi*, 2(1), 91–96.
- Holtom, B.C., Mitchell, T.R., Lee, T.W., Eberly, M.B. (2008) 'Turnover and Retention Research: A Glance at the Past, a Closer Review of the Present, and a Venture into the Future', *The Academy of Management Annals*, 2(1), 231–274, available: <http://annals.aom.org/lookup/doi/10.1080/19416520802211552>.
- Hoyle, R. (1995) *Structural Equation Modeling: Concepts, Issues, and Applications* [online], 1st ed, SAGE Publications, available: https://www.amazon.com/Structural-Equation-Modeling-Concepts-Applications/dp/0803953186#reader_0803953186.
- Hughes, R.G., Blegen, M.A. (2010) 'Chapter 37. Medication Administration Safety', in *Patient Safety and Quality: An Evidence-Based Handbook for Nurses*, 2–397, available: https://www.ncbi.nlm.nih.gov/books/NBK2656/pdf/Bookshelf_NBK2656.pdf.
- Hunsaker, S., Chen, H.C., Maughan, D., Heaston, S. (2015) 'Factors That Influence the Development of Compassion Fatigue, Burnout, and Compassion Satisfaction in Emergency Department Nurses', *Journal of Nursing Scholarship*, 47(2), 186–194.
- Hunt, S.T. (2009) *Nursing Turnover: Costs, Causes, & Solutions*, South San Francisco, available: https://www.nmlegis.gov/lcs/handouts/LHHS_081312_NursingTurnover.pdf.
- Hussain, T., Asif, S. (2012) 'Is employees' turnover intention driven by organizational commitment and perceived organizational support', *Journal of Quality and Technology Management*, 8(2), 1–10.
- Idris, M. (2015) 'MEA Bisa Picu Tenaga Ahli RI Ramai-ramai Pindah Kerja di Negara Tetangga', available: <https://finance.detik.com/berita-ekonomi-bisnis/d-3081005/mea-bisa-picu-tenaga-ahli-ri-ramai-ramai-pindah-kerja-di-negara-tetangga>.
- Ikrimadhani, T. (2015) *Perbedaan Tingkat Stres Kerja Antara Shift Pagi, Sore Dan Malam Pada Perawat Rawat Inap Di Rumah Sakit Umum Daerah Banyudono Boyolali*, available: eprints.ums.ac.id/34323/1/NASKAH_PUBLIKASI.pdf.
- Ilies, R., Curşeu, P.L., Dimotakis, N., Spitzmuller, M. (2013) 'Leaders' emotional expressiveness and their behavioural and relational authenticity: Effects on followers', *European Journal of Work and Organizational Psychology*, 22(1), 4–14.
- Ilies, R., Dimotakis, N., De Pater, I.E. (2010) 'Psychological and Physiological Reactions To High Workloads: Implications for Well-Being', *Personnel Psychology*, 63(2), 407–436, available: <http://onlinelibrary.wiley.com/doi/10.1111/j.1744-6570.2010.01175.x/full>.

- Ilyas, Y. (2006) *Kiat Sukses Manajemen Tim Kerja*, PT. Gramedia Pustaka Utama: Jakarta.
- Ilyas, Y. (2011) *Perencanaan SDM Rumah Sakit: Teori, Metoda Dan Formula*, Edisi Revisi, Fakultas Kesehatan Masyarakat, Universitas Indonesia: Depok.
- IMD World Competitiveness Center (2017) *The 2017 IMD World Competitiveness Ranking*, Singapore, available: https://www.imd.org/globalassets/...2017/2017-world_competitiveness_Rangking.
- Intaraprasong, B., Potjanasitt, S., Pattaraarchachai, J., Meennuch, C. (2012) 'Situational leadership styles, staff nurse job characteristics related to job satisfaction and organizational commitment of head nurses working in hospitals under the jurisdiction of the royal Thai army', *Journal of the Medical Association of Thailand*, 95(SUPPL 6), 109–119.
- Iqbal, M., Waseem, M.A. (2012) 'Impact of Job Stress on Job Satisfaction among Air Traffic Controllers of Civil Aviation Authority: An Empirical Study from Pakistan', *International Journal of Human Resource Studies*, 2(2), 53–71, available: <http://www.macrothink.org/journal/index.php/ijhrs/article/view/1854>.
- Iqbal, S., Ehsan, S., Muhammad, R. (2014) 'The impact of organizational commitment, job satisfaction, job stress and leadership support on turnover intention in educational institutes', 4(2), 181–195.
- Irwandy (2020) 'Dampak Pandemi COVID-19: Hantam Sistem Layanan Kesehatan dalam 4 Gelombang', *National Geographic Indonesia*, available: <https://nationalgeographic.grid.id/read/132255604/dampak-pandemi-covid-19-hantam-sistem-layanan-kesehatan-dalam-4-gelombang?page=all>.
- James, J. (2008) 'Effect of Turnover on Performance and Effectiveness of Human Resource Practices and Policies in Retention: A Case Study of Hotel Industry', *JOHAR – Journal of Hospitality Application & Research*, 6(1), 65–78.
- Janakiraman, R., Parish, J.T., Berry, L.L. (2011) 'The Effect of the Work and Physical Environment on Hospital Nurses' Perceptions and Attitudes: Service Quality and Commitment', *The Quality Management Journal*, 18, available: <http://search.proquest.com/openview/6a5d82cf4d124c9db0bfe9399709deb3/1?pq-origsite=gscholar>.
- El Jardali, F., Dimassi, H., Dumit, N., Jamal, D., Mouro, G. (2009) 'A National Cross-Sectional Study on Nurses' Intent to Leave and Job Satisfaction in Lebanon: Implications for Policy and Practice', *BMC Nursing*, 8(3), 1–13.
- Jehanzeb, K., Rasheed, A., Rasheed, M.F. (2013) 'Organizational Commitment and Turnover Intentions: Impact of Employee's Training in Private Sector of Saudi Arabia', *International Journal of Business and Management*, 8(8), 79, available: <http://www.ccsenet.org/journal/index.php/ijbm/article/view/23349>.
- Jennings, B.M. (2008) 'Work Stress and Burnout Among Nurses: Role of the Work Environment and Working Conditions', *Patient Safety and Quality: An Evidence-Based Handbook for Nurses*, 2, 137–148, available: <http://www.ncbi.nlm.nih.gov/books/NBK2668/>.
- Jewell, L., Siegall, M. (1998) *Psikologi Industri/Organisasi Modern*, 2nd ed, Arcan:

- Jakarta.
- Jha, S. (2009) 'Determinants of Employee Turnover Intentions: A Review', *Management Today*, 9(2), 26–33, available: http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2442689.
- Jiang, J.J., Klein, G., Saunders, C. (2012) 'Discrepancy Theory Models of Satisfaction in IS Research', *Information Systems Theory*, 28, 355–381, available: <http://www.springerlink.com/index/10.1007/978-1-4419-6108-2>.
- Joan Burton (2010) *Healthy Workplace Framework and Model: Background and Supporting Literature and Practices* [online], World Health Organization, Geneva, Switzerland, available: http://www.who.int/occupational_health/healthy_workplace_framework.pdf.
- Joarder, M.H.R., Sharif, M.Y., Ahmmed, K. (2011) 'Mediating Role of Affective Commitment in HRM Practices and Turnover Intention Relationship : A Study in a Developing Context', *Business and Economics Research Journal*, 2(4), 135–158.
- Jogiyanto (2007) *Sistem Informasi Keperilakuan*, Revisi. ed, Andi Offset: Yogyakarta.
- Jones, C.B. (2008) 'Revisiting nurse turnover costs: adjusting for inflation.', *The Journal of nursing administration*, 38(1), 11–18.
- Joseph, I. (2016) 'Analysis the Influence of Physical Work Environment and Non-Physical Work Environment on Employee Productivity in General Hospital Gmim Kalooran Amurang South Minahasa Regency', *Jurnal Berkala Ilmiah Efisiensi*, 16(4), 407–420.
- Juliana, M. (2012) *Fungsi Perawat: Independen, Dependen & Interdependen*, Cilacap, available: <http://murahjuliana.blogspot.co.id/2012/12/makalah-fungsi-perawat-independen.html>.
- Jusminar (2012) *Gambaran Tingkat Stres Kerja Perawat Intensive Care Unit Di RS Kanker Dharmais*.
- Jussila, I., Byrne, N., Tuominen, H.F. (2012) 'Affective Commitment in Co-operative Organizations: What Makes Members Want to Stay?', *International BusinessResearch*, 5(10), 1–10, available: <https://www.researchgate.net>.
- Kashani, F.H. (2012) 'A Review on Relationship between Quality of Work Life and Organizational Citizenship Behavior (Case Study : An Iranian Company)', *Journal of Basic and Applied Scientific Research*, 2(9), 9523–9531, available: [https://www.textroad.com/pdf/JBASR/J. Basic. Appl. Sci. Res., 2\(9\)9523-9531, 2012.pdf](https://www.textroad.com/pdf/JBASR/J. Basic. Appl. Sci. Res., 2(9)9523-9531, 2012.pdf).
- Kelly, T. (2015) *Nurse Practitioner Job Satisfaction Survey*, Baltimore, AS, available: http://archive.hshsl.umaryland.edu/bitstream/10713/4727/1/4-19-NP_job_satisfaction.pdf.
- Kemendes RI (2016) *Data SDM Kesehatan Yang Didayagunakan Di Fasilitas Pelayanan Kesehatan (Fasyankes)*, available: http://bppsdmk.kemkes.go.id/info_sdmk/info/index?rumpun=3.
- Kementerian Kesehatan (2020) *Analisis Data COVID-19 Indonesia (Update Per 18 Oktober 2020)*, Jakarta.

- Kementrian Kesehatan RI (2016) Rumah Sakit Online [online], available: [http://sirs.buk.depkes.go.id/rsonline/report/report by catrs.php](http://sirs.buk.depkes.go.id/rsonline/report/report%20by%20catrs.php) [accessed 26 Jan 2016].
- Khan, a. H., Nawaz, M.M., Aleem, M., Hamed, W. (2012) 'Impact of job satisfaction on employee performance : An empirical study of autonomous Medical Institutions of Pakistan', *African Journal of Business Management*, 6(7), 2697–2705, available: <http://www.jstor.org/stable/155508><http://kar.kent.ac.uk/18393/><http://www.nber.org/papers/w12808><http://www.personal.mbs.ac.uk/rsinkovics/pubs/2004-Ghauri-Elg-Sinko-FDIRetailing.pdf><http://www.rieti.go.jp/jp/publications/dp/07e021.pdf><http://books.g>
- Khan, M.S., Kundi, G.M., Khan, S., Khan, I., Khan, H., Yar, N.B. (2014) 'The Impact of Job Satisfaction and Organizational commitment on the Intention to leave among the Academicians', *International Journal of Academic Research in Business and Social Sciences*, 4(2), 114–131.
- Khuzaeni, M.I., Djumahir, S. (2013) 'The Influence of Work Culture , Work Stress to the Job Satisfaction and Employees Performance in the State Treasury Service Office in Jakarta , Indonesia', *IOSR Journal of Business and Management*, 9(2), 49–54, available: <http://iosrjournals.org/iosr-jbm/papers/Vol9-issue2/F0924954.pdf>.
- Kim, S. (2012) 'The Impact of Human Resource Management on State Government IT Employee Turnover Intentions', *Public Personnel Management*, Vol. 41(2), available: <https://www.questia.com/library/journal/1G1-294073408/the-impact-of-human-resource-management-on-state-government>.
- Kim, Y., Seo, E., Seo, Y., Dee, V., Hong, E. (2018) 'Effects of Middle East Respiratory Syndrome Coronavirus on post-traumatic stress disorder and burnout among registered nurses in South Korea', *International Journal of Healthcare*, 4(2), 23–33, available: <http://www.sciedupress.com/journal/index.php/ijh/article/view/13354/8446>.
- Kimura, T. (2013) 'The Moderating Effects of Political Skill and Leader-Member Exchange on the Relationship Between Organizational Politics and Affective Commitment', *Journal of Business Ethics*, 116, 587–599.
- Kinicki, A., Kreitner, R. (2008) *Organizational Behavior: Key Concepts, Skills & Best Practices*, McGraw-Hill Irwin: New York.
- Kivimäki, M., Head, J., Ferrie, J.E., Brunner, E., Marmot, M.G., Vahtera, J., Shipley, M.J. (2006) 'Why is evidence on job strain and coronary heart disease mixed? An illustration of measurement challenges in the Whitehall II study.', *Psychosomatic medicine*, 68, 398–401.
- Komala, I.C. (2013) *Pengaruh Gaya Kepemimpinan Terhadap Stres Kerja Karyawan Pada Karyawan Adminitrasi Universitas Widyatama*, available: <http://repository.widyatama.ac.id/xmlui/handle/123456789/2867>.
- Komisi Akreditasi Rumah Sakit (2018) *Tata Kelola Rumah Sakit Berdasarkan Standar Nasional Akreditasi Rumah Sakit 2018*, Jakarta.

- Kreitner, R., Kinicki, A. (2005) *Perilaku Organisasi*, Salemba Empat: Jakarta.
- Krishnan, R., Alias, A., Ismail, S., Kanchymalay, K. (2014) 'The Effects of Work Design Characteristics on Organizational Citizenship Behaviour: An Empirical Investigation', *World Journal of Management*, 5(2), 37–49, available: <https://www.semanticscholar.org/paper/The-Effects-of-Work-Design-Characteristics-on-An-Krishnan-Alias/6e27070bd384e78a9001a8e139dd88c68844fd0f>.
- Krueger, P., Brazil, K., Lohfeld, L., Edward, H.G., Lewis, D., Tjam, E. (2002) 'Organization specific predictors of job satisfaction: findings from a Canadian multi-site quality of work life cross-sectional survey.', *BMC health services research*, 2(1), 6.
- Kurniasari, D., Halim, A. (2013) 'Kerja Karyawan Pada Dinas Pasar Unit Pasar Tanjung Kabupaten Jember', 8, 273–284, available: http://library.unej.ac.id/client/en_US/default/search/asset/1003?qu=IKLIM&ps=300.
- Kwon, I.-W.G., Banks, D.W. (2004) 'Factors related to the organizational and professional commitment of internal auditors', *Managerial Auditing Journal*, 19(5), 606–622.
- Langitan, R.E. (2010) *Factors Affecting Turnover Nurse in Bhakti Yudha Hospital*, available: [lib.ui.ac.id/file?file=digital/20285350-T Rosamey Elleke Langitan.pdf](http://lib.ui.ac.id/file?file=digital/20285350-T%20Rosamey%20Elleke%20Langitan.pdf).
- Lansiquot, B.A., Tullai-Mcguinness, S., Madigan, E. (2012) 'Turnover Intention Among Hospital-Based Registered Nurses in the Eastern Caribbean', *Journal of Nursing Scholarship*, 44(2), 187–193.
- Lee, T.Y., Tzeng, W.C., Lin, C.H., Yeh, M.L. (2009) 'Effects of a preceptorship programme on turnover rate, cost, quality and professional development', *Journal of Clinical Nursing*, 18(8), 1217–1225.
- Lee, Y., Hsu, W., Wu, H., Hsieh, W., Weng, S. (2016) 'The Development of the Job Satisfaction Scale for Hospital Staff in Taiwan', 5(1), 1–13.
- Leka Stavroula ; Griffiths Amanda; Cox Tom (2003) *Work Organisation and Stress*, _____ Institute of Work, Health Organisations.
- Leroy, H., Palanski, M.E., Simons, T. (2012) 'Authentic Leadership and Behavioral Integrity as Drivers of Follower Commitment and Performance', *Journal of Business Ethics*, 107, 255–264.
- Li, A., Early, S.F., Mahrer, N.E., Klaristenfeld, J.L., Gold, J.I. (2014) 'Group Cohesion and Organizational Commitment: Protective Factors for Nurse Residents' Job Satisfaction, Compassion Fatigue, Compassion Satisfaction, and Burnout', *Journal of Professional Nursing*, 30(1), 89–99.
- Lidyansyah, I.P.D. (2014) 'Menurunkan Tingkat Stres Kerja Pada Karyawan Melalui Musik', 02(01), 62–74, available: <http://ejournal.umm.ac.id/index.php/jipt/article/viewFile/1770/1858>.
- Lim, J., Bogossian, F., Ahern, K. (2010) 'Stress and coping in Singaporean nurses: A literature review', *Nursing and Health Sciences*, 12(2), 251–258.

- Locke, E.A. (1969) 'What is Job Satisfaction', *Organizational Behavior and Human Performance*, 4, 309–336.
- Loehlin, J.C. (1998) *Latent Variable Models: An Introduction to Factor, Path, and Structural Analysis*, 3rd ed, Lawrence Erlbaum Associates, Inc: Mahwah, NJ.
- Lusiati, A., Supriyanto, S. (2013) 'Dampak faktor individu, faktor pekerjaan dan faktor organisasi pada kepuasan kerja dan intensi turnover perawat', *Jurnal Administrasi Kesehatan Indonesia*, 1(2), 156–166, available: <http://www.journal.unair.ac.id/filerPDF/6>. Alies Lusiati_jakivol1no2.pdf.
- Luthans, F. (2006) *Perilaku Organisasi*, 10th ed, ANDI: Yogyakarta.
- Luthans, F. (2011) *Organizational Behavior*, 12th ed, The Mc Graw Hill Companies Inc: New York.
- Mahdarsari, M., Handiyani, H., Pujasari, H. (2016) 'Peningkatan Keselamatan Diri Perawat Melalui Optimalisasi Fungsi Manajemen', *Jurnal Keperawatan Indonesia*, 19(3), 176–183, available: jki.ui.ac.id/index.php/jki/article/viewFile/472/572.
- Mamun, C.A. Al, Hasan, M.N. (2017) 'Factors affecting employee turnover and sound retention strategies in business organization: A conceptual view', *Problems and Perspectives in Management*, 15(1), 63–71.
- Mansoor, M., Fida, S., Nasir, S., Zubair, A. (2011) 'The Impact of Job Stress on Employee Job Satisfaction A Study on Telecommunication Sector of Pakistan', *Journal of Business Studies Quarterly*, 2(3), 50–56, available: <http://jbsq.org/wp-content/uploads/2011/06/June-2011-E.pdf>.
- Mardiana, I., Hubeis, A.V.S., Manusia, F.E., Bogor, I.P. (2014) 'Hubungan Kepuasan Kerja dengan Turnover Intentions pada Perawat Rumah Sakit Dhuafa', 9(2), 119–130.
- Mark, G., Smith, A.P. (2011) 'Occupational stress, job characteristics, coping, and the mental health of nurses', *British Journal of Health Psychology* (, 1–17, available: www.wileyonlinelibrary.com.
- Markey, R., Ravenswood, K., Webber, D.J. (2012) 'The impact of the quality of the work environment on employees ' intention to quit'.
- Martina, A. (2012) *Gambaran Tingkat Stress Kerja Perawat Di Ruang Rawat Inap Rumah Sakit Paru Dr. Moehammad Goenawan Partowidigdo Cisarua Bogor (RSPG)*, available: [lontar.ui.ac.id/file?file=digital/20315388-S43883-Gambaran tingkat.pdf](http://lontar.ui.ac.id/file?file=digital/20315388-S43883-Gambaran%20tingkat.pdf).
- Martins, H., Proenca, T. (2012) 'Minnesota Satisfaction Questionnaire - psychometric properties and validation in a population of Portuguese hospital workers', *Economics and Management*, 471(October), 1–20, available: <http://wps.fep.up.pt/wps/wp471.pdf>.
- Mathis, R.L., Jakson, J.K. (2007) *Human Resource Management*, 12th ed, South-Wester College Pub 2007.
- Mathis, R.L., John H. Jackson (2009) *Manajemen Sumber Daya Manusia*, Salemba Empat:

Jakarta.

- Mavis Yi-Ching Chen, Yung Shui Wang, Sun, V. (2012) 'Intellectual capital and organizational commitment: Evidence from cultural creative industries in Taiwan', *Emerald Insight*, 41(3), 321–339, available: <http://www.emeraldinsight.com/doi/pdfplus/10.1108/00483481211212968>.
- McCoy, K.D., Beekmann, S.E., Ferguson, K.J., Vaughn, T.E., Torner, J.C., Woolson, R.F., Doebbeling, B.N. (2001) 'Monitoring adherence to Standard Precautions', *American Journal of Infection Control*, 29(1), 24–31, available: <http://www.ajicjournal.org/article/S0196-6553%252801%252947256-7/abstract>.
- Ministry of Health of the Republic of Indonesia (2018) *Number of Hospitals in Indonesia-Growth in Public Hospitals*, Information system Hospital, available: <http://sirs.yankes.kemkes.go.id/rsonline/report/> [accessed 20 Feb 2019].
- Mo, Y., Deng, L., Zhang, L., Lang, Q., Liao, C., Wang, N., Qin, M., Huang, H. (2020) 'Work Stress Among Chinese Nurses to Support Wuhan in Fighting Against COVID-19 Epidemic', *Journal of Nursing Management*, 28(5), 1002–1009.
- Mobley, W.H. (1977) 'Intermediate Linkages in the Relationship Between Job Satisfaction and Employee Turnover', *Journal of Applied Psychology*, 62(2), 237–240.
- Mobley, W.H. (1986) *Pergantian Karyawan: Sebab-Akibat Dan Pengendaliannya*, Pustaka Binaman Pressindo: Jakarta.
- Mobley, W.H., Griffeth, R.W., Hand, H.H., Meglino, B.M. (1979) 'Review and conceptual analysis of the employee turnover process.', *Psychological Bulletin*, 86(3), 493–522.
- Mohammed, W.A.A., Tadadej, C., Kittipichai, W., Pongpirul, K. (2014) 'Relationship between Leadership Behaviors and Job Satisfaction among Nurses in Hospitals of South Kordofan', *Journal of Nursing Science*, 32(4), 70–77.
- Monica, N., Shilpa, R. (2014) 'A Study on Quality of Work Life Towards Employees Satisfaction at Apollo Hospital, Bangalore', *International Journal of Advanced Research in Management and Social Science*, 3(7), 225–237, available: www.garph.co.uk.
- Moradi, T., Maghaminejad, F., Azizi-fini, I. (2014) 'Quality of working life of nurses and its related factors', *Nurse Midwifery Study*, 3(2).
- Morris, M.G., Venkatesh, V. (2010) 'Job Characteristics and Job Satisfaction: Understanding The Role of Enterprise Resource Planning System Implementation', *MIS Quarterly*, 34(1), 143–161, available: <http://web3.apiu.edu/researchfile/Research Materials/Employee Job Satisfaction/Job characteristics and job satisfaction-understanding the role of enterprise resource planning system implementation.pdf>.
- Mosadeghrad Mohammad, A., Ferlie, E., Rosenberg, D. (2011) 'A study of relationship between job stress, quality of working life and turnover intention among hospital employees', *Health Services Management Research*, 17–18, available: <http://search.ebscohost.com/login.aspx?direct=true&db=cin20&nAN=2011352554&nlang=es&nsite=ehost-liv>.

- Mosadeghrad, A.M. (2013a) 'Quality of Working Life and Turnover Intentions : Implications', 4(2), 47–54.
- Mosadeghrad, A.M. (2013b) 'Quality of working life: an antecedent to employee turnover intention.', *International journal of health policy and management*, 1(1), 43–50, available: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=3937940&tool=pmcentrez&rendertype=abstract>.
- Mosadeghrad, A.M. (2013c) 'Occupational stress and turnover intention: implications for nursing management.', *International journal of health policy and management*, 1(2), 169–76, available: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=3937923&tool=pmcentrez&rendertype=abstract>.
- Mosadeghrad, A.M., Ferdosi, M. (2013) 'Leadership, job satisfaction and organizational commitment in healthcare sector: proposing and testing a model.', *Materia socio-medica*, 25(2), 121–6, available: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=3769150&tool=pmcentrez&rendertype=abstract>.
- Mosadeghrad, A.M., Ferlie, E., Rosenberg, D. (2008) 'A study of the relationship between job satisfaction, organizational commitment and turnover intention among hospital employees', *Health Services Management Research*, 21(March 2016), 211–227.
- Mowday, R.T., Steers, R.M., Porter, L.W. (1979) 'The Measurement of Organizational Commitment', 247, 224–247.
- Mueller, J.D.K., Wanberg, C., Glomb, T.M., Ahlburg, D. (2002) 'Temporal Shifts in Turnover Processes', *Journal of Applied Psychology*, 87(6), available: www.emeraldinside.com.
- Mugianti, S. (2016) *Manajemen Dan Kepemimpinan Dalam Keperawatan* [online], 1st ed, Kementerian Kesehatan RI: Jakarta, available: <http://bppsdmk.kemkes.go.id/pusdiksdmk/wp-content/uploads/2017/08/Manajemen-dan-Kepemimpinan-dalam-Keperawatan-Komprehensif.pdf>.
- Muliana, S. (2013) *Factors Affecting Turnover Intentio of Nurse in Atma Jaya Hospital*, available: http://digilib.esaunggul.ac.id/public/UEU-Master-2513-Siti_Muliana2011101007.pdf.
- Murni, D., Bachtiar, H., Sasmita, H. (2016) 'Kajian Faktor Organisasi dengan Kinerja Perawat Pelaksana dalam Pendokumentasi Pengasuhan', *Ners Jurnal Keperawatan*, 12(1), 1–13, available: jurnal.fkep.unand.ac.id/index.php/ners/article/download/115/106.
- Muzammil, A., Hendriani, S., Noviasari, H. (2014) 'Analisis lingkungan kerja dan beban kerja terhadap kinerja perawat rsud petala bumi pekanbaru', 1(2), 1–15, available: <http://jom.unri.ac.id/index.php/JOMFEKON/article/viewFile/5513/5391>.
- Na-nan, K., Pukkeeree, P. (2013) 'Influence of job characteristics and job satisfaction effect work adjustment for entering labor market of new graduates in Thailand', *International Journal of Business and Social Science*, 4(2), available: http://ijbssnet.com/journals/Vol_4_No_2_February_2013/11.pdf.

- Nanjundeswaraswamy, T.S., Swamy, D.R. (2012) 'A literature review on quality of work life and leadership styles', *International Journal of Engineering Research and Applications*, 2(3), 1053–1059, available: https://www.researchgate.net/publication/271531261_A_litterature_review_on_quality_of_work_life_and_leadershipstyles.
- Nanjundeswaraswamy, T.S., Swamy, D.R. (2014) 'Leadership Styles', *Advances In Management*, 7(2), 57–62, available: https://www.mnsu.edu/activities/leadership/leadership_styles.pdf.
- Narottama, I.G.H., Surya, I.B.K. (2015) 'Pengaruh Karakteristik Pekerjaan dan Kompensasi Finansial terhadap Kepuasan Kerja dan Kinerja Karyawan', *E-Jurnal Manajemen Unud*, 4(12), 4302–4334, available: <https://ojs.unud.ac.id/index.php/Manajemen/article/view/15168>.
- Nasl Saraji, G., Dargahi, H. (2006) 'Study of quality of work life (QWL)', *Iranian J Publ Health*, 35(4), 8–14, available: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.506.6079&rep=rep1&type=pdf>.
- Nasution, M. (2000) *Manajemen Personalisa Aplikasi Dalam Perusahaan*, Djambatan: Jakarta.
- National Institute of Standards and Technology (NIST) (2019) Baldrige Performance Excellence Framework (Health Care) [online], *United States Department of Commerce*, available: Baldrige Performance Excellence Framework (Health Care)%0Awww.vincentgaspersz.com › uploads › 2019/12 [accessed 2 Mar 2020].
- Nawawi, H. (2008) *Manajemen Sumber Daya Manusia Untuk Bisnis Yang Kompetitif*, Gadjah Mada: Yogyakarta.
- Nekouei, M.H., Othman, M.B., Masud, J.B., Ahmad, A.B. (2014) 'Quality of Work Life and Job Satisfaction among employee in government organizations in IRAN', *Journal of Basic and Applied Scientific Research*, 4(1), 217–229.
- Newstrom, J.W. (2014) *Organizational Behavior : Human Behavior at Work*, Mcgraw hill higher educat: New York.
- Nguyen, H.T. (2006) *A Literature Review on Nursing Turnover and Its Financial Implications*, available: d-scholarship.pitt.edu/id/eprint/20044/contents.
- Nguyen, V.Q. (2015) 'Job Characteristics, Job Embeddedness, and Turnover Intention: The Case of Vietnam', *Journal of International & Interdisciplinary Business Research*, 2(1), 8, available: <http://scholar.fhsu.edu/jiibr>.
- NIOSH (2011) *Stress at Work*, Washington, D.C, available: www.cdc.gov/niosh/docs/99-101/pdfs/99-101.pdf.
- North, N., Hughes, F. (2006) 'Methodological Challenges to Researching Nursing Turnover in New Zealand: A Progress Report of a National Study', *Asia Pacific Journal of Health Management*, 1(1), 45–51.
- Nowrouzi, B., Lightfoot, N., Carter, L., Larivière, M., Rukholm, E., Schinke, R., Belanger-

- gardner, D. (2015) 'The relationship between quality of work life and location of cross-training among obstetric nurses in urban Northeastern Ontario, Canada: A population-based cross sectional study', *International Journal of Occupational Medicine and Environmental Health*, 28(3), 571–586.
- Nursing Solutions, I. (2014) *2014 National Healthcare and RN Retention Report*.
- Nwosu, H.O., O, J.A.C., M, O.T. (2013) 'Characteristics as Predictors of Organizational among Private Sector Workers in Anambra State, Nigeria', *International Journal of Asian Social Science*, 3(2), 482–491, available: <http://www.aessweb.com/pdf-files/482-491.pdf>.
- O. Almarsh, S. (2015) 'A Measurement Scale for Evaluating Quality of Work Life: Conceptualization and Empirical Validation', *Trends in Applied Sciences Research*, 10(3), 143–156, available: <http://www.scialert.net/abstract/?doi=tasr.2015.143.156>.
- O'Brien-Pallas, L., Murphy, G.T., Shamian, J., Li, X., Hayes, L.J. (2010) 'Impact and determinants of nurse turnover: A pan-Canadian study', *Journal of Nursing Management*, 18(8), 1073–1086.
- Oldham, G.R., Hackman, J.R. (2005) 'How job characteristics theory happened', in Smith, K.G. and Hitt, M.A., eds., Oxford University Press: Oxford, UK, 151–170.
- Olusegun, S.O. (2013) 'Influence of Job Satisfaction on Turnover Intentions of Library Personnel in Selected Universities in South West Nigeria', *Library Philosophy and Practice (e-journal)*.
- Oluwafemi, O. (2009) 'Relationship Of Core Job Characteristics To Job Satisfaction And Job Involvement Of Construction Workers In Lagos Metropolis', *African Journal for the Psychological Study of Social Issues*, 12(1–2), available: <http://www.ajol.info/index.php/ajpsii/article/view/48159>.
- Omar, N., Ahmad, Z. (2014) 'The Relationship Among Ethical Climate, Job Satisfaction, Organizational Commitment, and External Auditor's Turnover Intention', *Good for Next Research*, 10(2), 164–181.
- Othman, N., Nasurdin, A.M. (2019) 'Job characteristics and staying engaged in work of nurses: Empirical evidence from Malaysia', *International Journal of Nursing Sciences*, 6(4), 432–438, available: <https://doi.org/10.1016/j.ijnss.2019.09.010>.
- Otmo, F.J. (2013) 'Pengaruh Karakteristik Pekerjaan dan Kepuasan Kerja terhadap OCB (Organizational Citizenship Behavior) pada Karyawan PT. Menara Agung', *Jurnal Elektronik Universitas Negeri Padang*, available: ejournal.unp.ac.id/students/index.php/mnj/article/download/148/135.
- Paoline, E.A., Lambert, E.G. (2012) 'The Issue of Control in Jail: The Effects of Professionalism, Detainee Control, and Administrative Support on Job Stress, Job Satisfaction, and Organizational Commitment among Jail Staff', *American Journal of Criminal Justice*, 37(2), 179–199.
- Perez, M. (2008) *Turnover Intent*, available: www.hrm.uzh.ch/static/fdb/uploads/da_myleneperez.pdf.
- Philippines Overseas Employment Administration (2012) *2008 - 2012 Overseas Employment Statistics*, available: http://www.poea.gov.ph/stats/2012_Stats.pdf.

- Porter, J.A. (2015a) 'The relationship between transformational leadership and organizational commitment in nonprofit long term care organizations: The direct care worker perspective', *Creighton Journal of Interdisciplinary Leadership*, 1(2), 68–85.
- Porter, J.A. (2015b) 'The relationship between transformational leadership and organizational commitment in nonprofit long term care organizations: The direct care worker perspective', *Creighton Journal of Interdisciplinary Leadership*, 1(2), 68–75.
- Potter, P., Perry, A.G. (2010) *Fundamental Keperawatan*, 2nd ed, Salemba Medika: Jakarta.
- Poz, M.R.D., Kinfu, Y., Dräger, S., Kunjumen, T. (2006) 'Counting health workers : definitions , data , methods and global results', *World Health*, (January), 20.
- Prabowo, A., Alamsyah, A., Noermijati (2016) 'Pengaruh Kompensasi dan Kepuasan Kerja terhadap Komitmen Organisasional Perawat dan Bidan Kontrak di RS Bhayangkara Hasta Brata Batu Malang', *Jurnal Aplikasi Manajemen (JAM)*, 14(1), 58, available: jurnaljam.ub.ac.id/index.php/jam/article/viewFile/848/778.
- Presiden RI (2014) 'Undang undang RI No. 38 tahun 2014 tentang Keperawatan', KemenkoPMK: Jakarta, available: <https://www.kemenkopmk.go.id/content/uu-nomor-38-tahun-2014>.
- Price, J.L., Mueller, C.W. (1981) 'Causal Model of for Turnover', *The Academy of Management Journal*, Vol. 24, 24(3), 543–565.
- Prihanjana, I.P.I. (2013) 'Rekomendasi Menurunkan Turnover Rate Karyawan Menggunakan Analisis Faktor Pendorong dan Penarik', *J. Adm. Kebijakan Kesehatan*, Vol. 11(1), 38–43, available: <http://journal.unair.ac.id/download-fullpapers-akk0178cc0867full.pdf>.
- Prihatin Lumbanraja, Cut Nizma (2010) 'Pengaruh Pelatihan dan Karakteristik Pekerjaan Terhadap Prestasi Kerja Perawat di Badan Pelayanan Kesehatan Rumah Sakit Umum Daerah Langsa', *Jurnal Manajemen dan Kewirausahaan*, 12(2), pp.142-155, available: <http://puslit2.petra.ac.id/ejournal/index.php/man/article/view/18172>.
- Prihatini, L.D. (2007) *Analisis Hubungan Beban Kerja Dengan Stres Kerja Perawat Di Tipe Ruang Rawat Inap RSUD Sidikalang*, available: <http://repository.usu.ac.id/bitstream/123456789/6899/1/08E00192.pdf>.
- Putra, A.A., Rejeki, S., Kristina, T.N. (2016) 'Hubungan Persepsi Perawat Tentang Karakteristik Pekerjaan dengan Kepatuhan dalam Pendokumentasian Asuhan Keperawatan', *Jurnal Keperawatan Notokusumo*, IV(1), 1–10.
- Putri, G.R., Martono, S. (2015) *Pengaruh Karakteristik Pekerjaan, Pengembangan Karir, Dan Stres Kerja Terhadap Komitmen Organisasional*, *Management Analysis Journal*.
- Rahajaan, T.E. V., Swasto, B., Rahardjo, K. (2012) 'Pengaruh Karakteristik Pekerjaan terhadap Lingkungan Kerja, Stres Kerja, Kepuasan Kerja dan Organizational Citizenship Behavior (Studi pada Pegawai Rumah Sakit Umum Daerah Karel Saldusuitubun Langgur)', *e journal Ilmu Administrasi Universitas Brawijaya*, 6(2), 104, available: <http://ejournalfia.ub.ac.id/index.php/profit/article/view/249/553>.
- Rahayu Takatelide, A.J.M. Rattu, F.J.O.P. (2014) *Hubungan Antara Karakteristik Pekerjaan Dengan Kepuasan Kerja Perawat Di Rumah Sakit Tingkat III Robert*

Wolter Mongonsidi Manado, available: fkm.unsrat.ac.id/wp-content/uploads/2015/02/JURNAL-RAHAYU-2.pdf.

- Rahman, S.M., Ali, N.A., Jennings, L., Seraji, M.H.R., Mannan, I., Shah, R., Al-Mahmud, A.B., Bari, S., Hossain, D., Das, M.K., Baqui, A.H., Arifeen, S. El, Winch, P.J. (2010) 'Factors Affecting Recruitment and Retention of Community Health Workers in a Newborn Care Intervention in Bangladesh', *Human Resources for Health*, 8(12), 1–14, available: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2875202/>.
- Renjith, V., G, R., George, A. (2015) 'Transformational Leadership in Nursing', *International Journal of Scientific Research and Management Studies*, 2(2), 112–118.
- Riahi, S. (2011) 'Role stress amongst nurses at the workplace: Concept analysis', *Journal of Nursing Management*, 19(6), 721–731.
- Rivai, V. (2005) *Manajemen Sumber Daya Manusia Untuk Perusahaan : Dari Teori Ke Praktik*, 2nd ed, PT. RajaGrafindo Persada: Jakarta.
- Riyanto, D.A. (2016) *Faktor-Faktor Yang Mempengaruhi Kepatuhan Perawat Dalam Penggunaan Alat Pelindung Diri Di RS. Sari Asih Serang-Provinsi Banten*, available: ejournal.stikesborromeus.ac.id/file/5-8.pdf.
- Robbins, Coulter (2010) *Management*, Pearson Education Inc: USA.
- Robbins, S.. (2003) *Organizational Behavior: Concepts, Controversies, and Applications.*, 9th ed, Prentice Hall Inc: USA.
- Robbins, S., Judge, T.A. (2015) *Perilaku Organisasi*, 16th ed, Salemba Empat: Jakarta.
- Roche, M. a., Laschinger, H.K.S., Duffield, C. (2015) 'Testing the Nursing Worklife Model in Canada and Australia: A multi-group comparison study', *International Journal of Nursing Studies*, 52(2), 525–534.
- Rokhman, W. (2012) 'Pengaruh Quality of Work Life terhadap Kepuasan Kerja, Komitmen Organisasi, Turnover Intention dan Stres Kerja: Studi pada BMT di Kabupaten Kudus', in *Proceeding of Conference in Business, Accounting and Management (CBAM)*, Universitas Islam Sultan Agung: Kudus, Jawa Tengah, 11135–1145.
- Roshidi Hassan (2014) 'Factors Influencing Turnover Intention Among Technical Employees in Information Technology Organization : a Case of Xyz (M) Sdn . Bhd', *International Journal of Arts and Commerce*, Vol. 3 No.(2008), 120–137.
- Ross, E.J., Fitzpatrick, J.J., Click, E.R., Krouse, H.J., Clavelle, J.T. (2014) 'Transformational leadership practices of nurse leaders in professional nursing associations', *J Nurs Adm*, 44(4), 201–206, available: <http://graphics.tx.ovid.com/ovftpdfs/FPDDNCOBMCDAKE00/fs047/ovft/live/gv024/00005110/00005110-201404000-00005.pdf>.
- Rouleau, D., Fournier, P., Philibert, A., Mbengue, B., Dumont, A. (2012) 'The effects of midwives' job satisfaction on burnout, intention to quit and turnover: a longitudinal study in Senegal', *Human Resources for Health*, 10(1), 9, available: Human Resources for Health.
- Rudianti, Y., Handiyani, H., Sabri, L. (2013) 'Peningkatan Kinerja Perawat Pelaksana

- Melalui Komunikasi Organisasi di Ruang Rawat Inap Rumah Sakit', *Jurnal Keperawatan Indonesia*, 16(1), 25–32, available: <http://jki.ui.ac.id/index.php/jki/article/viewFile/16/16>.
- Rumengan, L.T., Mekel, P.A. (2015) 'Analisis Lingkungan Kerja terhadap Kinerja Pegawai pada Fakultas Ekonomi dan Bisnis UNSRAT MANADO', *Jurnal EMBA Vol.3 No.1 Maret 2015, Hal. 890 - 899*, 3(1), 890–899, available: <http://ejournal.unsrat.ac.id/index.php/emba/article/viewFile/7618/7176>.
- Rusmawati, A. (2016) *Upaya Meningkatkan Kemampuan Perawat Dalam Menerapkan Patient Care (PCC) Di Rumah Sakit*, available: eprints.undip.ac.id/47863/1/Teasis_Bab_1-3_Aprin_Rusmawti.pdf.
- Rustini, N.K.A. (2015) *Pengaruh Kompensasi Dan Lingkungan Kerja Pada Komitmen Organisasi Dan Implikasinya Pada Kinerja Pengelola Anggaran (Studi Empiris Pada Satuan Kerja Perangkat Daerah Pemerintah Kabupaten Tabanan)*, available: http://www.pps.unud.ac.id/thesis/pdf_thesis/unud-1509-1760931038-tesis_ni_komang_ayu_rustini_%25281391661042%2529.pdf.
- Saeed, I., Waseem, M., Sikander, S., Rizwan, M. (2014) 'The relationship of Turnover intention with job satisfaction, job performance, Leader member exchange, Emotional intelligence and organizational commitment', *International Journal of Learning & Development*, 4(2), 242–256, available: www.macrothink.org/ijld%5Cnhttp://dx.doi.org/10.5296/.
- Saimir, S., Jonida, L. (2013) 'Job Satisfaction and Organizational Commitment : the Case of Shkodra Municipality', *European Scientific Journal*, 9(17), 41–51.
- Salleh, R., Nair, M.S., Harun, H. (2012) 'Job satisfaction, organizational commitment, and turnover intention: A case study on employees of a retail company in Malaysia', *World Academy of Science, Engineering and Technology*, 72(12), 316–323.
- Samad, S. (2006) 'The Contribution of Demographic variables : Job Characteristics and Job Satisfaction on Turnover Intentions', *The Journal of Human Resource and Adult Learning*, 1(1), 12–20.
- Sarastuti, D. (2016) *Analisis Kecelakaan Kerja Di Rumah Sakit Universitas Gadjah Mada Yogyakarta*, available: eprints.ums.ac.id/46459/1/NASKAH_PUBLIKASI.pdf.
- Schäffer, U. (2008) '221. Turnover Intentions', *DUV*, 298–299.
- Schaubroeck, J., Jones, J.R., Xie, J.J. (2001) 'Individual differences in utilizing control to cope with job demands: effects on susceptibility to infectious disease.', *The Journal of applied psychology*, 86(2), 265–278.
- Sedarmayanti (2009) *Sumber Daya Manusia Dan Produktivitas Kerja*, Mandar Maju: Bandung.
- Sell, L., Cleal, B. (2011) 'Job Satisfaction, Work Environment, and Rewards: Motivational Theory Revisited', *Labour*, 25(1), 1–23.
- Shami, U., Ali, N., Zohaib-ur-Rehman (2015) 'Determinants of job satisfaction & employee turnover in Pakistan paint industry', *European Journal of Business and Management*, 7(1), 188–202, available:

<http://www.iiste.org/Journals/index.php/EJBM>.

- Siagian, S. (2008) *Manajemen Sumber Daya Manusia*, 18th ed, Bumi Aksara: Jakarta.
- Simamora, H. (2006) *Manajemen Sumber Daya Manusia*, Bagian Penerbitan Sekolah Tinggi Ilmu Ekonomi YKPN: Yogyakarta.
- Siregar INA (2014) *Faktor Faktor Yang Berhubungan Dengan Keinginan Pindah Kerja (Turnover Intention) Perawat Di Rumah Sakit Sehat Tepadu Depok Duafa*.
- Smith, M.A. (2011) 'Are You a Transformational Leader?', *Nursing Management*, 42(9), 44–50, available: http://journals.lww.com/nursingmanagement/Fulltext/2011/09000/Are_you_a_transformational_leader_.8.aspx.
- Soeharto (2017) *Uji Validitas Dan Reliabilitas Berbantuan Software Statistical Product and Service Solutions (SPSS)* [online], STKIP Singkawang, available: https://www.researchgate.net/publication/313715431_Uji_Validitas_dan_Reliabilitas_berbantuan_Software_Statistical_Product_and_Service_Solutions_SPSS.
- Soekarso, Sosro, A., Putong, I., Hidayat, C. (2010) *Teori Kepemimpinan*, 1st ed, Mitra Wacana Media: Jakarta.
- Sow, M., Anthony, P., Berete, M. (2015) 'Relationship between Affective Commitment and Turnover Intention among U.S. Healthcare Internal Auditors', *The International Journal Of Business & Management*, 3(8), 2321–8916, available: www.theijbm.com.
- Sowmya, K.R., Panchanatham, N. (2011) 'Job Burnout: An Outcome of Organisational Politics in Banking Sector', *Far East Journal of Psychology and Business*, 2(1), 1–15, available: https://www.researchgate.net/profile/DrSowmya_KR/publication/236456167_JOB_BURNOUT_AN_OUTCOME_OF_ORGANISATIONAL_POLITICS_IN_BANKING_SECTOR/links/00463517f48499ac59000000.pdf.
- Suarli, Bachtiar (2009) *Manajemen Keperawatan Dengan Pendekatan Praktis*, Erlangga Medical Series: Jakarta.
- Subanegara, H.P. (2005) *Diamond Head Drill Dan Kepemimpinan Dalam Manajemen Rumah Sakit*, 1st ed, ANDI: Yogyakarta.
- Sugiyono (2014a) *Metode Penelitian Kuantitatif, Kualitatif, Dan Kombinasi (Mixed Methods)*, ALFABETA: Bandung.
- Sugiyono (2014b) *Statistik Untuk Penelitian*, ALFABETA: Bandung.
- Sugiyono (2014c) *Cara Mudah Menyusun Skripsi, Tesis Dan Disertasi*, ALFABETA: Bandung.
- Suhanto, E. (2009) *Pengaruh Stres Kerja Dan Iklim Organisasi Terhadap Turnover Intention Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi Di Bank Internasional Indonesia)*, available: <https://core.ac.uk/download/pdf/11716984.pdf>.
- Sun, Y., Luo, Z., Fang, P. (2013) 'Factors influencing the turnover intention of chinese community health service workers based on the investigation results of five provinces', *Journal of Community Health*, 38(6), 1058–1066.

- Supardi (2007) *Analisa Stres Kerja Pada Kondisi Dan Beban Kerja Perawat Dalam Klasifikasi Pasien Di Ruang Rawat Inap Rumkit Tk II Putri Hijau KESDAM I/BB Medan*, available: <http://repository.usu.ac.id/bitstream/123456789/7003/1/057010018.pdf>.
- Susiani, V. (2014) 'Pengaruh Kepuasan Kerja dan Komitmen Organisasi pada Turnover Intention', *Jurnal Manajemen Udayana*, 2(9), 2633–2651. tda kabupaten Pati)', *Analisis Manajemen*, 5(1), 75–86.
- Suyanto, U.Y., Nurhaeni, I.D.A. (2017) 'Transformational Leadership Roles in Improving Employees' Creativity in E-Comme
- Suwardi, Utomo, J. (2011) 'Pengaruh Motivasi Kerja, Kepuasan Kerja dan Komitmen Organisasional terhadap Kinerja Pegawai (Studi Pada Pegawai Serce-Based Firms in Indonesia)', in *The 3rd International Conference on Social and Political Science "The Impact of Information Technology on Social and Political Dynamics"*, KnE Social Sciences, 259–265, available: <https://knepublishing.com/index.php/Kne-Social/.../2315>.
- Takala, J., Hämäläinen, Päivi, Saarela, K.L., Yun, L.Y., Manickam, K., Jin, T.W., Heng, P., Tjong, C., Kheng, L.G., Lim, S., Lin, G.S. (2014) 'Global Estimates of the Burden of Injury and Illness at Work in 2012', *Journal of Occupational and Environmental Hygiene*, 11(5), 326–337, available: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=4003859&tool=pmcentrez&rendertype=abstract>.
- Talasaz, Z.H., Saadoldin, S.N., Shakeri, M.T. (2014) 'The Relationship between Job Satisfaction and Job Performance among Midwives Working in Healthcare Centers of Mashhad , Iran', *Journal of midwifery and reproductive health*, 2(3), 157–164.
- Tamalero, Y., Swasto, B., Hamid, D. (2012) 'Pengaruh Karakteristik Pekerjaan dan Kepuasan Kerja terhadap Komitmen Organisasi dan Intention To Quit', *Jurnal Provit*, 6(2), available: <http://download.portalgaruda.org/article.php?article=311173&val=7378&title=PENGARUH KARAKTERISTIK PEKERJAAN DAN KEPUASAN KERJA TERHADAP KOMITMEN ORGANISASI DAN INTENTION TO QUIT %2528Studi pada Karyawan PT. Manado Media Grafika%2529>.
- Tarigan, V., Ariani, D.W. (2015) 'Empirical Study Relations Job Satisfaction, Organizational Commitment, and Turnover Intention', *Advances in Management and Applied Economics*, 5(2), 21–42, available: <http://0-search.proquest.com.wam.leeds.ac.uk/docview/1664818489?accountid=14664%5Cnhttp://openurl.ac.uk/?genre=article&issn=17927544&title=Advances+in+Management+and+Applied+Economics&volume=5&issue=2&date=2015-03-01&atitle=Empirical+Study+Relations+Job+Sat>.
- Tei-tominaga, M., Tsuchiya, M., Sato, F. (2012) 'Nursing & Care Characteristics of the Work Environment of Magnet Hospitals and Job Satisfaction among Nurses in Japan : A Cross-Sectional Study Using Multi- Level Analysis'.
- Thamrin, H.M. (2012) 'The Influence of Transformational Leadership and Organizational Commitment on Job Satisfaction and Employee Performance', *International Journal of Innovation, Management and Technology*, 3(5), 566, available: <http://search.proquest.com.ezaccess.library.uitm.edu.my/docview/1441454439?acco>

untid=42518.

The Joint Commission (2009) *Implementation Guide for the NQF Endorsed Nursing-Sensitive Care*.

Thomas (2015) *Pengaruh Kompensasi Dan Budaya Organisasi Terhadap Turnover Intention Dimediasi Kepuasan Kerja Di RS Siloam Hospitals Semanggi*, available: <http://digilib.esaunggul.ac.id/pengaruh-kompensasi-dan-budaya-organisasi-terhadap-turnover-intention--dimediasi-kepuasan-kerja-di-rs-siloam-hospitals-semanggi-6243.html>.

Tobergte, D.R., Curtis, S. (2013) 'No Title No Title', *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.

Tobing, P. (2009) *Pengaruh Karakteristik Perawat Dan Lingkungan Kerja Terhadap Keinginan Pindah Kerja (Intention Turnover) Perawat Di Rumah Sakit Swasta Di Kota Medan*, available: http://repository.usu.ac.id/handle/123456789/19706?mode=full&submit_simple=Show+full+item+record.

Top, M., Mesut Akdere, Tarcan, M. (2015) 'Examining transformational leadership, job satisfaction, organizational commitment and organizational trust in Turkish hospitals: public servants versus private sector employees', *The International Journal of Human Resource Management*, 26(9).

Tsai, Y.C., Liu, C.H. (2012) 'Factors And Symptoms Associated With Work Stress And Health Promoting Lifestyles Among Hospital Staff: A Pilot Study In Taiwan', *BMC Health Services Research*, 12(199), 1–8, available: <http://bmchealthservres.biomedcentral.com/articles/10.1186/1472-6963-12-199>.

Tziner, A., Rabenu, E., Radomski, R., Belkin, A. (2015) 'Journal of Work and Organizational Psychology The mediating role of burnout and work satisfaction', 31, 207–213.

Udiyana, I.B.G. (2011) *Perilaku Organizational Citizenship*, Paramita: Surabaya.

Ulrich, R., Quan, X., Systems, H., Architecture, C., Texas, A. (2004) *The Role of the Physical Environment in the Hospital of the 21 St Century : A Once-in-a-Lifetime Opportunity*, Environment, Princeton, New Jersey, available: http://www.saintalphonsus.org/pdf/cah_role_physical_env.pdf.

Umam (2012) *Perilaku Organisasi*, CV Pustaka Setia: Bandung.

Umar, H. (2010) *Desain Penelitian MSDM Dan Perilaku Karyawan-Paradigma Positivistik Dan Berbasis Pemecahan Masalah*, PT Raja Grafindo Persada: Jakarta.

Wahyuni Rezki, Saleh Ariyanti, K.C. (2014) *Pengaruh Beban Kerja, Lingkungan Kerja, Pengembangan Karir, Dan Kompensasi Terhadap Stres Kerja Dan Burnout Pada Perawat Pelaksana Di Rumah Sakit Universitas Hasanuddin, Makassar*, available: <http://repository.unhas.ac.id:4002/digilib/download.php?id=18636>.

Wahyuningsih, N. (2016) 'Pengaruh Quality of Work Life terhadap Kepuasan Kerja Dosen', *Holistik*, 1(1), 109–122, available: <https://www.syekhnurjati.ac.id/jurnal/index.php/holistik/article/download/677/557>.

Wang, G., In, S.O., Courtright, S.H., Colbert, A.E. (2011) 'Transformational leadership

- and performance across criteria and levels: A meta-analytic review of 25 years of research', *Group & Organization Management*, 36(2), 223–270, available: <http://gom.sagepub.com/content/36/2/223>.
- Wang, Y., Dong, W., Mauk, K., Li, P., Wan, J., Yang, G., Fang, L., Huan, W., Chen, C., Hao, M. (2015) 'Nurses' practice environment and their job satisfaction: A study on nurses caring for older adults in Shanghai', *PLoS ONE*, 10(9), 1–13.
- Wargo-Sugleris, M. (2015) *Job Satisfaction, Work Environment, and Successful Aging: Determinants to Remain in Older Acute Care Nurses*, available: <http://escholarship.org/uc/item/05f453jd>.
- Weberg, D. (2010) 'Transformational leadership and staff retention: an evidence review with implications for healthcare systems.', *Nursing administration quarterly*, 34(3), 246–258.
- Wells, J.E., Peachey, J.W. (2011) 'Turnover Intentions: Do leadership behaviors and satisfaction with the leader matter?', *Team Performance Management*, 17(1/2), 23–40.
- WHO (2003) *Health System: Principled Integrate Care.*, available: <http://www.who.int/whr/2003/chapter7/en/index4.html>.
- Wibowo (2016) *Manajemen Kinerja*, Rajagrafindo Persada: Jakarta.
- Wijono, S. (2010) *Psikologi Industri & Organisasi; Dalam Suatu Bidang Gerak Psikologi Sumber Daya Manusia*, Kencana: Jakarta.
- Wilkinson, J. (2014) *Employee Turnover* [online], available: <https://strategiccfo.com/employee-turnover/>.
- Wojcik, E.H., de la Cruz-pavía, I., Werker, J.F. (2017) *Oxford Research Encyclopedia of Psychology Language Acquisition* [online], Oxford Research Encyclopedia of Psychology, available: <https://core.ac.uk/download/pdf/84852427.pdf>.
- Wursanto, I. (2009) *Dasar–Dasar Ilmu Organisasi*, 2nd ed, ANDI: Yogyakarta.
- Yanidrawati, K., Susilaningsih, F.S., Kartika Yanidrawati, Somantri, I. (2012) *Hubungan Kepuasan Kerja Dengan Kinerja Perawat Di Ruang Rawat Inap RSUD Kab. Bekasi, Bandung*, available: jurnal.unpad.ac.id/ejournal/article/download/753/799.
- Yaseen, A. (2013) 'Effect of Compensation Factors on Employee Satisfaction- A Study of Doctor's Dissatisfaction in Punjab', *International Journal of Human Resource Studies*, 3(1), 142, available: <http://www.macrothink.org/journal/index.php/ijhrs/article/view/3351>.
- Yatnikasari, A. (2010) *Hubungan Program Retensi Dengan Komitmen Organisasi Perawat Pelaksana Di RSAB Harapan Kita*.
- Yücel, I. (2012) 'Examining the relationships among job satisfaction, organizational commitment, and turnover intention: An empirical study', *International Journal of Business and Management*, 7(20), 44–59, available: <http://www.ccsenet.org/journal/index.php/ijbm/article/view/19107>.
- Yuniningsih, T. (2004) 'Dasar-dasar Pelayanan Instansi Pemerintah Menuju Pelayanan Prima: Suatu Telaah Teoritis', *"Dialogue" JIAKP*, 1(1), 117–130.

Zeffane, R. (2003) *Organizational Behavior A Global Perspective*, John Wiley and Sons Australia Ltd.: Australia.

Zhang, Y., Feng, X. (2011) 'The relationship between job satisfaction, burnout, and turnover intention among physicians from urban state-owned medical institutions in Hubei, China: a cross-sectional study', *BMC Health Services Research*, 11(1), 235, available: <http://www.biomedcentral.com/1472-6963/11/235>.

Zhao, X. (Roy), Ghiselli, R. (2016) 'Why do you feel stressed in a "smile factory"?: Hospitality job characteristics influence work-family conflict and job stress', *International Journal of Contemporary Hospitality Management*, 28(2), 305–326.

Zhou, J., Plaisent, M., Zheng, L., Bernard, P. (2014) 'Psychological Contract, Organizational Commitment and Work Satisfaction: Survey of Researchers in Chinese State-Owned Engineering Research Institutions', *Open Journal of Social Sciences*, 02(09), 217–225.

