

DAFTAR PUSTAKA

- Ahuja, M., & al, e. (2007). IT Road Warriors : Balancing Work - Family Conflict, Job Autonomy and Work Overload to Mitigate *Turnover intentions*. *MIS Quarterly* 31 , 1-17.
- Ainiyah, N. F. (2014). Pengaruh *Psychological Contract Breach*, Psychological Contract Violation, dan Tipe Kepribadian Big Five Terhadap Intensi *Turnover* pada Staf Divisi Produksi PT X. *Skripsi* .
- Alkahtani, A. (2015). Investigating Factors that Influence Employees *Turnover intention*: A Review of Existing Empirical Works. *International Journal of Business and Management* .
- Andert, D. (2011). Alternating Leadership as a Proactive Organizational Intervention: Addressing the Needs of The Baby Boomers, Generation Xers and Milenials. *Journal of Leadership, Accountability & Ethics*, 8(4) , 67-83.
- Anggraini, N. P. (2018). Hubungan Mindfullness dan Persepsi Dukungan Managemen Terhadap Kesiapan Individu Untuk Berubah Dengan Psychological Capital sebagai Variabel Mediasi di PT X. *Tesis* .
- Asyari, T. N. (2016). HUBUNGAN ANTARA STRES KERJA DAN INTENSI *TURNOVER* PADA AGEN ASURANSI DI INSTANSI X. *Skripsi* .
- Aykan, E. (2014). Effects of Perceived *Psychological Contract Breach* on *Turnover intention*: Intermediary Role of Loneliness Perception of Employees. *Procedia - Social and Behavioral Sciences* 150 , 413-419.
- Azharudeen, N. T., & Arulrajah, A. A. (2018). The Relationships among Emotional Demand, Job Demand, Emotional Exhaustion and *Turnover intention*. *International Business Research*; Vol. 11, No. 11 , 8-18.
- Azwar, S. (2012). *Penyusunan Skala Psikologi*. Yogyakarta: Pustaka Pelajar.
- Babin, B. J., & Boles, J. S. (1996). The effects of perceived co-worker involvement and supervisor support on service provider role stress, performance and job satisfaction.. *Journal of Retailing*, 71(1) , 57-75.
- Bal, M. P., & Smit, P. (2012). The older the better! *Career Development International*, 17(1) , 6-24.
- Bal, M. P., Chaiburu, D. S., & Jansen, P. G. (2009). *Psychological Contract Breach* and Work Performance . *Journal of Managerial Psychology*, 25(3) , 252-273.
- Bal, M. P., De Lange, A. H., Jansen, P. G., & Van Der Velde, M. E. (2008). *Psychological Contract Breach* and job attitudes : A Meta Analysis of age as a moderator. *Journal of Vocational Behavior*, 72(1) , 143-158.
- Barling, J., Kelloway, E. K., & Frone, M. (2005). *Handbook of Work stress*. California: Sage Publications.

- Bashir, A., & Durrani, F. (2014). A Study on Determinants of *Turnover intention* in Pakistan. *Journal of Public Administration and Governance* .
- Blau, P. (1964). *Exchange and Power in Social Life*. New York: Wiley.
- Blomme, R. J., Van, R. A., & Tromp, D. M. (2010). The use of the psychological contract to explain *turnover intentions* in the hospitality industry: a research study on the impact of gender on the *turnover intentions* of highly educated employees. *The International Journal of Human Resource Management*, 21(1) , 144-162.
- Bon, A. T., & Shire, A. M. (2017). The Impact of Job Demands on Employees' *Turnover intentions*: A Study on Telecommunication Sector. *International Journal of Scientific and Research Publications, Volume 7, Issue 5, May* , 406-412.
- Chandola, T. (2010). *Stress at Work*. London: The British Academy.
- Chin, P. L., & Hung, M. L. (2013). *Psychological Contract Breach and Turnover intention : The Moderating Roles of Adversity Quotient and Gender*. *Social Behavior and Personality: An International Journal*, 41(5) , 843-859.
- Ching, P. L., & Hung, M. L. (2013). *Psychological Contract Breach and Turnover intention: The Moderating Roles of Adversity Quotient and Gender*. *Social Behavior and Personality*, 41(5) , 843-860.
- Cho, S., Johannson, M. M., & Guchait, P. (2009). Employees Intent to Leave: A Comparison of Determinants of Intent to Leave Versus Intent to Stay. *International Journal of Hospitality Management*, 28 , 374-381.
- Cho, S.-D., Cheong, K.-J., & Kim, K. (2009). A *Psychological Contract Breach and Turnover intention* of Telemarketers in South Korea . *Journal of Business and Policy Research Vol. 4 No.1 July* , 66-78 .
- Clinton, M. E., & Guest, D. E. (2014). *Psychological Contract Breach and Voluntary Turnover: Testing a Multiple Mediation Model*. *Journal of Occupational and Organizational Psychology*, 87 , 200-207.
- Conway, N., & Briner, R. B. (2005). *Understanding Psychological Contracts at Work : A Critical Evaluation of Theory and Research*. New York: Oxford University Press Inc.
- Cortese, C. G., Gatti, P., & Ghislieri, C. (2014). Job demands, meaningful work, and *turnover intention* among nurses. *Med Lav*, 105 , 37-47.
- Cortina, L. M., Kabat-farr, D., Magley, V. J., & Nelson, K. (2017). Researching rudeness: The past, present and future of science of incivility. *Journal of Occupational Health Psychology*, 22(3) , 299-313.
- Cropanzano, R., & M, S. M. (2004). Social Exchange Theory: an Interdisciplinary Review. *Journal of Management* 31 , 874-900.
- Daderman, A. M., & Basinka, B. A. (2016). Job demands, engagement, and *turnover intentions* in polish nurses: The role of work-family interface. *Frontiers in Psychology*, 7.

- de Croon, E. M., Sluiter, J. K., Broersen, J. P., & Frings-Dresen, M. H. (2004). Stressful work, psychological job strain, and turnover: A 2-year prospective cohort study of truck drivers. *Journal of Applied Psychology*, 89, 442-454.
- De Hauw, S., & De Vos, A. (2010). Milenials' Career Perspective and Psychological Contract Expectations: Does the Recession Lead to Lowered Expectations? . *Journal of Business and Psychology*, 25, , 293-302.
- De Vos, A., Buyens, D., & Schalk, R. (2003). Psychological contract development during organizational socialization: Adaptation to reality and the role of reciprocity. *Journal of Organizational Change Management*, 24(5) , 537-559.
- Deloitte Indonesia Perspective. (2019). Dipetik 1 31, 2020, dari <https://www2.deloitte.com/content/dam/Deloitte/id/Documents/about-deloitte/id-about-dip-edition-1-chapter-2-id-sep2019.pdf>
- Denker, J. C., Joshi, A., & Martocchio, J. J. (2008). Towards a Theoretical Framework Linking Generational Memories to Workplace Attitudes and Behaviors. *Human Resource Management Review*, 18 , 180-187.
- Djatmiko, T., Prasetyo, A. P., & Sofya, M. N. (2019). Work stress, Job Satisfaction and Turnover intention in Public Telecommunication Company. *Advances in Economics, Business and Management Research, Volume 65* , 668-673.
- Dr. Savarimuthu, A., & Rachael, A. J. (2017). Psychological Contract - A Conceptual Framework. *International Journal of Management Vol.8, Issue 5* , 101-110.
- ERUDIO Education Center. (2018). MILENIALS EMPLOYEE TURNOVER INTENTION IN. *Innovative issues and approaches in social sciences, vol. 11, no. 3* , 90-128.
- Evans, W. R., & Davis, W. D. (2005). High-performance work systems and organizational performance: The mediating role of internal social structure. *Journal of Management*, 31 , 758-775.
- Fidelity Investment. (2018). Diambil kembali dari https://www.fidelity.com/bin%20public/060_www_fidelity_com%20Fdocuments/%20fidelity-job-offer-fact-sheet.pdf
- Field, A. (2009). *Discovering Statistics Using SPSS (Third Edition)*. New Delhi: SAGE Publications.
- Frian, A., & Mulyani, F. (2018). Milenials Employee Turnover intention in Indonesia. *Innovative Issues and Approaches in Social Sciences, Vol 11, No. 3* , 90-128.
- Gallup. (2016). *Gallup*. Dipetik 06 2020, 18, dari How Milenials want to Work and Live: <https://enviableworkplace.com/wp-content/uploads/Gallup-How-Milenials-Want-To-Work.pdf>
- Greenberger, D. B., Strasser, S., Cummings, L. L., & Dunham, R. B. (1989). The impact of personal control on performance and satisfaction. *Organizational Behavior and Human Decision Processes*, 43 , 29-51.

- Guildford, J. P., & Benjamin, F. (1956). *Fundamental Statistics in Psychology and Education*. New York: Mc Graw-Hill Book Company, Ltd.
- Gursoy, D., Maier, T. A., & Chi, C. G. (2008). Generational Differences: An Examination of Work Values and Generational Gaps in The Hospitality Workforce. *International Journal of Hospitality Management* 27 , 458-488.
- Hauw, S., & Vos, A. (2011). Milenial Career Perspective and Psychological Contract Expectations: Does the Recession Lead to Lowered Expectations. *Journal of Business & Psychology*, 25(2) , 293-302.
- Heckhausen, J., Wrosch, C., & Schulz, R. (2010). A motivational theory of life-span development. . *Psychological Review*, 117(1) , 32-60.
- Heffernan, M., & Rochford, E. (2017). *Psychological Contract Breach and Turnover intention: The Moderating Effects of Social Status and Local Ties*. *Irish Journal of Management* 36(2) , 99-115.
- Herrero, S. G., Saldana, M. A., Rodriguez, J. G., & Ritzel, D. O. (2012). Influence of task demands onoccupational stress: gender differences. *Journal of Safety Research*, Vol.43 No, 56 , 365-374.
- Hom, P. W., Mitchell, T., Lee, T., & Griffeth, R. W. (2012). Reviewing Employee Turnover: Focusing on Proximal Withdrawal States and an Expanded Criterion. *Psychological Bulletin*, 138(5) , 831-858.
- Hwang, Jinsoo, Junghoon (Jae), L., Seulgi, P., Hosung, C., & Samuel, S. K. (2014). The Impact of Occupational Stress on Employee's Turnover Intention in The Luxury Hotel Segment. *International Journal of Hospitality and Tourism Vol.15, No.1*, , 60-77.
- IDN Research Institute. (2019). *Indonesia Milenial Report*.
- Itsnani, T. I. (2017). Hubungan Antara Self - Perceived Employability dengan Intensi Turnover pada Generasi Y di Perusahaan BUMN. *Skripsi* .
- Jensen, J. M., Patel, P. C., & Messersmith, J. G. (2013). High Performance Work System and Job Control : Consequences for Anxiety, Role Overload and Turnover intentions. *Journal of Management*, 39 : 1699 , 1700-1720.
- Jo, J., & Ellingson, J. E. (2019). Social relationships and turnover: A multidisciplinary review and integration. *Group and Organization Management*, 44(2) , 247-287.
- Kahle-Piasecki, L. (2011). Making a mentoring relationship work: What is required for organizational success. *The Journal of Applied Business and Economics*, 12(1), , 46-56.
- Kaifi, B. A., Nafei, W. A., Khanfar, N. M., & Kaifi, M. M. (2012). A Multigenerational Workforce : Managing and Understanding. *International Journal of Business and Management : Vol 7, No. 24* , 88-93.
- Kapadia, K. D. (2015). Study on generational diversity at workplace and mitigating the conflicts arising on account of generational differences amongst them. *International Journal of Management & Behavioural Sciences (IJMBS)* 6(11) , 77-83.

- Kickul, J., Lester, S. W., & Belgio, E. (2004). Attitudinal and Behavioral Outcomes of *Psychological Contract Breach: A Cross Cultural Comparison of United State and Hong kong Chinese*. *International Journal of Cross Cultural Management* 4(2) , 229-252.
- Kottke, J. L., & Sharafinski, C. E. (1998). Measuring perceived supervisory and organizational support. *Educational and Psychological Measurement*, 48(4) , 1075-1079.
- Kultalahti, S., & Viitala, L. V. (2014). Sufficient challenges and a weekend ahead – Generation Y describing motivation at work. *Journal of Organizational Change Management*, 27(4) , 569-582.
- Kuron, L. K., Lyons, S. T., Schweitzer, L., & Ng, E. S. (2015). Milenials' work values: differences across the school to work transition. *Personnel Review*, 44(6) , 991-1009.
- Lambert, L. S. (2011). Promised and Delivered Inducements and Contributions: An Integrated View of Psychological Contract Appraisal. *Journal of Applied Psychology* 96(4) , 695-712.
- Lazarus, R. S. (1999). *Stress and Emotion : A New Synthesis*. New York: Springer.
- Lewis, J. (2019). EFFECTS OF THE DIMENSIONS OF QUALITY OF WORK LIFE ON TURNOVER INTENTION OF MILENIAL EMPLOYEE IN THE US. *Human Resource and Development Theses and Disertations, Paper 45* , 6.
- Lokke, A. K., & Madsen, H. (2014). Factors related to sleep disorders among malefirefighters. *Annuals of Occupational and Environmental Medicine*, Vol.26 No. 1 , 11-17.
- Lub, X., Bijvank, M., Bal, P. B., & Schalk, R. (2009). Different or alike? Exploring the psychological contract and commitment of different generations of hospitality workers. *International Journal of Contemporary Hospitality Management*, 24 (4), , 553-573.
- Lukman, A. H., Sudarmiatin, & Sutrisno. (2018). The Effect of Work stress on Turnover intention with Work Satisfaction and Commitment as Intervening Variable (Study at PT Infomedia Solusi Humanika in Malang). *European Journal of Business and Management* Vol.10, No.12 , 85-94.
- Luntungan, I., Hubais, A. V., Sunarti, E., & Maulana, A. (2014). Strategi Pengelolaan Generasi Y di Industri Perbankan (Management Strategies of Generation Y in Banking Industry). *Jurnal Manajemen Teknologi*, 13(2) , 219-240.
- Luthans, F. (2011). *Organizational Behavior : An Evidence Based Approach Twelfth Edition*. New York: McGraw-Hill.
- McCrindle, M. (2006). *New Generations at Work: Attracting, Recruiting, Retraining & Training Generation Y*. Sydney: McCrindle Research.
- Meister, J. (2012). Job Hopping is 'The New Normal' for Milenials: Three Ways to Prevent a Human Resource Nightmare. Retrieved from <http://www.forbes.com>.
- Meyer, J. P., & Allen, N. J. (1991). A Three Component Conceptualization of Organizational Commitment. *Human Resource Management Review*, 1 , 61-89.

- Mobley, W. H., Horner, S. O., & Hollingsworth, A. T. (1978). An Evaluation of Precursors of Hospital Employee *Turnover*. *Journal of Applied Psychology* Vol. 63, No. 4 , 408-414.
- Mobley, W., Griffeth, R. W., Hand, H. H., & Meglino, B. M. (1979). Review and Conceptual Analysis of The Employee *Turnover* Process. *Psychological Bulletin*, Vol. 86, No. 3 , 493-522.
- Morrison, E. W., & Robinson, S. L. (1997). When Employees Feel Betrayed: A Model of How Psychological Contract Violation Develops. *The Academy of Management Review* 22: 1 , 226-256.
- Mowday, R. T., Porter, W. L., & Steers, R. M. (1982). Employee Organization Linkages: The Psychology of Commitment , Absenteism and *Turnover*. *Organizational and Occupational Psychology* .
- Myers, A., & Hansen, C. (2011). *Experimental Psychology*. Belmont, CA: Wadsworth Cengage Learning.
- Nafiudin. (2017). ANALISIS *TURNOVER INTENTION* KARYAWAN GENERASI Y DI PROVINSI BANTEN SERTA FAKTOR YANG MEMPENGARUHINYA. *Jurnal Penelitian Ekonomi dan Bisnis* , 1-9.
- Neuman, W. L. (2014). *Basics of Social Research: Qualitative and Quantitative Approaches* (3rd Edition). England: Pearson Education.
- Oluwafemi, O. J. (2013). Predictors of *Turnover intention* Among Employees in Nigeria's Oil Industry. *Organizations and Markets in Emerging Economies*, Vol.4, No. 2(8) , 42-63.
- Ongori, H. (2007). A Review of The Literature on Employee *Turnover*. *African Journal of Business Management* , 50-54.
- Othman, C. N., Lamin, R. A., & Othman, N. (2014). Occupational Stress Index of Malaysian University of Workplace. *Procedia Social & Behavioral Sciences*, 153 , 700-710.
- Pallant, J. (2007). *SPSS Survival Manual: A Step Guide to Data Analysis Using SPSS for Windows* (4th ed). Australia: Allen & Unwin.
- Park, J., & Gursoy, D. (2012). Generation Effect on the Relationship between Work Engagement, Satisfaction, and *Turnover intention* among US Hotel Employees . *International Journal of Hospitality Management*, 31(4), December , 1195-1202.
- Perez, M. (2008). *Turnover Intent* Diploma Thesis. University of Zurich.
- Prinasti, V. G. (2018). Hubungan Safety Climate dan Stres kerja dengan Safety Performance pada Karyawan PT. Waskita Karya Proyek Jembatan Musi. *Skripsi* .
- Prinasti, V., Syarifah, D., Hadi, C., & Fajrianti. (2018). Hubungan Safety Climate dan Stress Kerja dengan Safety Performance pada Karyawan PT. Waskita Karya Proyek Jembatan Musi.

- Pulungan, S. A. (2018). HUBUNGAN KEPUASAN KERJA DENGAN STRES KERJA DI PT.POS INDONESIA UNIT PENGANTARAN WILAYAH MEDAN. *Skripsi* .
- Purba, S. D., & Ananta, A. N. (2018). The Effects of Work Passion, Work Engagement and Job Satisfaction on *Turnover intention* of The Milenial Generation. *Jurnal Manajemen dan Pemasangan Jasa Vol.11 No. 2* , 263-274.
- Rahim, A., & Cosby, D. M. (2016). A model of workplace incivility, job burnout, *turnover intention* and job performance. *Journal of Management Development*, 35(10) , 1255-1265.
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4) , 698-714.
- Robinson, S. L. (1996). trust and breach od the psychological contract. *Administrative Science Quarterly* , 574-599.
- Robinson, S. L., & Morrison, E. W. (2000). The Development of *Psychological Contract Breach* and Violation: a Longitudinal Study. *Journal of Organizational Behavior* 21 , 525-546.
- Robinson, S. L., & Rousseau, D. M. (1994). Violating The Psychological Contract : Not The Exception but The Norm. *Journal of Organizational Behavior*, Vol. 15 , 245-259.
- Rousseau, D. M. (1990). New Hire Perceptions of Their own and Their Employer's Obligations : A Study of Psychological Contracts. *Journal of Organisational Behavior* 11 : 5 , 389-400.
- Rousseau, D. M. (2011). The Individual Organization Relationship: The Psychological Contract. *APA Handbook of Industrial and Organizational Psychology*, Vol 3: *Maintaining, Expanding and Contracting The Organization* , 191-220.
- Rousseau, D. (1995). *Psychological Contracts in Organizations: Understanding Written and Unwritten Agreements*. California: Sage Publications.
- Salsabilla, F. (2019). Pengaruh Grit Terhadap Intensi Job Hopping pada Pekerja Generasi Y. *Skripsi* .
- Saridakis, G., & Cooper, C. L. (2016). *Research Handbook on Employee Turnover*. Cheltenham: Edward Elgar.
- Schabracq, M. J., Winnubst, J. A., & Cooper, C. L. (2003). *The Handbook of Work & Health Psychology Second Edition*. West Sussex: John Wiley & Sons Ltd.
- Schaubroeck, J. M., Peng, A. C., & Hannah, S. T. (2016). The role of peer respect in linking abusive supervision to follower outcomes: Dual moderation of group potency. *Journal of Applied Psychology*, 101(2) , 267-278.
- Schyns, B., Torka, N., & Gossling, T. (2007). *Turnover intention* and Preparedness for Change. *Career Development International*, Vol.12 No. 7 , 660-679.
- Setyanto, S. H., & Hermawan, P. (2015). analisa pengaruh stres kerja terhadap *turnover intention* karyawan Hotel X Surabaya (Analysis of the effect of job stress to *turnover*

- intention among employees of Hotel X Surabaya). Jurnal Hospitality dan Manajemen Jasa, 6 , 245-254.*
- Shukia, A., & Srivastava, R. (2016). Development of Short Questionnaire to Measure an Extended Set of Role Expectation Conflict, CoWorker Support and Work-life Balance : The New Job stress Scale . *Cogent Business & Management* 3 , 1-19.
- Simon, H. A. (1997). *Administrative Behavior* (4th ed). New York: Free Press.
- Smith, T. J., & Nichols, T. (2015). Understanding the Milenial Generation. *Journal of Business Diversity Vol. 15(1)* , 39-47.
- Sulsky, L., & Smith, C. (2005). *Work stress*. Belmont, CA: Thomson Wadsworth.
- Takase, M. (2010). A Concept Analysis of *Turnover intention* : Implications for Nursing Management. *Collegian, 17(1)* , 3-12.
- Taylor, S. (1998). *Employee Resourcing*. Willshire: Cromwell - Press.
- Tett, R. P., & Meyer, J. P. (1993). Job Satisfaction, Organisational Commitment, *Turnover intention*, and *Turnover*: Path Analysis Based on Meta - Analytic Findings . *Personel Psychology, 46:2* , 259-293.
- Tett, R. P., & Meyer, J. P. (2006). Job Satisfaction, Organizational Commitment, *Turnover intention*, and *Turnover*: Path Analyses Based on Meta-Analytic Findings. *Personnel Psychology, 46(2)* , 259-293.
- Triwulanarko, R. (2016). *Hanya 25% Milenials yang loyal dengan kantornya*. Diambil kembali dari musketeers.com/karyawan-milenial-yang- loyal
- Umar, S., & Ringim, K. J. (2015). Psychological Contract and Employee *Turnover intention* Among Nigerian Employee in Private Organizations. *Management International Conference* , 219-229.
- Valle, M. (1999). Crisis, Culture and charisma: The new leader's work in public organizations. . *Public Personel Management 28(2)* , 245-257.
- Wahyuni, S. (2017). ANALISIS HUBUNGAN STRES KERJA, KEPUASAN KERJA, DAN KOMITMEN ORGANISASI TERHADAP *TURNOVER INTENTION* KARYAWAN PT TELEKOMUNIKASI INDONESIA Tbk WITEL SOLO. *Skripsi* .
- Weisenberg, J., & Kirschenbaum, A. (1993). Gender and *Turnover* : A Re - examination of the impact of sex on intent and actual job changes. *Human relations, 46(8)* , 987-1006.
- Widhiarso, W. (2010). Uji Linieritas Hubungan. 1-5.
- Yin-Fah, B. J., Foon, Y. S., Chee-Leong, L. C., & Osman, S. (2010). An Explanatory Study on *Turnover intention* among Private Sector Employees. *International Journal of Business and Management, 5(8)* .
- Yuniasanti, R., Abas, N. A., & Hamzah, H. (2019). Employee *turnover intention* among Milenials : The role of psychological well-being and Experienced workplace incivility. *Humanitas Indonesian Psychological Journal , 74-85*.

Zunaidah, Nengyanti, & Hadjri, M. I. (2019). *Work stress, Job Satisfaction, And Turnover intention : Case Study on Regional Development Banks in Southern Sumatra.* *INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH VOLUME 8, ISSUE 07 , 583-586.*