

## DAFTAR PUSTAKA

- Afzal, S., Arshad, M., Saleem, S., & Farooq, O. (2019). The impact of perceived supervisor support on employees' turnover intention and task performance: Mediation of self-efficacy. *Journal of Management Development*, 38(5), 369–382. <https://doi.org/10.1108/JMD-03-2019-0076>
- Agho, A. O., Mueller, C. W., & Price, J. L. (1993). Determinants of employee job satisfaction: An empirical test of a causal model. *Human relations*, 46(8), 1007–1027.
- Ahmad, A., Salleh, A. M. M., Bakar, K. A., & Sha'arani, K. A. W. (2018). The impact of leadership styles and stress on employee turnover intention in terengganu hotel community. *International Journal of Engineering and Technology(UAE)*, 7(3), 38–42. <https://doi.org/10.14419/ijet.v7i3.21.17091>
- Akgunduz, Y., & Eryilmaz, G. (2018). Does turnover intention mediate the effects of job insecurity and co-worker support on social loafing? *International Journal of Hospitality Management*, 68(October 2017), 41–49. <https://doi.org/10.1016/j.ijhm.2017.09.010>
- Alkhatari, A. S., Abuelhassan, A. E., Khalifa, G. S. A., Nusari, M., & Ameen, A. (2018). *The Impact of Perceived Supervisor Support on Employees Turnover Intention : The Mediating Role of Job Satisfaction and Affective Organizational Commitment*. 12(7), 477–492.
- An, Seung. Ho., Meier, K. J., Ladenburg, J., & Westergård-Nielsen, N. (2020). Leadership and Job Satisfaction: Addressing Endogeneity With Panel Data From a Field Experiment. *Review of Public Personnel Administration*, 40(4), 589–612. <https://doi.org/10.1177/0734371X19839180>
- Antonakis, J., Avolio, B. J., & Sivasubramaniam, N. (2003). Context and leadership: An examination of the nine-factor full-range leadership theory using the Multifactor Leadership Questionnaire. *The leadership quarterly*, 14(3), 261–295.
- Arici, H. E. (2018). Perceived supervisor support and turnover intention: moderating effect of authentic leadership. *Leadership and Organization Development Journal*, 39(7), 899–913. <https://doi.org/10.1108/LODJ-07-2018-0248>.
- Arora, V., & Kamalanabhan, T. J. (2013). Linking supervisor and coworker support to employee innovative behavior at work: Role of psychological conditions.

In online], *Proceedings of the academic and business research Institute International Conference, New Orleans*, <http://www.aabri.com/OC2013Proceedings.html>.

Asencio, H., & Mujkic, E. (2016). Leadership behaviors and trust in leaders: Evidence from the US federal government. *Public Administration Quarterly*, 156-179.

Asghar, S., & Oino, D. (2017). Leadership styles and job satisfaction. Asghar, S., & Oino, I. (2018). *Leadership Styles and Job Satisfaction, Market Forces*, 13(1), 1-13.

Aziri, B. (2011). Job satisfaction: A literature review. *Management Research & Practice*, 3(4).

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*, 72(1), 57-75.

Bass, B. M. (1990). From transactional to transformational leadership: Learning to share the vision. *Organizational dynamics*, 18(3), 19-31.

Beehr, T. A., Jex, S. M., Stacy, B. A., & Murray, M. A. (2000). Work stressors and coworker support as predictors of individual strain and job performance. *Journal of organizational behavior*, 21(4), 391-405.

Blumberg, B., Cooper, D., & Schindler, P. (2014). *EBOOK: Business Research Methods*. McGraw Hill.

Branham, L. (2012). *The 7 hidden reasons employees leave: How to recognize the subtle signs and act before it's too late*. Amacom Books.

Bufquin, D., DiPietro, R., Orłowski, M., & Partlow, C. (2017). The influence of restaurant co-workers' perceived warmth and competence on employees' turnover intentions: The mediating role of job attitudes. *International Journal of Hospitality Management*, 60, 13-22.

Caillier, J. G. (2017). Can Changes in Transformational-Oriented and Transactional-Oriented Leadership Impact Turnover over Time? *International Journal of Public Administration*, 41(12), 935-945. <https://doi.org/10.1080/01900692.2017.1300918>

Charoensukmongkol, P., Moqbel, M., & Gutierrez-Wirsching, S. (2016). The role of coworker and supervisor support on job burnout and job satisfaction. *Journal of*

*Advances in Management Research*, 13(1).

- Chin, W. W., & Newsted, P. R. (1999). Structural equation modeling analysis with small samples using partial least squares. *Statistical strategies for small sample research*, 1(1), 307-341.
- Cho, Seonghee., Johanson, 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(3), 374-381.
- Churchill Jr, G. A., Ford, N. M., & Walker Jr, O. C. (1976). Organizational climate and job satisfaction in the salesforce. *Journal of Marketing Research*, 13(4), 323-332.
- Dasgupta, S. A., Suar, D., & Singh, S. (2013). Impact of managerial communication styles on employees' attitudes and behaviours. *Employee relations*.
- Dai, Y. D., Dai, Y. Y., Chen, K. Y., & Wu, H. C. (2013). Transformational vs transactional leadership: which is better? A study on employees of international tourist hotels in Taipei City. *International Journal of Contemporary Hospitality Management*.
- De Clercq, D., Azeem, M. U., Haq, I. U., & Bouckennooghe, D. (2020). The stress-reducing effect of coworker support on turnover intentions: Moderation by political ineptness and despotic leadership. *Journal of Business Research*, 111(January), 12–24. <https://doi.org/10.1016/j.jbusres.2020.01.064>
- Deichmann, D., & Stam, D. (2015). Leveraging transformational and transactional leadership to cultivate the generation of organization-focused ideas. *The Leadership Quarterly*, 26(2), 204-219.
- Deraman, N., Mad Nor, N. N., & Zainuddin, N. (2018). Transactional Leadershipstyle on Turnover Intention Among Electrical Andelectronic Sub-Sector Employees in Malaysia. *Journal of Technology and Operations Management*, 13(Number 1), 42–54. <https://doi.org/10.32890/jtom2018.13.1.5>
- Ferdinand, A. (2006). Metode penelitian manajemen: Pedoman penelitian untuk penulisan skripsi tesis dan desrtasi ilmu manajemen.
- Gentry, W. A., Kuhnert, K. W., Mondore, S. P., & Page, E. E. (2007). The influence of supervisory-support climate and unemployment rate on part-time employee retention. A multilevel analysis. *Journal of Management Development*, 26(10), 1005–1022. <https://doi.org/10.1108/02621710710833432>

- Ghozali, Imam. 2006. Aplikasi Analisis Multivariate Dengan Program SPSS. Cetakan Keempat. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Kusumadewi, K. A. (2016). Model Persamaan Struktural PLS-PM, GSCA, RGCCA menggunakan program XLSTAT-PLS. *Semarang: Yoga Pratama*.
- Ghozali, I., & Latan, H. (2015). Partial least squares, concepts, techniques and applications using the smartpls 3.0 program for empirical research. *Semarang: UNDIP Publishing Agency*.
- Gordon, S., Tang, C. H. (Hugo), Day, J., & Adler, H. (2018). Supervisor support and turnover in hotels: Does subjective well-being mediate the relationship? *International Journal of Contemporary Hospitality Management*, 31(1), 496–512. <https://doi.org/10.1108/IJCHM-10-2016-0565>
- Hair, J.F., Black, W.C., Babin, B.J., & Anderson, R.E. 2010. *Multivariate Data Analysis Seventh Edition*. England: Pearson Prentice Hall.
- Hamstra, M. R., Van Yperen, N. W., Wisse, B., & Sassenberg, K. (2011). Transformational-transactional leadership styles and followers' regulatory focus. *Journal of Personnel Psychology*.
- Hammer, T. H., Saksvik, P. Ø., Nytrø, K., Torvatn, H., & Bayazit, M. (2004). Expanding the psychosocial work environment: workplace norms and work-family conflict as correlates of stress and health. *Journal of occupational health psychology*, 9(1), 83.
- Hanifah, Vitalya. "Hubungan Dukungan Sosial Rekan Kerja Dengan Kepuasan Kerja Karyawan Sekolah Tinggi Ilmu Pertanian Agrobisnis Perkebunan (STIP-AP)". *Skripsi Tidak Dipublikasi*, Fakultas Psikologi, Universitas Medan Area
- Haresmaningrum, A. (2018). *PENGARUH PERSEPSI DUKUNGAN SUPERVISOR TERHADAP JOB CRAFTING PADA KARYAWAN PT. SURYA JAYA STONE* (Doctoral dissertation, University of Muhammadiyah Malang).
- Hatch, E., & Farhady, H. (1981). *Research design and statistics for applied linguistics* Tehran.
- Heyns, M. M., Mccallaghan, S., & Wet, E. H. De. (2021). The role of supervisor support and basic psychological needs in predicting work engagement , burnout and turnover intentions in a medical contract research service setting. *Research*

in *Social and Administrative Pharmacy*, July.  
<https://doi.org/10.1016/j.sapharm.2021.07.009>

- Hinkin, T. R., & Tracey, J. B. (2000). The cost of turnover: Putting a price on the learning curve. *Cornell hotel and restaurant administration quarterly*, 41(3), 14-21.
- Hofstetter, H., & Cohen, A. (2014). The mediating role of job content plateau on the relationship between work experience characteristics and early retirement and turnover intentions. *Personnel Review*.
- Hsu, Y. R. (2011). Work-family conflict and job satisfaction in stressful working environments: The moderating roles of perceived supervisor support and internal locus of control. *International journal of manpower*.
- Jensen, U. T., Andersen, L. B., Bro, L. L., Bøllingtoft, A., Eriksen, T. L. M., Holten, A. L., Jacobsen, C. B., Ladenburg, J., Nielsen, P. A., Salomonsen, H. H., Westergård-Nielsen, N., & Würtz, A. (2019). Conceptualizing and Measuring Transformational and Transactional Leadership. *Administration and Society*, 51(1), 3–33. <https://doi.org/10.1177/0095399716667157>
- Karatepe, Osman M. (2012). The Effects of Coworker and Perceived Organizational Support on Hotel Employee Outcomes: The Moderating Role of Job Embeddedness. *Journal of Hospitality and Tourism Research*, 36(4), 495–516. <https://doi.org/10.1177/1096348011413592>
- Khan, Muskan, & Lakshmi, N. (2018). Mediating role of employee engagement in the relationship between perceived supervisor support and job satisfaction. *Asian Journal of Management*, 9(1), 189-196.
- Kmieciak, R. (2021). Co-worker support, voluntary turnover intention and knowledge withholding among IT specialists: the mediating role of affective organizational commitment. *Baltic Journal of Management*. <https://doi.org/10.1108/BJM-03-2021-0085>.
- Kurniawan, I. S., & Naeni, H. L. (2021). Pengaruh Dukungan Rekan Kerja Terhadap OCB Dengan Kepuasan Kerja Sebagai Pemediasi Pada Karyawan Grage Jogja Hotel. *JPEK (Jurnal Pendidikan Ekonomi dan Kewirausahaan)*, 5(1), 119-128.
- Lambert, E. G., Hogan, N. L., & Barton, S. M. (2001). The impact of job satisfaction on turnover intent: a test of a structural measurement model using a national sample of workers. *The Social Science Journal*, 38(2), 233-250.

- Larasati, S. (2018). *Manajemen sumber daya manusia*. Deepublish.
- Liu, H. L., & Lo, V. H. (2018). An integrated model of workload, autonomy, burnout, job satisfaction, and turnover intention among Taiwanese reporters. *Asian Journal of Communication*, 28(2), 153-169.
- Long, C. S., Thean, L. Y., Ismail, W. K. W., & Jusoh, A. (2012). Leadership styles and employees' turnover intention: Exploratory study of academic staff in a Malaysian College. *World Applied Sciences Journal*, 19(4), 575-581.
- 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: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior*, 19(3), 305-320.
- Maaitah, Ayman M. (2018). *The Role of Leadership Style on Turnover Intention*. 8(5), 24–29.
- Masood, S., Siddiqui, G. K., Lodhi, H., & Shahbaz, S. (2020). *Effect of Leadership Styles on Organizational Citizenship Behavior and Employee Turnover Intention*. 6(2), 487–495.
- Mas'ud, Fuad. (2004). *Survai Diagnosis Organisasi: Konsep dan aplikasi*. Universitas Diponegoro.
- Masum, A. K. M., Azad, M. A. K., Hoque, K. E., Beh, L. S., Wanke, P., & Arslan, Ö. (2016). Job satisfaction and intention to quit: an empirical analysis of nurses in Turkey. *PeerJ*, 4, e1896.
- Naseer, A., Perveen, K., Afzal, M., Waqas, A., Syed, P., & Gillani, A. (2017). *The Impact of Leadership Styles on Staff Nurses ' Turnover Intentions The Impact of Leadership Styles on Staff Nurses ' Turnover Intentions*. December. <https://doi.org/10.21276/sjmpps.2017.3.10.20>
- Nichols, H. M., Swanberg, J. E., & Bright, C. L. (2022). *How Does Supervisor Support Influence Turnover Intent Among Frontline Hospital Workers? The Mediating Role of Affective Commitment*. 35(3), 266–279. <https://doi.org/10.1097/HCM.0000000000000119>
- Nurdin Batjo, S. P., & Shaleh, Mahadin (2018). *Manajemen Sumber Daya Manusia*. Penerbit Aksara TIMUR.

- Orgambídez, A., & Almeida, H. (2020). Social support, role clarity and job satisfaction: a successful combination for nurses. *International Nursing Review*, 67(3), 380-386.
- Pillai, R., Schriesheim, C. A., & Williams, E. S. (1999). Fairness perceptions and trust as mediators for transformational and transactional leadership: A two-sample study. *Journal of management*, 25(6), 897-933.
- Pitchayachananon, P., & Anantasopon, P. (2019). *Transformational or Transactional Leadership Style Effects on Employees' Turnover Intention in the Private Sector in Thailand. 2017*, 887–892.
- Podsakoff, P. M., Bommer, W. H., Podsakoff, N. P., & MacKenzie, S. B. (2006). Relationships between leader reward and punishment behavior and subordinate attitudes, perceptions, and behaviors: A meta-analytic review of existing and new research. *Organizational Behavior and Human Decision Processes*, 99(2), 113-142.
- Price, J. L., & Mueller, C. W. (1981). A causal model of turnover for nurses. *Academy of management journal*, 24(3), 543-565.
- Priyono & Marnis. (2016). *Buku Manajemen Sumber daya Manusia. Surabaya: Penerbit Zifatama.*
- Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: the contribution of perceived organizational support. *Journal of applied psychology*, 86(5), 825.
- Robbins, Stephen P. 2001. *Perilaku Organisasi: Konsep, Kontroversi, Aplikasi*, Jilid 1. Yogyakarta: Aditya Media.
- Rony, Z. T. (2016). *Siapa Harus Pergi Siapa Harus Tinggal. May*, 31–48.
- Rousseau, V., Salek, S., Aubé, C., & Morin, E. M. (2009). Distributive justice, procedural justice, and psychological distress: The moderating effect of coworker support and work autonomy. *Journal of Occupational Health Psychology*, 14(3), 305.
- Rue, L. W., & Byars, L. L. (2000). *Management: Skills and application.*
- Şahin, F. (2011). The effect of gender on the relationship between leader-member exchange and intention to quit. *Ege Academic Review*, 11(2), 277-288.

- Saleh, F. (2017). Transactional leadership effects, organizational culture, commitment and job satisfaction on compensation and employee performance in the area of agricultural quarantine, South Sulawesi. *Organizational Culture, Commitment and Job Satisfaction on Compensation and Employee Performance in the Area of Agricultural Quarantine, South Sulawesi* (February 18, 2017).
- Sayadi, Y. (2016). The effect of dimensions of transformational, transactional, and non-leadership on the job satisfaction and organizational commitment of teachers in Iran. *Management in Education*, 30(2), 57-65.
- Sekaran, Uma. (2003). *Research methods for business: A skill building approach*. John Wiley & Sons, Inc., 4.
- Self, Timothy. T., Gordon, S., & Ghosh, A. (2020). Increasing Management Retention: The Mediating Role of Organizational Embeddedness on Coworker Support and Turnover Intention. *International Journal of Hospitality and Tourism Administration*, 23(1), 107-125. <https://doi.org/10.1080/15256480.2019.1708224>
- Singh, B., Selvarajan, T. T., & Solansky, S. T. (2019). Coworker influence on employee performance: A conservation of resources perspective. *Journal of Managerial Psychology*
- Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences* (Vol. 3). Sage.
- Statt, D. A. (2004). *The Routledge dictionary of business management*. Routledge.
- Sugiyono. (2015). *Metode Penelitian Kuantitatif Dan Kualitatif Dan R&D*. Bandung. Penerbit: CV Alfa Beta.
- Sukwandi, R., & Meliana, M. (2014). Faktor-Faktor yang Mempengaruhi Kinerja dan Turn Over Intention Karyawan Usaha Kecil Menengah. *Jurnal Rekayasa Sistem Industri*, 3(1), 1-9.
- Susskind, A. M., Kacmar, K. M., & Borchgrevink, C. P. (2003). Customer service providers' attitudes relating to customer service and customer satisfaction in the customer-server exchange. *Journal of applied psychology*, 88(1), 179.
- Taba, M. I. (2018). Mediating effect of work performance and organizational commitment in the relationship between reward system and employees' work satisfaction. *Journal of Management Development*.

- Takase, M. (2010). A concept analysis of turnover intention: Implications for nursing management. *Collegian*, 17(1), 3-12.
- Taufik, M. (2019). *Hubungan antara Coworker Support dan Presenteeism pada Perawat di Rumah Sakit Umum Haji Surabaya* (Doctoral dissertation, UIN Sunan Ampel Surabaya).
- Tett, R. P., & 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.
- Tews, Michael. J., Michel, J. W., & Ellingson, J. E. (2013). The Impact of Coworker Support on Employee Turnover in the Hospitality Industry. *Group and Organization Management*, 38(5), 630–653. <https://doi.org/10.1177/1059601113503039>
- Trans Semarang. (2020). “PPID atau PROFIL TRANS SEMARANG”. Diakses pada tanggal 14 maret 2022, dari <https://transsemarang.semarangkota.go.id/portal/page/ppid/344/trans-semarang-profil-trans-semarang>
- Tuzun, I. K., & Kalemci, R. A. (2012). Organizational and supervisory support in relation to employee turnover intentions. *Journal of Managerial Psychology*, 27(5), 518–534. <https://doi.org/10.1108/02683941211235418>
- Wexley, Kenneth. dan Gary Yukl. (2005). *Perilaku Organisasi dan Psikologi Personalia*. Jakarta: Rineka Cipta.
- Zhang, X., Ma, L., Xu, B., & Xu, F. (2019). How social media usage affects employees’ job satisfaction and turnover intention: An empirical study in China. *Information and Management*, 56(6). <https://doi.org/10.1016/j.im.2018.12.004>