

## DAFTAR PUSTAKA

- Ahuja, M.K., Chudoba, K.M., Kacmar, C.J., McKnight, D.H., & George, J.F. (2007). IT road warriors: Balancing work-family conflict, job autonomy, and work overload to mitigate turnover intentions. *MIS Quarterly*, 31 (1), 1-17.
- Arikunto, S. (1998). Metodologi Penelitian Suatu Pendekatan Praktek. Jakarta: Rineke Cipta.
- Baron, R., Greenberg, J., DeNisi, A., & Goddard, R. (1990). Behavior in Organization; Understanding and Managing The Human Side of Work . Bonston: Allyn and Bacon, 606-618.
- Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6), 1173-1182.
- Beehr, T., & Newman, J. (1978). Job Stress, Employee Health, and Organizational Effectiveness; A Facet Analysis Model, and Literature Review 1 *Personnel Psychology* 31(4). *Journal Psychology*, 665-699.
- Brantely, P.J. (1993), Daily stress and stress related disorders, *Annals of Behavioral Medicine*, Vol. 15, pp. 17-25.
- Bryant, C., Fairbrother, G. and Fenton, P. (2000), Professional issues: the relative influence of personal and workplace descriptors on stress, *British Journal of Nursing*, Vol. 9, pp. 876-80.
- Calisir, Fethi and Gumussoy Cigdem A., (2011), "Factors affecting intention to quit among IT professionals in Turkey", Emerald Group Publishing Limited. Vol 40.No.4, pp 514-533
- Chen, J. and Silverthorne, C. (2008), The impact of locus of control on job stress, job performance and job satisfaction in Taiwan, *Leadership & Organization Development Journal*, Vol. 29 No. 7, pp. 572-582.
- Chiang, F.T., Birtch, T.A. and Kwan, H.K. (2010), The moderating roles of job control and work-life balance practices on employees tress in the hotel and catering industry, *International Journal of Hospitality Management*, Vol.29 No.1,pp. 25-32.

- Claessens, B.J.C., Eerde, W.V., Rutte, C.G. and Roe, R.A. (2004), Planning behavior and perceived control of time at work”, Journal of Organizational Behavior, Vol. 25, pp. 937-50.
- Cropanzano,R., Rupp, D.E & Byrne, Z.S. (2003). The Relationship of Emotional Exhaustion to Work Attitudes, Job Performance, And Organizational Citizenship Behaviors. *Journal of Applied Psychology*,88(1), 160-169.
- Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. (2000). A model of burnout and life satisfaction among nurses. *Journal of Advanced Nursing*, 32(2), 454–464.
- Dhar, R.L. and Dhar, M. (2010), “Job stress, coping process and intentions to leave: a study of information technology professionals working in India”,*Social Science Journal*,Vol.47No.3,pp.560-577.
- Fairbrother, K. and Warn, J. 2001. Workplace dimensions, stress and job satisfaction. *Journal of Managerial Psychology*. Vol.18 pp.8-21.
- Ferrary, Michel (2015) "Investing in transferable strategic human capital through alliances in the luxury hotel industry", *Journal of Knowledge Management*, Vol. 19 Issue: 5, pp.1007-1028
- Fitz-Enz, J. (Spring 1997). The Truth About Best Practices: What They are and How to Apply them: Introduction. *Human Resources* (1986-1998), Vol.36 (155).
- Galinksy, E., Kim, S.S. and Bond, J.T. (2001), *Feeling Overworked: When Work Becomes Too Much*, Families and Work Institute, New York, NY
- Grensing, Lin, 1997. Seleksi Karyawan. Terjemahan. Cetakan Pertama. Jakarta:Arcan.
- Greenberg, J., and Baron, R.A. (2003), *Behavior in Organizations* (8th ed.), Upper Saddle River, NJ: Prentice Hall.
- Griffeth RW, Hom PW, Gaertner S (2000). A meta-analysis of antecedents and correlates of employee turnover: update, moderator tests, and research implications for the next millennium, *J. Manage.* 26 (3): 463-88.

Gutherford.R., Ciccarelli, M. and Babic, A. (2010), "Work-related stress in Australia: the effects of legislative interventions and the cost of treatment", International Journal of Law & Psychiatry, Vol.33No.2,pp.101-115.

Ghozali, I. (2013). Aplikasi Ananlisis MULTivariate dengan Program IBM SPSS 21 Edisi 7. Semarang: Badan Penerbit Universitas Diponegoro.

Goleman, D. 1998. Working With Emotional Intelligence. New York: Bantam Books

Hart,P.M. and Cooper, C.L.(2001), Occupational stress: toward a more integrated framework ,in Anderson, N., Ones, D.S., Sinangil, H.K. and Viswesvaran, C.(Eds), Hand book of Industrial, Work and Organizational Psychology (Vol 2: Personnel Psychology), Sage, London, pp.93-114.

Hancock, J.I., Allen, D.G., Bosco, F.A., McDaniel, K.R., & Pierce, C.A. (2013). Meta-analytic review of employee turnover as a predictor of firm performance. *Journal of Management*, 39(3), 573-603

Harvey, S., Kelloway, E. K., & Duncan-Leiper, L. (2003). Trust in management as a buffer of the relationships between overload and strain. *Journal of Occupational Health Psychology*, 8(4), 306–315.

Haryani, Sri.2001.Komunikasi Bisnis.Yogyakarta: UPP AMP YKPN.

Hellriegel, D., Jackson, D., Slocum, J., Staude, G., Amos, T., Klopper, H., et al. (2004). Management 2nd South Africa Ed. Cape Town: Press Southern Africa.

Hon, H.Y. (2013), "Does job creativity requirement improve service performance? a multilevel analysis of work stress and service environment", *International Journal of Hospitality Management*, Vol.35,pp.161-170.

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

- Imran, M.Q., Iftikhar, M., Abbas, S.G., Hasan, U., Khan, K., Zaman, K.(2013). Relationship Between Job Stress, Workload, Environment and Employees Turnover Intentions: What We Know, What Should We Know. World Applied Sciences Journal Vol. 23 No. 6, pp 764-770.
- Jamal, M. (1990), Relationship of job stress and Type-a behavior to employees' job satisfaction, organizational commitment, psychosomatic health problems, and turnover motivation, Human Relations,Vol.43No.8,pp.727-738.
- Jamal,M.(2005), Short communication: personal and organizational outcomes related to job stressa nd Type a behavior: a study of Canadian and Chinese employees, Stress and Health,Vol. 21No.2, pp.129-137.
- Jex, S.M. and Beeher, T.A. (1991), Emerging theoretical and methodological issues in the study of work-related stress, in Rowland, K.M. and Ferris, G.R. (Eds), Research in Personnel and Human Resources Management, Vol. 9, JAI Press, Greenwich, CT, pp. 311-65.
- Johnson, S; Cartwright,S ; Donald, I and Taylor, P; Millet, C.(2005). The experience of work -related stress across occupations. Journal of Managerial Psychology. Vol .20 No. 2, pp 178-187
- Kanji, G. K & Chopra, P. K. 2009. Psycosocial System For Work Well-being: On Measuring Work Stress by Causal Pathway. Total Quality Management. Vol. 20, No. 5, pp: 563-580.
- Karatepe, O.M. (2013), "The Effect of Work Overload and Work Family Conflict on Job Embeddedness and Job Performance", International Journal of Contemporary Hospitality Management, Vol. 25 No. 4, pp. 614-634.
- Kinnunen-Amoroso, M & Liira, J. Management of work-related stress by Finnish occupational physicians, Occupational Medicine, Volume 63, Issue 5, July 2013, Pages 361–364
- Khilji, S., & Wang. (2006). "Intended" and "Implemented" HRM: The Missing Linchpin in Strategic Human Resources Management. The International Journal of Human Resources Management 17(7), 1171-1189.

- Kumar, R., Ramendran, C., & Yacob, P. (2012). A Study on Turnover Intention in Fast Food Industry: Employee's Fit to Organizational Culture and the Important of their Commitment. International Journal of Academic Research in Business and Social Science, Vo.2 NO.5.
- Kumalaretna, D.(2019). Pengaruh work overload, role conflict dan role ambiguity terhadap kinerja karyawan dengan dukungan sosial sebagai variabel moderasi pada karyawan PT. Y di surabaya.Surabaya: Universitas Airlangga.
- Lovallo, W. (2005). Stres and Health; Biological and Psychological Interactions. London: Sage Publication.
- Lum, L, Kervin, J., Clark, K., Reid, F., Sirola, W. (1998). Explaining nursing turnover intent: job satisfaction, pay satisfaction, or organizational commitment?. Journal of Organizational Behavior, Vol. 19, pp.305-320.
- Mangkunegara, A., & Anwar, P. (2013). Manajemen Sumber Daya Manusia. Jakarta: PT. Raja Grafindo Persada.
- Manning, M.R., Jackson, C.N. and Fusilier, M.R. (1996), Occupational stress and health care use, Journal of Occupational Health Psychology, Vol. 1 No.1, pp.100-109.
- Martono, N. (2010), Metode Penelitian Kuantitatif: Analisis isi dan Analisis Data Sekunder. Jakarta. PT. Raja Grafindo Persada.
- Maslach, Cicilia. 2003. Understanding Burnout: Definitional Issues in Analyzing a Complex Phenomenon, In W. S. Paine (Ed), Job Stress and Burnout, Beverly Hills: Sage Publications.
- Matteson, M.T., Ivancevich, J.M. (1979), Organizational Stressors and Heart Disease: A Research Model, Academy of Management Review Vol. 4, No. 3
- Mathis, R.L., Jackson, J.H. (2011), Human Resource Management Essential Perspectives, Sixth Edition, South-Western/ Cengage Learning.
- Margianti, L.(1999), Stres Kerja: Latar Belakang Penyebab dan Alternatif Pemecahannya, Masyarakat, Kebudayaan dan Politik. No.3.

- Mello, J.A. (2011), Strategic Management of Human Resources, South-Western/Cengage Learning.
- Mellor, J.D; A. Kathleen; Loquet, C.(2004). How can Managers Reduce Employee Intention to Quit ?.Journal of Managerial Psychology. Vol.19.No.2.PP.170-187.
- Morgan, C., King, R., & Weisz, J. (1986). Introduction to Psychology (7 th ed). New York: McGraw-Hill Book Co.
- Moura, D., Alejandro, O., Gabriela, G. (2014). Role stress and work engagement as antecedents of job satisfaction: results from portugal. Europe's Journal of Psychology,Vol.10(2), pp. 291-300.
- Octaviani, H. (2015). Person-Organization Fit, Kepuasan Kerja, dan Turnover Intention: Studi Empiris Pada Karyawan Generasi Y Industri Perbankan Di Indonesia . Jurnal Manajemen 12 (Z), 111-1128.
- Oktaviani, H., & Hartitjasti, Y. (2017). Pengaruh Orang-Organisasi Fit Dan Budaya Organisasi Terhadap Turnover Tujuan Dengan Kepuasan Kerja Sebagai Variabel Mediator: Analisis Pada Karyawan Generasi Y di PT X, PT Y, Dan PT Z . Jurnal Manajemen Indonesia, 1-14.
- Ployhart, R. E., & Bliese, P. D. (2006). Individual Adaptability (I-ADAPT) Theory Conceptualizing The Antecedents, Consequences, And Measurement Of Individual Of Individual Differences In Adaptability. Emerald Group Publishing Limited, 3-39.
- Pulakos, E., Arad, S., Donovan, M., & Plamondon, K (2000) Adaptability In The Workplace: Development of A Taxonomy Of Adaptive Performance. Journal of Applied Psychology, Vol. 85 (4), 612-624
- Putra, I. G., & Wibawa, I. M. (2014). Pengaruh Stres Kerja dan Komitmen Organisasi Terhadap Kepuasan Kerja Berdasarkan Gender Pada Warong Miyabi Bali. E. Jurnal Manajemen Universitas Udayana, 2745-2766.
- Quick, J. C, & Quick, . D. 1984. Organizational stress and preventive management New York: McGraw-Hill.

- Queiri, A., & Dwaikat, N.,(2016). Factor Affecting Generation Y Employees' Intention to Quit in Malaysian's Business Process Outsourcing Sector. Journal of Sustainable Development: Vol.9 No.2
- Rashid, I., & Parvaiz, T. (2015). Occupational Stress and Coping Styles Among Doctors: Role of Demographic and Environment Variables. The Journal of Business Perspective, 263-275.
- Robbins, S. (2003). Perilaku Organisasi Edisi 10. Jakarta: Indeks 2006.
- Robbins, S.P & Judge, T.A. 2008. Perilaku Organisasi, Edisi 12, Buku 1. Terjemahan Agelica. Jakarta: Salemba Empat.
- Robinson, O. and Griffiths, A. (2005), Coping with the stress of transformational change in a government department, Journal of Applied Behavioral Science, Vol. 41, pp. 204-21.
- Ross, R., & Altmaier, E. (1994). Intervention in Occupational Stress. Sage.
- Rountree, B. and Porter, R. (2009), The experience of work in hospital settings and nurse's perceived need or desire to look for a less stressful, more satisfying job, International Journal of Organization Theory & Behavior, Vol. 12 No. 1, pp. 1-26
- Sang, X., Teo, T.T., Cooper, C.L. and Bohle, P. (2013), "Modelling occupational stress and employee health and wellbeing in a Chinese higher education institution", Higher Education Quarterly, Vol.67No.1,pp.15-39
- Sanjaya, F. 2012. Peran Moderasi Kecerdasan Emosi pada Stres Kerja. Jurnal Dinamika Manajemen. Vol.3 (2), pp.155-163.
- Salleh, A. B., & Keong, W. (2008). How Detrimental is a Job Stress ? A Case Study of Executives in the Malaysian Industry. International Review og Business Research Paper 4(5).
- Schieman, S. (2013). Job-related Resources and The Pressures of Working Life. Social Science Research, Vol. 42, 271-282.

Schreyer, I. and Krause, M.(2016), Pedagogical staff in children's day care centres in Germany – links between conditions, job satisfaction, commitment and work-related stress, Early Years: An International Journal of Research and Development, Vol.36 No.2, pp.132-147.

Shirom, A., Westman, M., Shamai, O. and Carel, R.S. (1997), "Effects of work overload and burnout on cholesterol and triglycerides levels: the moderating effects of emotional reactivity among male and female employees", Journal of Occupational Health Psychology, Vol. 2, pp. 275-88

Siddiqui, A. A., & Jamil, R. A. (2015). Antecedents of Employees Turnover Intentions, Evidence from Private Educations Intitutions. American Journal of Economic and Business Administration 7(4), 160-165.

Spector, P.W., Dwyer, D.J. and Jex, S.M. (1998), "The relationship of job stressors to affective health and performance outcomes: a comparison of multiple data sources", Journal of Applied Psychology, Vol. 73, pp. 11-19.

Sugiyono. (2014). Metode penelitian kuantitatif, kualitatif, dan R&D. Bandung: Alfabeta.

Sugiyono. (2010). Metode penelitian pendidikan (Pendekatan Kauantitatif, Kualitatif, dan R&D). Bandung: Alfabeta.

Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : Alfabeta, CV.

Supangat, A.2006.Statistika Untuk Ekonomi dan Bisnis. Pustaka. Bandung.

Takahashi, A.M. and Takahashi, S.(2010), "Determinants of job-related stress of academic economists in Japan", JapaneseEconomy,Vol.37No.2,pp.120-127.

Tomer, J. F. (2003). Personal Capital And Intelligence: An Increasingly Important Intangible Source Of Economic Growth. JSTOR, Vol. 29,(Eastern Economic Journal), 453-470.

Trayambak ,S., Kumar, P.,& Jha, A.N. (2012). A Conceptual Study on the Role Stressor, their Impact and Strategies to Manage Role Stressor , IOSR Journal of Business and Management, 4(1),44-48.

- Vong, T.N. and Tang, S.L. (2017). An investigation on the mediating effect of work-family-conflict between job stress and intent to stay:the case of tourism workers in Macau. Journal of Human Resources in Hospitality and Tourism, Vol.16 No.1,pp.39-55.
- Widiyanti, D., Hartanti, Tjahjoanggoro, A.J.(1999). Hubungan Persepsi Terhadap Tempat Duduk, Beban Kerja, dan Karakteristik Pekerjaan dengan Kecelakaan Kerja, Anima, Vol 14 No. 54.
- Wijono, S.(1996). Pengaruh Kepribadian Type A dan Peran Terhadap Stres Kerja Manajer Madya. Insan, Vol.8, No.3.
- Wolever, Ruth Q., Bobinet, Kyra J., McCabe, Kelley, Mackenzie, Elizabeth R., Fekete, Erin, Kusnick, Catherine A., Baime, Michael. (2012). Effective and Viable Mind-Body Stress Reduction in the Workplace: A Randomized Controlled Trial. Journal of Occupational Health Psychology, Vol 17(2), Apr 2012, 246-258
- Yu-Chen Wei , (2015),"Do employees high in general human capital tend to have higher turnover intention? The moderating role of high-performance HR practices and P-O fit", Personnel Review, Vol. 44 Iss 5 pp. 739 - 756