

DAFTAR PUSTAKA

- Agung, I. G. N. (2006). *Statistika penerapan model rerata sel multivariat dan model ekonometri dengan SPSS*. Jakarta: Yayasan SAD Satria Bhakti.
- Amalia, N. R., Muhari. (2013). Hubungan antara *adversity quotient* dengan kematangan karir pada peserta didik di Mandiri Enterpreneur Center (MEC) Surabaya. *Jurnal Mahasiswa Teknologi Pendidikan*, 2(1).
- Anderson, E., Buchko, A. A., & Buchko, K. J. (2016). Giving negative feedback to Millennials: How can managers criticize the “most praised” generation. *Management Research Review*.
- Ardana, I. K. (2012). *Manajemen Sumber Daya Manusia*. Edisi Pertama. Yogyakarta: Graha Ilmu.
- Ariyanto, T. (2004). Profil Persaingan Usaha dalam Industri Perbankan Indonesia, Volume 6, Nomor 2, Perbanas Finance and Banking Journal (2004).
- Arnold, H. J., & Feldman, D. C. (1982). A multivariate analysis of the determinants of job turnover. *Journal of applied psychology*, 67(3), 350.
- Arthesa, A & Handiman, E. 2006. *Bank dan Lembaga Keuangan Bukan Bank*. PT. Indeks Kelompok Gramedia: Jakarta
- Aryani, R., Widodo, W., & Chandrawaty, C. (2021). How *adversity quotient* and organizational justice reduce *turnover* intention empirical evidence from Indonesia. *The Journal of Asian Finance, Economics and Business*, 8(6), 1171-1181.
- Astyawan, P. R. (2020). Bima Arya: 42 Persen Warga Kota Bogor Kena PHK Imbas Pandemi Covid-19. okezone.com.

- Azwar, S. (2017). *Metode penelitian psikologi (ed 2)*. Yogyakarta: Pustaka Belajar.
- Babakus, E., Yavas, U., & Ashill, N. J. (2009). The role of customer orientation as a moderator of the job demand–burnout–performance relationship: A surface-level trait perspective. *Journal of Retailing*, 85(4), 480–492.
<https://doi.org/10.1016/j.jretai.2009.07.001>
- Bidari, A. S., Simangunsong, F., & Siska, K. (2020). Sektor Perbankan Di Covid-19. *Jurnal Pro Hukum : Jurnal Penelitian Bidang Hukum Universitas Gresik*, 9(1).
<https://doi.org/10.55129/jph.v9i1.1129>
- Budi, U. I. K. A., & Artha, W. I. M. The Role Of *Adversity quotient* In Moderating The Effect Of Work Stress And Work Motivation On Employee *Turnover* Intention: A Case Study Of Bali Royal Hospital Denpasar.
- Bukhari, T., A. S., Saeed, M., M., & Nisar, M. (2011). The effects of psychological contract breach on various employee level outcomes: The moderating role of Islamic work ethic and adversity quotient. *African Journal of Business Management*, 5(21), 8393-8398.
- Cascio, W. F. (1998). *Applied Psychology In Human Resource Management* (Fifth Edition). USA : Prentice Hall International Inc.
- Chaplin, J.P., (2004). *Kamus Lengkap Psikologi*. Alih Bahasa : Kartini Kartono, Jakarta : P.T. Raja Grafindo Persada
- Chin, P. L., & Hung, M. L. (2013). Psychological Contract Breach and Turn Ovirentention: the Moderating Roles of *Adversity quotient* and Gender Social Behavior And Personality, 2013,41(5). 843-859.

- Cotton, J. L., & Tuttle, J. M. (1986). Employee *turnover*: A meta-analysis and review with implications for research. *Academy of management Review*, 11(1), 55-70.
- Dayakisni, Tri. & Hudaniah. (2009). Psikologi Sosial. Malang: UMM Press.
- Dechawatanapaisal, D. (2019, September). Millennials' intention to stay and word-of-mouth referrals. In Evidence-based HRM: A Global Forum for Empirical Scholarship. Emerald Publishing Limited.
- Deesom, N. (2011). The Result Of A Positive Thinking Program To The *Adversity quotient* Of Mathayom Suksa VI Students. *Journal Of Education Khon Kaen University*, 5.
- Dewi, N. K., & Sawitri, D. R. (2015). Kecerdasan Adversitas Dan Keterlibatan Kerja Pada Karyawan Pt. Gandum Mas Kencana Kota Tangerang. *Jurnal Empati*, 4(1), 123-129.
- Dianriasning, E. (2018). Perbedaan Intensi *Turnover* Ditinjau Dari Masa Kerja Dengan Mengendalikan *Adversity Quotient* Di Perusahaan X (Difference Of *Turnover* Intention Based Employee Work Period Controlled By *Adversity quotient* In Company X) Intuisi: *Jurnal Psikologi Ilmiah*, 10(2), 123-133.
- Dijkstra, K., Pieterse, M. E., & Pruyn, A. (2008). Stress-reducing effects of indoor plants in the built healthcare environment: The mediating role of perceived attractiveness. *Preventive medicine*, 47(3), 279-283.
- Ekasaputri, F.A. (2016). *Adversity quotient* dan psychological capital dalam menentukan keterikatan kerja pada karyawan. SENASPRO.

- Etnaningtyas, A. P. (2011). Faktor-faktor yang Mempengaruhi Intensi *Turnover* pada Karyawan PT Alenatex Bandung. Skripsi Psikologi Universitas Islam Negeri Syarif Hidayatullah Jakarta.
- Fauziah, M. (2020). Pengaruh Model Pembelajaran Thinking Actively in a Social Context dan Creative Problem Solving terhadap Kemampuan Berpikir Divergen Ditinjau dari *Adversity quotient* (Doctoral dissertation, UNS (Sebelas Maret University)).
- Gay, L.R., Mills, G.E., Airasian, P. (2009). Educational Research: Competencies for analysis and applications (9th ed.). Columbus, Ohio: Pearson.
- Gibbons, J. M. (2006). Employee engagement: A review of current research and its implications. Conference Board.
- Gilmer, V. (1966). Industrial Psychology. USA: McGraw Hill Book Company Inc.
- Hackman, J. R., & Oldham, G. R. (1976). Motivation through the design of work: Test of a theory. *Organizational behavior and human performance*, 16(2), 250-279.
- Hadi, S. (1987). Metode research. Yogyakarta: Andi Offset.
- Hadi, S. (2015). *Statistika*. Yogyakarta: Pustaka Pelajar.
- Hakim, F. (2016). Analisa Faktor-Faktor yang Mempengaruhi *Turnover* Intention dan Kinerja Karyawan Outsourcing. *Jurnal Dinamika UMT*, 1(2), 66-83.
- Halim, L., & Antolis, K. (2021). Analisis Faktor-Faktor Yang Mempengaruhi Turnover Intention Agent di PT AIA Cabang X Malang. *Ekonomi, Keuangan, Investasi Dan Syariah (EKUITAS)*, 2(2), 177-186.

- Halimsetiono, E. (2014). Peningkatan Komitmen Organisasi untuk Menurunkan Angka *Turnover* Karyawan. *Kesmas: Jurnal Kesehatan Masyarakat Nasional (National Public Health Journal)*, 8(8), 339-345. <http://dx.doi.org/10.21109/kesmas.v8i8.402>
- Hall, M., & Smith, D. (2009). Mentoring and turnover intentions in public accounting firms: a research note. *Accounting, Organizations and Society*, 34, 695-704. <https://doi.org/10.1016/j.aos.2008.11.003>
- Handoko, T., & Soeling, P. D. (2020). Analisa Penyebab *Turnover* Intention Karyawan pada Sektor Perbankan Syariah. *Universitas*, 2(9).
- Hariandja, M. T. E. (2002). *Manajemen Sumber Daya Manusia*. Jakarta ; PT. Bumi Aksara.
- Harnoto. (2002). *Manajemen Sumber Daya Manusia*, Edisi kedua. Jakarta : Prehallindo.
- Hidayati, N., & Trisnawati, D. (2016). Pengaruh kepuasan kerja dan stress kerja terhadap turnover intentions karyawan bag. *Marketing pt. Wahana sahabat utama. Eksis: Jurnal Riset Ekonomi dan Bisnis*, 11(1). <https://doi.org/10.26533/eksis.v11i1.27>
- Hom, P. W., Katerberg, R., & Hulin, C. L. (1979). Comparative examination of three approaches to the prediction of *turnover*. *Journal of applied Psychology*, 64(3), 280.
- Hurlock, E.B. (1996). *Psikologi Perkembangan Suatu Pendekatan Sepanjang Rentang Kehidupan*. Jakarta: Erlangga.
- Indonesia, I. B. (2013). *Memahami bisnis bank*. Gramedia Pustaka Utama.
- Jewel, L. N., & Siegall, M. (1998). *Psikologi Industri Organisasi Modern*, diterjemahkan oleh Hadyana Atmaka dan Meitasari, Edisi kedua, Jakarta: CV.

- Kartika, A. (2010). Pengaruh Komitmen Organisasi dan Ketidakpastian Lingkungan dalam Hubungan antara Partisipasi Anggaran dengan Senjangan Anggaran. Kajian Akuntansi, Vol. 2 No. 1, (39-60).
- Kessler, A. N. (2016). Retaining the nonretainable: A correlational exploration of work centrality and turnover among the millennial workforce (Doctoral dissertation, University of La Verne).
- Kreitner dan Kinicki. (2005). Perilaku organisasi, buku 1. Jakarta: Salemba Empat
- Kurfia, I.F.I.D. (2019). Hubungan Antara *Adversity quotient* Dengan Intensi *Turnover* Pada Karyawan Generasi Y Di RSIA X Surabaya. Skripsi Psikologi dan Kesehatan Universitas Islam Negeri Sunan Ampel Surabaya.
- Kurniasari, L. (2004). Pengaruh Komitmen Organisasi & Job Insecurity Karyawan Terhadap Intensi *Turnover*. Tesis Program Pasca Sarjana Pengembangan Sumber Daya Manusia, Universitas Airlangga, Surabaya
- Lai, M. C., & Chen, Y. C. (2012). Self-efficacy, effort, job performance, job satisfaction, and turnover intention: The effect of personal characteristics on organization performance. International Journal of Innovation, Management and Technology, 3(4), 387.
- Laura, & Sunjoyo. (2009). Pengaruh *adversity quotient* terhadap kinerja karyawan, sebuah studi kasus pada holiday inn bandung. In National Symposium Management Departement Economic Faculty Maranata Chirstian University (pp. 369–393). Bandung

- Li, J., Liang, Q. Z., & Zhang, Z. Z. (2016). The effect of humble leader behavior, leader expertise, and organizational identification on employee *turnover* intention. Journal of Applied Business Research (JABR), 32(4), 1145-1156.
- Lidyana, V. (2020). Anak Muda Paling Banyak Kena PHK Saat Pandemi. finance.detik.com. Retrieved October 20, 2022, from <https://finance.detik.com/berita-ekonomi-bisnis/d5203509/anak-muda-paling-banyak-kena-phk-saat-pandemi>
- Lucas, K., D'enbeau, S., & Heiden, E. P. (2016). Generational growing pains as resistance to feminine gendering of organization? An archival analysis of human resource management discourses. Journal of Management Inquiry, 25(3), 322-337.
- Maier, Norman P.F., (1971). Psychology in Industry 3rd Edition. New Delhi : Oxford and Ibn Publishing.
- Margaretha, M., & Saragih, S. (2013, March). Developing new corporate culture through green human resource practice. In International Conference on Business, Economics, and Accounting (Vol. 1, No. 10).
- Mathis, R.L., J.H. Jackson. (2006). Human Resource Management: Manajemen Sumber Daya Manusia. Terjemahan Dian Angelia. Jakarta: Salemba Empat.
- Matore, M., Khairani, A., & Razak, N. (2015). The influence of AQ on the academic achievement among malaysian polytechnic students. International Education, 8, 69–74.

- Meier, J., Austin, S. F. and Crocker, M. (2010), “Generation Y in the Workforce: Managerial Challenges”, *The Journal of Human Resource and Adult Learning*, 6(1), pp. 68-78. <http://www.hraljournal.com/Page/8%20Justin%20Meier.pdf>
- Michaels, C. E., & Spector, P. E. (1982). Causes of employee *turnover*: A test of the Mobley, Griffeth, Hand, and Meglino model. *Journal of applied psychology*, 67(1), 53.
- Mobley, W. H. (1986). Pergantian Karyawan: Sebab, Akibat, dan Pengendaliannya (terjemahan). Cetakan Pertama. Jakarta: PT Pustaka Binaman Pressindo.
- Mobley, W. H., Horner, S. O., & Hollingsworth, A. T. (1978). An evaluation of precursors of hospital employee *turnover*. *Journal of Applied psychology*, 63(4), 408.
- Mobley, W.H. (1982). Employee *turnover*: Causes, consequences, and control. Reading, MA: Addison-Wesley.
- Mobley, W.H. (2011). Pergantian Karyawan: Sebab, Akibat dan Pengendaliannya. Jakarta : PT. Pustaka Binaman Pressindo.
- Mowday, R.T., L.W. Porter & R.M Steers, 1982. Employee Organization Linkages: The Psychology of Commitment Absenteeism and *Turnover*. New York: Academic Press
- Musanef. (1986). Manajemen Kepegawaian Indonesia. Jakarta : PT. Gunung Agung.
- Nasution, W. A. (2009). Pengaruh Kepuasan Kerja Karyawan Terhadap Intensi *Turnover* Pada Call Center Telkomsel Di Medan. *Jurnal Mandiri*, 4(1), 1-11.
- Novliadi, P. (2007). Intensi *Turnover* Karyawan Ditinjau dari Budaya Perusahaan dan Kepuasan Kerja. Makalah : Fakultas Kedokteran, Jurusan Psikologi USU.

- Parsons, C. K., Herold, D. M., & Leatherwood, M. L. (1985). *Turnover* during initial employment: A longitudinal study of the role of causal attributions. *Journal of Applied Psychology*, 70(2), 337.
- Perez, M. (2008). *Turnover Intent*. Diploma Thesis, Universitas Zurich, Jerman.
- Phoolka, E. S., & Kaur, N. (2012). Adversity quotient: A new paradigm to explore. *Contemporary Business Studies*, 3(4), 67-78.
- Pollin, R. (2008). *A Measure of Fairness: The Economics of Living Wages and Minimum Wages in The United States*. New York: Cornell University Press.
- Porter, L. W., Steers, R. M., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and *turnover* among psychiatric technicians. *Journal of applied psychology*, 59(5), 603.
- Prahara, S. A., Dewi, R. P., & Astuti, K. (2021). The millennials: Adversity intelligence and work engagement. *JPAI (Journal of Psychology and Instruction)*, 4(3), 71-76.
- Prakoso, M. S. (2022). Vol. 16 No. 1 (2022) Pengaruh Adversity quotient (Aq) Dan Kompensasi Terhadap Turnover Intension Pada Karyawan: Pengaruh Adversity quotient (Aq) Dan Kompensasi Terhadap Turnover Intension Pada Karyawan. *Cakrawala Ekonomi dan keuangan*, 16(1), 1-9.
- Prihastuti. (1992). Hubungan Antara Komitmen Kerja, Usia, masa Kerja, Status Perkawinan dan Tingkat Gaji dengan Intensi *Turnover* Pada Perawat di RSU Fatmawati Jakarta Selatan. Skripsi. Yogyakarta : Fakultas Psikologi UGM.
- Purwanto, E. A. (2007). Dyah Ratih sulistyastuti. "Metode Penelitian kualitatif". Jakarta ; Gava Media.

- Putra, M. T. P., & Prihatsanti, U. (2017). Hubungan Antara Beban Kerja Dengan Intensi *Turnover* Pada Karyawan Di PT.“X”. *Jurnal Empati*, 5(2), 303-307.
- Putri, S. W., Prabawani, B., & Nugraha, H. S. (2022). Pengembangan Talent Management Untuk Membentuk Komitmen Organisasi:(Studi Kasus Pada Pt Bank Mega Tbk. Semarang Divisi Card Collection). *Fair Value: Jurnal Ilmiah Akuntansi dan Keuangan*, 4(6), 2292-2311.
- Pyöriä, P., Ojala, S., Saari, T., & Järvinen, K. M. (2017). The millennial generation: a new breed of labour?. *Sage Open*, 7(1), 2158244017697158.
- Rahmania, A. (2017). Hubungan job embeddedness dengan *turnover* intention pada karyawan Pizza Hut Ciliwung Malang / Adelin Rahmania. Diploma thesis, Universitas Negeri Malang.
- Ranupandojo, H., & Husnan, S. (2002). *Manajemen personalia* (4th ed.). Yogyakarta: BPFE UGM.
- Reber, S.A., Reber, S.E. (2010). *Kamus Psikologi*. Yogyakarta: Pustaka Pelajar.
- Ridlo, I. A. 2012. Turn Over Karyawan “Kajian Literatur”. Surabaya: Public Health Movement.
- Riduwan. (2008). *Belajar Mudah Penelitian untuk Guru - Karyawan dan Peneliti Pemula*. Bandung: Alfabeta
- Robbins S.P. (2007). *Perilaku Organisasi*, Jilid 1 & 2, Alih Bahasa :Hadyana Pudjaatmaka. Indeks Kelompok Gramedia. Jakarta.
- Robbins, S. P. & Judge, T. A. (2008). *Perilaku Organisasi* (Edisi Dua Belas), Jakarta: Salemba Empat.

- Rokhmah, B., Riani, A. (2005). Keterkaitan Komitmen Afektif dengan Intensi *Turnover* pada Karyawan Bagian Produksi di PT Usman Jaya Mekar Magelang. *Jurnal Ilmiah Teknik Industri*. Surakarta : Universitas Sebelas Maret Surakarta. Vol. 4. No. 2 (78-85).
- Santoso, A., & Amin, M. A. (2021). Mereduksi *Turnover* Intention Karyawan Finance (Studi Kasus Pada Pt. Central Santosa Finance Cabang Semarang). *Jurnal Ekonomi Syariah, Akuntansi dan Perbankan (JESKaPe)*, 5(1), 70-89.
- Setiaka, I. (2017). Hubungan Antara Adversity quotient Dengan Intensi Turnover Pada Karyawan (Studi Di Restoran Pizza Hut) (Doctoral dissertation, University of Muhammadiyah Malang).
- Shen, C. Y. (2014). The Relative study of gender roles, and job stress and adversity quotient. *Journal of Global Business Management*, 10(1), 19.
- Sianipar, A.R.B. & Haryanti, K. (2014). Hubungan Komitmen Organisasi dan Kepuasan Kerja Dengan Intensi *Turnover* pada Karyawan Bidang Produksi CV. X. Psikodimensia, 13 (1), 98-114
- Siddiqi, M. A. (2013). Examining work engagement as a precursor to turnover intentions of service employees. *International Journal of Information, Business and Management*, 5(4), 118-132.
- Simamora, H. 2010, *Manajemen Sumber Daya Manusia*, Gramedia, Jakarta.
- Sismawati, W., & Lataruva, E. (2021). Analisis Pengaruh Work-Life Balance Dan Pengembangan Karier Terhadap *Turnover* Intention Karyawan Generasi Y Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi pada PT Bank Tabungan

- Negara Syariah Semarang). Diponegoro Journal of Management, 9(2). Retrieved from <https://ejournal3.undip.ac.id/index.php/djom/article/view/30336>
- Siyamto, Y., & Saputra, A. (2021). Analisis keuangan keluarga di masa pandemi covid 19. Prosiding Seminar Nasional Ilmu Sosial dan Teknologi (SNISTEK), 3, 162–167.
- Smither, R. D. (1994). The Psychology of Work and Human Performance (2nd ed.). New York : Harper Collins College Publishers.
- Sofjan, A. (2009). Manajemen Pemasaran Konsep Dasar dan Strategi. Edisi Pertama. PT Raja Grafindo Persada. Jakarta.
- Somaratne, C. S. N., Jayawardena, L. N. A. C., & Perera, B. M. K. (2020). Role of *adversity quotient* (AQ) on perceived stress of managers: with specific reference to AQ dimensions. Kelaniya J Manag, 8(2), 40.
- Spector, P. E. (1997). Job satisfaction: Application, assessment, causes, and consequences (Vol. 3). Sage.
- Steel, R. P., & Ovalle, N. K. (1984). A review and meta-analysis of research on the relationship between behavioral intentions and employee *turnover*. Journal of applied psychology, 69(4), 673.
- Stoltz, P. G. (1997) *Adversity quotient*: Turning obstacles into opportunities. Canada: John Wiley and Sons, Inc
- Stoltz, P. G. (2005). Faktor Penting dalam Meraih Sukses *Adversity quotient* : Mengubah Hambatan Menjadi Peluang (Terj. T. Hermaya). Jakarta: PT. Grasindo.
- Sulistiyani, A.T., Rosidah. (2003). Manajemen Sumber Daya Manusia Konsep, Teori dan Pengembangan dalam Konteks Organisasi Publik. Yogyakarta : Graha Ilmu

- Sumarni, Y. (2020). Pandemi covid-19: Tantangan ekonomi dan bisnis. *Al-Intaj: Jurnal Ekonomi & Perbankan Syariah*, 6(2), 46–58. <https://doi.org/10.29300/aij.v6i2.3358>
- Suwandi, & Indriantoro, N. (1999). Pengujian Model *Turnover* Pasewark dan Strawser: Studi Empiris pada Lingkungan Akuntansi Publik. *Jurnal Riset Akuntansi Indonesia* Vol.2 No.2, halaman 173-195.
- Thomas-Sharksnas, B. L. (2003). The relationship between resilience and job satisfaction in mental health care workers (Doctoral dissertation, Marywood University).
- Tigchelaar, L., & Bekhet, K. E. (2015). The Relationship of *Adversity quotient* and Leadership Styles of Private Business Leaders in Egypt. *International Journal of Sciences: Basic and Applied Research (IJSBAR)*, 20(2), 20-48. Retrieved from <https://gssrr.org/index.php/JournalOfBasicAndApplied/article/view/3454>
- Toly, A.A. (2001). Analisis faktor-Faktor yang Mempengaruhi *Turnover* Intention pada Staff Kantor Akuntan Publik. *Jurnal Akuntansi dan Keuangan* (102-125).
- Tumwesigye, G. (2010). The relationship between perceived organisational support and *turnover* intentions in a developing country: The mediating role of organisational commitment. *African Journal of Business Management*, 4, 942-952.
- Undang-Undang Nomor 13 Tahun 2003 Tentang Ketenagakerjaan
- US Civil Service Commission. Training Leadership Division. (1977). The employee development specialist curriculum plan: an outline of learning experiences for the employee development specialist. Civil Service Commission, Bureau of Training, Training Leadership Division.

- Vinas, D. K. D., & Malabanan, M. G. A. (2015). *Adversity quotient* and coping strategies of college students in Lyceum of the Philippines University. *Asia Pacific Journal of Education, Arts and Sciences*, 2(3), 68-72.
- Wang, J. H., Tsai, K. C., Lei, L. J. R., & Lai, S. K. (2016). Relationships among job satisfaction, organizational commitment, and *turnover* intention: evidence from the gambling industry in Macau. *Business and Management Studies*, 2(1), 104-110.
- Wang, Q., & Wang, C. (2020). Reducing turnover intention: perceived organizational support for frontline employees. *Frontiers of Business Research in China*, 14(1), 1-16.
- Waspodo, A. A., Handayani, N. C., & Paramita, W. (2013). Pengaruh kepuasan kerja dan stres kerja terhadap *turnover* intention pada karyawan pt. Unitex di bogor. *JRMSI-Jurnal Riset Manajemen Sains Indonesia*, 4(1), 97-115.
- Wexley, K. N., & Yukl, G. (1977). *Organizational behavior and personal psychology*. Homewood, (3rd ed.): Richard D. Irwin.
- Wirabrata & Fajriantji. (2013). Hubungan *Adversity quotient* dengan Intensi *Turnover* pada Perawat di Instansi Gawat Darurat RSUP Sanglah. *Jurnal Psikologi Industri dan Organisasi* Vol. 2, No. 2, Agustus 2013.Fakultas Psikologi Universitas Airlangga
- Yap, W. M., & Badri, S. K. Z. (2020). What makes millennials happy in their workplace?. *Asian Academy of Management Journal*, 25(1).
- Yapanto, L. M. (2020). Dampak Pandemi Covid-19 Dilihat dari Beberapa Sudut Pandang.

- Yong, F. R. (2021). Instruments measuring community pharmacist role stress and strain measures: A systematic review. *Research in Social and Administrative Pharmacy*, 17(6), 1029-1058, doi: <https://doi.org/10.21203/rs.3.rs-515327/v1>
- Youcef, S., Ahmed, S. S., & Ahmed, B. (2016). The impact of job satisfaction on turnover intention by the existence of organizational commitment, and intent to stay as intermediates variables using approach PLS in sample worker department of transport Saida. *Management*, 6(6), 198-202.
- Youngblood, S. A., Mobley, W. H., & Meglino, B. M. (1983). A longitudinal analysis of the *turnover* process. *Journal of Applied Psychology*, 68(3), 507.
- Zeffane, R.M. (1994) Understanding Employee *Turnover*: The Need for a Contingency Approach. *International Journal of Manpower*, 15, 22-38.
<http://dx.doi.org/10.1108/01437729410074182>