

DAFTAR PUSTAKA

- Anand, Rahul., Perrelli, Roberto., Zhang, Boyang. (2016). *South africa's exports performance: any role for structural factors*. IMF Working Paper.
- Ardana, I Komang., Ni Wayan Mujiati, I Wayan Mudhiartha Utama. 2012. *Manajemen sumber daya manusia. Edisi Pertama*. Yogyakarta: Graha Ilmu
- Andersson L.M., dan Pearson, C. M. (1999). *Tit for tat? the spiraling effect of incivility in the workplace*. *Academy of Management Review*, 24, 452–471.
- Astuti, F., & Soeharto, T.N.E.D. (2017). Resiliensi pada mahasiswa tahun pertama program kelas karyawan ditinjau dari konsep diri. Diakses tanggal 13 September 2020 dari <https://publikasiilmiah.ums.ac.id/bitstream/handle/11617/9270/Feti%20Astuti.pdf?sequence=1&isAllowed=y>.
- Ayuningtyas, Fatikhah Indah (2020) Hubungan antara *workplace incivility* dengan *turnover intention* pada karyawan PT. X di Yogyakarta. Skripsi. Universitas Mercu Buana Yogyakarta
- Bartlett, J. E., Baertlett, M. E., & Thomas G. Reio, J. (2008). Workplace Incivility: Worker and Organizational Antecedents and Outcomes. Online Submission, 2001. <https://files.eric.ed.gov/fulltext/ED501638.pdf>
- Beattie, L., & Griffin, B. (2014). *Day-level fluctuations in stress and engagement in response to workplace incivility: A diary study*. *Work and Stress*. <https://doi.org/10.1080/02678373.2014.898712>
- Cortina, L. M., dan Magley, V. J. (2001). *Incivility in the workplace incidence*. 64–80. <https://doi.org/10.1037//1076-8998.6.1.64>
- Cortina, L. M., dan Magley, V. J. (2009). *Patterns and profiles of response to incivility in the workplace*. *Journal of Occupational Health Psychology*, 14(3), 272–288. <https://doi.org/10.1037/a0014934>.
- Daulay, S.F. (2009). “Perbedaan Self regulated Learning antara Mahasiswa yang Bekerja dan yang Tidak Bekerja”, Skripsi. Dipublikasikan: Universitas Sumatera Utara.
- Dehotman, K. (2016). *Pengaruh pendidikan terhadap kinerja karyawan Baitul Mal Wat-Tamwil di provinsi Riau*. *Jurnal Ekonomi Dan Bisnis Islam*. Retrieved from <https://media.neliti.com/media/publications/169049-ID-pengaruh-pendidikan-terhadapkinerja-kar.pdf>

- Dwi, G., Syafrizal. (2011). *Analisa pengaruh kepuasan kerja terhadap turnover intention serta dampaknya terhadap kinerja karyawan (Studi di Hotel Horison Semarang)*. Skripsi. Fakultas Ekonomi. Universitas Diponegoro Semarang.
- Estes, B, & Wang, J. (2008). *Workplace Incivility : Impacts on Individual and Organizational Performance*. *Human Resource Development Review*
- Fishbein, M, dan Ajzen, I. (1975). *Belief, attitude, intention, and behavior: an introduction to theory and research, reading, MA: Addison-Wesley*.
- Hadi,S. 2015. *Metodologi riset*. Yogyakarta. Pustaka Pelajar
- Handoyo, S., Samian, Syarifah, D., dan Suhaidi, F. (2018). *The measurement of workplace incivility behavior in indonesia: evidence and construct validity*. *psychology research and behavior management*, 217-226.
- Harnoto. 2002. *Manajemen sumber daya manusia*. Jakarta : Prehallindo.
- Harninda, dan Harnoto. (1999). *Turnover intention s : definisi, indikasi, dampak turnover bagi perusahaan dan perhitungan turnover*. *Jurnal Manajemen, Bahan Kuliah Manajemen*
- Hasibuan, M. S. P. (2010). *Manajemen Sumber daya manusia*. Jakarta: PT. Bumi Aksara
- Hansen, R.J. (1993), *Personal harassment in the Canadian force: 1992 survey*, Working Paper No. 93-1, Canadian Forces Personnel Applied Research Unit, Willowdale,
- Hendryadi, & Zannati, R. (2018). *Hubungan Workplace Incivility dan Turnover Intention : Efek Moderasi Gender*. *Inovasi*, 14(2), 123–133. Retrieved from <http://journal.feb.unmul.ac.id/index.php/INOVASI>
- Kaswan. (2017). Jakarta: PT Bumi Aksara.
- Khomariah, Esti. dkk (2020). *Turnover intention PT.efrata retailindo ditinjau dari beban kerja, lingkungan kerja dan kepuasan kerja*. *Business Management Analysis Journal (BMAJ)*. 3. 35-45.
- Kusuma, K. I. P., dan Mujiati, N. W. (2017). *Pengaruh perceived organizational support dan komitmen organisasional terhadap turnover intention karyawan di hotel alila ubud*. *E-Jurnal Manajemen Unud*, 6(10), 5748– 5774.
- Laschinger, H. K. S., Leiter, M., Day, A., & Gilin, D. (2009). *Workplace Empowerment, Incivility, And Burnout: Impact On Staff Nurse Recruitment And Retention Outcomes*. *Journal of Nursing Management*, 17(3), 302–311
- Lim, S., Cortina, LM dan Magley, VJ (2008), *Ketidaksopanan pribadi dan kelompok kerja: dampak pada pekerjaan dan hasil kesehatan*, *Jurnal Psikologi Terapan*, 93(1), 95-107

- Loi, N. M., Loh, J. M., & Hine, D. W. (2015). Don't rock the boat: The moderating role of leader in the relationship between workplace incivility and work withdrawal. *Journal of Management Development*, 34(2), 169-186
- Lubis, R., Irma, N.H., Wulandari, R., Siregar, K., Tanjung, N.A., Wati, T.A., Puspita, M., & Syahfitri, D. (2015). *Mengatasi stres pada mahasiswa yang bekerja*. *Jurnal Fakultas Psikologi Universitas Medan Area*, 1 (2), h. 48-56.
- Maimunah. (2018). *Pengaruh kepuasan kerja terhadap turnover intention pada pengemudi taksi PT.blue bird medan*. Skripsi. Universitas Sumatra Utara.
- Mardika, N.H., dan Prima, A.P. (2020). *Faktor-faktor yang mempengaruhi intensi turnover karyawan di Kota Batam*. *Jurnal Paradigma Ekonomika*, 15 (2), 163 - 172.
- Martin, R. J., dan Hine, D. W. (2005). *Development and validation of the Uncivil workplace behavior questionnaire*. *Journal of Occupational Health Psychology*, 10(4), 477–490.
- Megita Auni, Indah (2020). *Hubungan antara workplace incivility dengan employee engagement pada karyawan Hotel X*. skripsi. Universitas Mercu Buana Yogyakarta.
- Muamarah, Hanik Susilawati dan Indra Wijaya Kusuma. (2012). *Pengaruh iklim etis organisasi dan stres kerja terhadap keinginan berpindah dengan kepuasan kerja sebagai variabel intervening (Studi pada Account representative dan pemeriksaan pajak di kantor pelayanan pajak di pulau jawa)*. *Jurnal BPPK*. Vol.5. Hal.77-90.
- Mufidah, Lailatul. (2016). *Pengaruh job satisfaction terhadap turnover intention dengan continuance commitment sebagai variabel intervening pada karyawan EF synergy consultant*. Skripsi. Fakultas Ekonomi dan Bisnis. Universitas Airlangga Surabaya
- Michaels, C.E., dan Spector, P.E. (1982). *Causes of employee turnover: a test of the Mobley, Griffith, Hand, and Meglino model*. *Journal of Applied Psychology*, 67(1), 53-59
- Mobley, W. H., Horner, S. O., & Hollingsworth, A. T. (1978). *An evaluation of precursors of hospital employee turnover*. *Journal of Applied Psychology*. 63(4): 408-414.
- Montgomery, K., Kane, K. and Vance, C.M. (2004). *Accounting for differences in norms of respect: a study of assessments of incivility through the lenses of race and gender*, *Group dan Organization Management*, 29(2), 248-268
- Pearson, C. and Porath, C. (2009), *The Cost of Bad Behavior: How Incivility Ruins Your Business and What You Can Do about It*, Portfolio, New York, NY
- Price, J.L., dan C.W. Mueller. (1981). *A causal model of turnover for nurses*. *The Academy of Management Journal*. 24 (3): 543-565.

- Rahim, A., dan Cosby, D. M. (2016). *A model of workplace incivility, job burnout, Turnover Intention s, and job performance*. *Journal of Management Development*, 35(10), 1255-1265
- Ridlo, I. A. 2012. *Turn Over Karyawan “Kajian Literatur”*. Surabaya: Public Health Movement.
- Robert, P. & Saar, E. (2012). *Learning and Working: The Impact of the 'Double Status Position' on the Labour Market Entry Process of Graduates in CEE Countries*. *European Sociological Review*, 28(6), 742-754
- Rocky, dan Setiawan, R. (2018). *Pengaruh workplace incivility dan job burnout terhadap turnover intention pada Cv Metalik Baru*. *Agora*, 6(2).
- Ronodiputro dan Husnan, S. 1995. *Manajemen Sumber Daya Manusia*. Jakarta: LP3ES
- Saeed, I., Waseem, M., Sikander, S. and Ridwan, M. (2014), “*The relationship of Turnover intention with job satisfaction, job performance, Leader member exchange, Emotional intelligence and organizational commitment*”, *International Journal of Learning and Development*, Vol. 4 No. 2, available at: <https://doi.org/10.5296>.
- Swastha, Basu, dan Ibnu Sukotjo W, 2002, *Pengantar Bisnis Modern*, Edisi Ketiga, Liberty. Yogyakarta
- Tett, R. P., dan Meyer, J. P. (1993). *Job satisfaction, organizational commitment, turnover intention , and turnover: Path analyses based on meta-analytic findings*. *Personnel Psychology*, 46(2), 259–293.
- Toly, Agus Arianto. (2001). *Analisis faktor-faktor yang mempengaruhi turnover intention s pada staf kantor akuntan publik*. *Jurnal Akuntansi dan Keuangan*, Volume 3, No. 2 Hal. 102-125
- Yasin, Muhammad., dan Joko Priyono. 2016. “*Analisis faktor usia, gaji dan beban tanggungan terhadap produksi home industri sepatu di sidoarjo (Studi Kasus Di Kecamatan Krian)*”. *Jurnal Ekonomi dan Bisnis* Vol 1 No 1. Surabaya. Fakultas Ekonomi Universitas 17 Agustus 1945. 1(1), 95-120