

DAFTAR PUSTAKA

- Abubakar, R. A., and Kura, K. M.2015. Does Gender Moderate The Relationship Between Job Satisfaction and Employee-Turnover Intention? A Proposed Model. *International Journal in Accounting, Business, and Management*,1(1) 1-7.
- Ali,K. 2014. The Effects of Leader-Member Exchange and Employee Wellbeing towards Employee Turnover Intention. Submitted in fulfilment of the requirements for the degreeof Doctor of Philosophy, Deakin University.
- Alshamrani, M. S. 2017. The Relationship between Leader Member Exchange, Job Satisfaction and Affective Commitment, Gender-Similarity Roles in the Segregated Work Environment in the Kingdom of Saudi Arabia (KSA), *International Journal of Business and Management*, Vol. 12, No. 5; 2017,1-16.
- Applebaum D, Fowler S, Fiedler N, Osinubi O, Robson M. 2010. The impact of environmental factors on nursing stress, job satisfaction, and turnover intention. *The Journal of Nursing Administration*, 40(7–8), 323–328.
- Arikunto S, 2006. *Prosedur Penelitian Suatu Pendekatan*. Edisi Revisi VI,. PT Rineka Cipta. Jakarta.
- Baron, R. M., Kenny, D. A. 1986. The Moderator-Mediator Variable Distinction in Social PsychologicalResearch: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, 1986, Vol. 51, No. 6, 1173-1182.
- Bhatti,G. A., Islam, T., Hammad Hassan , H. H. , Fauzia Hadi Ali, F. H. 2015. The relationship between LMX, job satisfaction and turnover intention *Sci.Int.*,27(2),1523-1526.
- Beehr, M. J., Wallwey, D. A., Glaser, K. M., Beehr, D. E., Erofeev, D., et al. 2006. The nature of satisfaction with subordinates: Its predictors and importance to supervisors. *Journal of Applied Social Psychology*, 36, 1523-1547.
- Blau, G. J. 1987. Conceptualizing How Job Involvement and Organizational Commitment Affect Turnover and Absenteeism. *Academy of Management Review*, 12(2), 288-300.
- Brotheridge, C. M., & Grandey, A. A. 2002. Emotional labor and burnout: Comparing two perspectives of —people work.*Journal of Vocational Behavior*, 60, 17–39.
- Chang, C. P. 2008. Internal Marketing Practices and Employees' Turnover Intentions In Leisure Hotels. *The Journal of Human Resource and Adult Learning*, 4(2).161-172.

- Chen, M.-F., Lin, C.-P. and Lien, G.-Y. 2010. Modelling job stress as a mediating role in predicting turnover intention. *The Service Industries Journal*, Vol. 31 No. 8, pp. 1327-1345.
- Cooper, P. J., Murray, L., Wilson, A., et al.. 2003. Controlled trial of the short- and long-term effect of psychological treatment of post-partum depression. 1. Impact on maternal mood. *British Journal of Psychiatry*, vol. 182, p.412–419
- Dress, G.G and J.D.Shaw. 2001. Voluntary turnover, Social capital and Organizational performance. *Acad Manage. Rev.*,26: 446-456.
- Curtis, S., & Wright, D. 2001. Retaining employees—the fast track to commitment. *Management Research News*, 24(8), 59–64.
- Dansereau, F.J., Graen, G. and Haga, W.J. 1975. A vertical dyad linkage approach to leadership within formal organizations: a longitudinal investigation of the role-making process. *The Journal of Economic Perspectives*, Vol. 21, No. 4. pp. 115-134.
- Dunnette, M.D. and E.A. Locke. 1976. *The Nature and Causes of Job Satisfaction. Handbook of Industrial and Organizational Psychology*, In Dunnette, M.D., (Ed.), 1297-1349. RandMcNally College Publishing Company Chicago, pp: 1297-1349.
- Ghozali, I. 2006. *Applikasi Analisis Multivariate dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Graen, G.B., Novak, M.A. and Sommerkamp, P. 1982, The effects of leader-member exchange and job design on productivity and job satisfaction: testing a dual attachment model. *Organizational Behavior and Human Performance*, Vol. 30, pp. 109-31.
- Griffeth, R. W., Hom, P. W., & Gaertner, S. 2000. A meta analysis of antecedent and correlation of employee turnover:update, moderator test and research implications for the new millennium. *Journal of management*, 26, 464-488.
- Han,G. and Jekel,M. 2011. The mediating role of job satisfaction between leader-member exchange and turnover intentions. *Journal of Nursing Management*, 2011, 19, 41–49
- Henry Ongori. 2007. A review of the literature on employee turnover. *African Journal of Business Management* pp. 049-054,
- Hassan, A., & Chandaran, S. 2005. Quality of supervisor-subordinate relationship and work outcome: Organizational justice as mediator. *IIUM Journal of Economics and Management*, 13(1), 1-20.
- Holtom, B.C., Mitchell, T. R., Lee, T.w., and Eberly, M. B. 2008. Turnover and RetentionResearch: 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.
- Ibrahim , R.,M., Amin, A. and Salleh, M. 2014. The Link Between Leader-MemberExchange, Organizational Citizenship Behavior and Job Satisfaction: A Case Study onLocal Government. *International Journal of Academic Research in Business and SocialSciences*. 4(5),313-325.
- Imran, A., and Fatima, J. 2013. Subordinate's Perception of LMX and PerformanceProxies. *Middle-East Journal of Scientific Research* 18 (6): 796-802, 2013.
- Ivancevich, Konopaske and Matteson. 2011.*Organizational Behavior and management*.10ed. McGraw-Hill, Irwin , International Ed. New York.
- Janssen, O. Y. N. W. 2004. Employees' goal orientations, the quality of leadermemberexchange, and the outcomes of job performance and job satisfaction. *AcademyofManagementJournal*,47(3),368-384.doi:10.2307/20159587.
- Jeffrey Pfeffer. 2007. Human Resources from an Organizational Behavior Perspective: Some Paradoxes Explained. *The Journal of Economic Perspectives* Vol. 21, No. 4. pp. 115-134.
- Jiang, K., Liu, D., McKay, P. F., Lee, T. W. and Mitchell, T. R. 2012. When and how is job embeddedness predictive of turnover? A meta-analytic investigation. *Journal of AppliedPsychology*, Vol. 97 No. 5, pp. 1077-1096
- Jing-zhou, P., & Wen-xia, Z. 2011. Under dual perspective of work exchange and social exchange the study of impact of LMX on affective commitment. *Emerald Insight*, 2 (4), 402-417
- Jinnett, K. Y., and Alexander, J.A.1999. The influence of organizational context on quitting intention: An examination of treatment staff in long-term mental health care settings. *Research on Aging*, 21(2), 176-204.
- Khalid, S. A., Jusoff, H. K., Ali, H., Ismail, M., Kassim, K. M. and Rahman, N. A. 2009. Gender as a Moderator of the Relationship between OCB and Turnover Intention. *Asian Social Science*, 5(6). 108-117.
- Kenny, D. A. 2014. *Mediation*. <http://davidakenny.net/cm/mediate.htm> (akses terakhir Maret 2015).
- Khawaldeh,K., Muala, A.M., and Ziadat,M. T. A. 2014. Antecedents and mediator of turnover intention amongst employees in private communications sector in Jordan: A structural equation modeling (SEM) approach. *Journal of Management and Sustainability*,4.(3),135-144.
- Kim, B., Lee, G., & Carlson, K. D. 2010. An examination of the nature of the relationshipbetween Leader-Member-Exchange (LMX) and turnover intent

- at different organizational levels. *International Journal of Hospitality Management*, 29(4), 591-597.
- Krishnan, V. R. 2005. Leader-Member Exchange, Transformational Leadership, and Value System. *Electronic Journal of Business Ethics and Organization Studies* 10(1), 14-21.
- Kudo, Y., Satoh, T., Hosoi, T., Miki, M., Watanabe, S., Aizawa, Y. 2006. Association between intention to stay on the job and job satisfaction among Japanese in small and medium sized private hospital. *Journal of Occupation health*, 48, 504-513.
- Kumar, R. Ramendran, C. and P. Yacob, P. 2012. A study on turnover intention in fast food industry: Employees fit to the organizational culture and the important of their commitment. *International Journal of Academic Research in Business and Social Sciences* Vol. 2, No. 5, 9-42.
- Lucy, F., David, J. M., Kathleen, A. M. and Claude, L. 2004. How can managers reduce employee intention to quit? *Journal of Managerial Psychology*, Vol. 19 No. 2, pp. 170-187
- Luthans, F. 2006. *Perilaku Organisasi*. Edisi Sepuluh. Alih bahasa: Vivin Andhika Yuwono, Shekar Purwanti, Th. Arie Prabawati & Winong Rosari. Yogyakarta: Penerbit Andi.
- Lyness, K. S. and Judiesch, M. K. 2001. Are female managers quitters? The relationships of gender, promotions, and family leaves of absence to voluntary turnover. *Journal of Applied Psychology*, Vol. 86 No. 6, pp. 1167-1178.
- MacKinnon, D.P. 2008. *Introduction to statistical mediation analysis*. Mahwah, NJ: Erlbaum.
- Mathis, Robert L. & John H. Jackson. 2006. *Manajemen Sumber Daya Manusia*. Edisi Kesepuluh. Alih Bahasa: Diana Angelica. Jakarta: Penerbit Salemba Empat.
- Major, D. A., Kazlomski, S. J., & Chao, G. T. 1995. A longitudinal investigation of newcomer expectations, early socialization outcomes and moderating effects of role development factors. *Journal of Applied Psychology*, 80 (3), 418-431.
- Michaels, C. E., and Spector, P.E. 1982. Causes of Employee Turnover: A Test of the Mobley, Griffeth, Hand, and Meglino Model. *Journal of Applied Psychology* 1982, Vol. 67, No. 1, 53-59.
- Mahdi, A. F., and Zin, M. Z. N. 2012. The relationship between job satisfaction and turnover intention. *American Journal of Applied Sciences* 9 (9): 1518-1526.

- Mbah, S.E. and Ikemefuna, C. O. 2012. Job Satisfaction and Employees' Turnover Intentions in total Nigeria plc. in Lagos State. *International Journal of Humanities and Social Science* 2 (14),275-287.
- Michael. D. 2012. Supportive Supervisor Communication as an Intervening Influence in the relationship between LMX and Employee Job Satisfaction, Turnover Intentions and Performance. *AABRI Journal of Behavioral Studies in Business, Academic and Business Research Institute*, 1-29.
- Moynihan, L.M., Boswell, W.R., and Boudreau, J.W. 2000. The influence of job satisfaction and Organizational commitment on executive withdrawal and performance. *Center for Advanced Human Resource Studies, Working Paper Series.hlmdigital@cornell.edu*,1-33
- Morrow, P.C., Suzuki, Y., Crum, M. R., Ruben, R., and Pautsch, G. 2005. The role of leader-member exchange in high turnover work environments. *Journal of Managerial Psychology*, 20 (8), 681 – 694.
- Moore, K.A., 2002. Hospital restructuring: impact on nurses mediated by social support and a
- Mueller, B. H., & Lee, J. 2002. Leader-member exchange and organizational communication satisfaction in multiple contexts. *Journal of Business Communication*, 39, 220-244.
- Nelwan, Olivia S. 2008. Pengaruh Karakteristik Pekerjaan, Kepemimpinan Transformasional, Peluang Promosi, Terhadap Kepuasan Kerja, Komitmen Organisasi Dan Turnover Intention (Studi Pada Karyawan Hotel Berbintang di Manado). *Analisis*, Vol. 5, No. 2, Hal. 139-150.
- Parvin. M.M. and Kabir, .M. N. 2011. Factors affecting employee job satisfaction of pharmaceutical sector. *Australian Journal of Business and Management Research*, 1 (9),113-123.
- Pfeffer, J. 2007. Human Resources from an Organizational Behavior Perspective: Some Paradoxes Explained. *The Journal of Economic Perspectives*.21(4), 115-134.
- Prasetyo, P.E. 2008. Peran mikro, kecil, dan menengah dalam kebijaksanaan penanggulangan kemiskinan dan pengangguran. *AKMENIKA UPY*, 2,1-13.
- Price, J. 2001. Reflections on the determinants of voluntary turnover. *International Journal of Manpower*, 22, 600-624.
- Rageb, M. A., El-Salam , E. M., Samadicy, A. E. & Farid, S. 2013. Organizational commitment, job satisfaction and job performance as a mediator between role stressors and turnover intentions: A study from an Egyptian cultural perspective. *The Business & Management Review*.3 (2) ,52-73

- Rasouli, R. and Haghtalai.M. 2006. Impact of Leader-Member Exchange on Job Satisfaction in Tehran Social Security Branches, *Turkish Public Administration Annual*, 32(35), 55-70 491.
- Remus,I., Jennifer D. Nahrgang, and Frederick P. Morgeson. 2007. Leader-Member Exchange and Citizenship Behaviors: A Meta-Analysis. *Journal of Applied Psychology* Copyright 2007 by the American Psychological Association 2007, Vol. 92, No. 1, 269-277.
- Robbins, Stephen P. 2006. *Perilaku Organisasi*. Edisi Kesepuluh. Alih Bahasa: Drs. Benyamin Molan. Penerbit PT Indeks.
- Saeed, I.,Waseem, M. Sikander,S,M., and Rizwan, M. 2014. The relationship of Turnoverintention with job satisfaction, job performance, Leader member exchange, Emotional intelligence and organizational commitment. *International Journal of Learning and Development*, 4 (2),242-256
- Saleh,R., Nair,M. S., and Harun, H. 2012. Job satisfaction, organizational commitment, and turnover intention: A case study on employees of a retail company in Malaysia. *International Journal of Social, Behavioral, Educational, Economic, Business and Industrial Engineering* 6(1) , 2021-2028.
- Sekaran, U., 2006, *Metodologi Penelitian untuk Bisnis*, Edisi 4, Buku 2, Jakarta: Salemba Empat.
- Shields, M.A., & Ward, M. 2001. Improving nurse retention in the National Health Service in England: the impact of job satisfaction on intentions to quit. *Journal of Health Economics*, 20, 677-701.
- Siong,Z. M. B., Mellor,D Moore,K. A., and L. Firth, L.2006. Predicting intention to quit in the call centre industry: does the retail model fit? *Journal of managerial psychology*, 21,(3), 231–243.
- Sugiyono. 2008. *Metode Penelitian Kunatitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Susskind, A.M., Borchgrevink, C.P., Kacmar, K.M. and Brymer, R.A. 2000, "Customer service Employees" behavioral intentions and attitudes: an examination of construct validity and a path model", *International Journal of Hospitality Management*, Vol. 19 No. 1, pp. 53-77.
- Swasto. 2011. *Manajemen Sumber Daya Manusia*. Malang. Universitas Brawijaya Press.
- Tarigan, V.and Ariyani, D.W.2015. Empirical study relations job Satisfaction,organizational commitment, and turnover intention. *Advances in Management & AppliedEconomics*, 5(2) , 21-42.

- Testa, M. R. 2009. National culture, leadership and citizenship: Implications for cross-cultural management. *International Journal of Hospitality Management*, 28(1), 78-85.
- Trevor, C. O. 2001. Interactions among actual ease-of-movement determinants and job satisfaction in the prediction of voluntary turnover. *Academy of Management Journal*, 44(4), 621-638 Trevor, C. O. (2001).
- Tschopp, C., Grote, G. and Gerber, M. 2014. How career orientation shapes the job satisfaction–turnover intention link. *Journal of Organizational Behavior*, Vol. 35 No. 2, pp. 151-171.
- Tumbelaka, S. X., Alhabshi, T., dan Nimran, U. 2016. Pengaruh budaya organisasi terhadap kepuasan kerja, komitmen organisasional dan intention to leave: Studi pada Karyawan PT. Bitung Mina Utama. *Jurnal Bisnis dan Manajemen* 3(1), 94-108.
- Volmer, J., Niesen, C., Spurk, D., Linz, A. and Abele, A. E. 2011. Reciprocal relationships between leader-member exchange and Job Satisfaction: A cross-lagged analysis. *Applied Psychology: An International Review*, 60 (4), 522–545.
- Wang, Chen, Hyde, and Hsieh. 2010. Chinese Employees' Work Values and Turnover Intention in Multinational Companies: The Mediating Effect of Pay Satisfaction. *Social Behavior and Personality*. 38 (7), pp: 871-894.
- Wang, S. and Yi, X. 2011. It's happiness That it's happiness that counts: Full mediating effect of the job satisfaction on the linkage from LMX to turnover intention in Chinese Companies. *International Journal of Leadership Studies*, 69(3), 337-358.
- Wang, P.Q. 2014. An investigation of how gender moderates the impact LMX in front-lines employees work outcomes in hospitality industries. *A Thesis submitted to Auckland University of Technology* in fulfilment of the requirements for the degree of Master Philosophy.
- Yuan, N. and Jian, L. 2011. The mediating role of trust in teammates in the relationship between differentiation in leader-member exchange (LMX) and work attitude: An empirical study in China, Full length research paper, *African Journal of Business Management* 6(34), 9617-9625.
- Yukl, G. 2010. *Leadership in organizations*. 6th ed.. Upper Saddle River, NJ: Pearson.
- Zhou, Y. and Volkwein, J. F. 2004. Examining the influences on faculty departure intentions: A comparison of tenured versus nontenured faculty at research universities using NSOPF-99. *Research in Higher Education*, Vol. 45 No. 2, pp. 139-176.