

DAFTAR PUSTAKA

- Agarwal, U. A., Datta, S., Blake-Beard, S., & Bhargava, S. (2012). Linking LMX, innovative work behaviour and turnover intentions: The mediating role of work engagement. *Career development international*.
- Agarwal, U. A., & Gupta, V. (2018). Relationships between job characteristics, work engagement, conscientiousness and managers' turnover intentions: A moderated-mediation analysis. *Personnel Review*.
- Akunda, D., Chen, Z., & Gikiri, S. N. (2018). Role of HRM in talent retention with evidence. *Journal of Management and Strategy*, 9(2), 8-19.
- Albrecht, S. L., Bakker, A. B., Gruman, J. A., Macey, W. H., & Saks, A. M. (2015). Employee engagement, human resource management practices and competitive advantage: An integrated approach. *Journal of Organizational Effectiveness: People and Performance*.
- Bailey, C., Madden, A., Alfes, K., & Fletcher, L. (2017). The meaning, antecedents and outcomes of employee engagement: A narrative synthesis. *International Journal of Management Reviews*, 19(1), 31-53.
- Bakker, A. B., Albrecht, S. L., & Leiter, M. P. (2011). Key questions regarding work engagement. *European journal of work and organizational psychology*, 20(1), 4-28.
- Bakker, A. B., Hakanen, J. J., Demerouti, E., & Xanthopoulou, D. (2007). Job resources boost work engagement, particularly when job demands are high. *Journal of educational psychology*, 99(2), 274.
- Bakker, A. B., & Xanthopoulou, D. (2013). Creativity and charisma among female leaders: The role of resources and work engagement. *The International Journal of Human Resource Management*, 24(14), 2760-2779.
- Biron, M., & Boon, C. (2013). Performance and turnover intentions: A social exchange perspective. *Journal of Managerial Psychology*.
- Boswell, W. R., Gardner, R. G., & Wang, J. (2017). Is retention necessarily a win? Outcomes of searching and staying. *Journal of Vocational Behavior*, 98, 163-172.
- Bunachita, J. S. (2018). Despite AI's Challenges, BPO Group Sees Industry's Growth. Retrieved from available at: <https://ccap.ph/2018/06/19/despise-ais-challenges-bpo-group-sees-industrys-growth/>
- Carasco-Saul, M., Kim, W., & Kim, T. (2015). Leadership and employee engagement: Proposing research agendas through a review of literature. *Human Resource Development Review*, 14(1), 38-63.
- Chan, S. H. J., & Ao, C. T. D. (2019). The mediating effects of job satisfaction and organizational commitment on turnover intention, in the relationships between pay satisfaction and work-family conflict of casino employees. *Journal of Quality Assurance in Hospitality & Tourism*, 20(2), 206-229.

- Cho, Y. J., & Song, H. J. (2017). Determinants of turnover intention of social workers: Effects of emotional labor and organizational trust. *Public Personnel Management, 46*(1), 41-65.
- Creed, W. D., & Miles, R. E. (1996). A conceptual framework linking organizational forms, managerial philosophies, and the opportunity costs of controls. *Trust in Organizations: Frontiers of Theory and Research, Sage, Thousand Oaks, CA*, 16-38.
- De Simone, S., Planta, A., & Cicotto, G. (2018). The role of job satisfaction, work engagement, self-efficacy and agentic capacities on nurses' turnover intention and patient satisfaction. *Applied Nursing Research, 39*, 130-140.
- De Wee, M. T. (2020). The influence of psychological capital and job autonomy on turnover intention among non-academic staff at a selected business school within the Western Cape.
- Dhir, S., Dutta, T., & Ghosh, P. (2020). Linking employee loyalty with job satisfaction using PLS–SEM modelling. *Personnel Review*.
- Emron, E., Anwar, Y., & Komariah, I. (2016). Manajemen Sumber. *Daya Manusia. Bandung: Alfabeta*.
- Federman, B. (2009). *Employee engagement: A roadmap for creating profits, optimizing performance, and increasing loyalty*: John Wiley & Sons.
- Ferdinand, A. (2014). Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi Tesis dan Desrtasi Ilmu Manajemen.
- Gallup. (2018). *State Of The Global Workplace 2017*. Retrieved from available at: <https://ccap.ph/2018/06/19/despite-ais-challenges-bpo-group-sees-industrys-growth/>
- Ghozali, I. (2018). Aplikasi analisis multivariate dengan program IBM SPSS 25.
- Hakim, L., & Hidayat, A. S. (2018). The effect of job stress and job satisfaction on organizational commitment. *Indonesian Journal Of Business And Economics, 1*(1).
- Halbesleben, J. R. (2010). A meta-analysis of work engagement: Relationships with burnout, demands, resources, and consequences. *Work engagement: A handbook of essential theory and research, 8*(1), 102-117.
- Hearthfield, S. (2012). Keys to Employee Satisfaction: What You Can Do to Increase Employee Satisfaction. *World Applied Sciences Journal, 26*(10), 1304-1309.
- Hechanova, M. R. M. (2013). The call center as a revolving door: A Philippine perspective. *Personnel Review*.
- Hewitt, A. (2017). Trends in global employee engagement: Global anxiety erodes employee engagement gains. *AON Hewitt*.
- Jiang, Y., Li, P., Wang, J., & Li, H. (2019). Relationships between kindergarten teachers' empowerment, job satisfaction, and organizational climate: a Chinese model. *Journal of Research in Childhood Education, 33*(2), 257-270.
- Jong, J. (2016). The role of performance feedback and job autonomy in mitigating the negative effect of role ambiguity on employee satisfaction. *Public Performance & Management Review, 39*(4), 814-834.

- Kalliath, P., Kalliath, T., Chan, X. W., & Chan, C. (2019). Linking work–family enrichment to job satisfaction through job well-being and family support: a moderated mediation analysis of social workers across India. *The British Journal of Social Work, 49*(1), 234-255.
- Kim, H., & Stoner, M. (2008). Burnout and turnover intention among social workers: Effects of role stress, job autonomy and social support. *Administration in Social Work, 32*(3), 5-25.
- Kim, W. (2017). Examining mediation effects of work engagement among job resources, job performance, and turnover intention. *Performance Improvement Quarterly, 29*(4), 407-425.
- Kim, W., & Hyun, Y. S. (2017). The impact of personal resources on turnover intention: The mediating effects of work engagement. *European Journal of Training and Development.*
- Lam, W., Chen, Z., & Takeuchi, N. (2009). Perceived human resource management practices and intention to leave of employees: the mediating role of organizational citizenship behaviour in a Sino-Japanese joint venture. *The International Journal of Human Resource Management, 20*(11), 2250-2270.
- Lee, D. (2015). The Philippines has become the call-center capital of the world. *Los Angeles Times, 1.*
- Leiter, M. P., & Bakker, A. B. (2010). Work engagement: introduction. *Work engagement: A handbook of essential theory and research*, 1-9.
- Li, L. M. W. (2019). Can job autonomy attenuate the effect of depression on employees' well-being? It may depend on culture. *Journal of Mental Health, 28*(2), 181-188.
- Lu, Y., Hu, X.-M., Huang, X.-L., Zhuang, X.-D., Guo, P., Feng, L.-F., . . . Hao, Y.-T. (2017). The relationship between job satisfaction, work stress, work–family conflict, and turnover intention among physicians in Guangdong, China: a cross-sectional study. *BMJ open, 7*(5), e014894.
- Luthans, Fred. (2006). *Perilaku Organisasi (Edisi Sepuluh)*. Jogjakarta: Andi.
- Magkilat, B. (2016). IT-BPM Attrition Rate Dramatically Improves. Retrieved from <http://2016.mb.com.ph/2016/08/14/it-bpm-attrition-rate-dramatically-improves>
- Mecurio, R. (2018). Philippines Remains World's Call Center Capital. Retrieved from <https://www.philstar.com/business/2018/05/31/1820097/philippines-remains-worlds-call-center-capital-ccap>
- Memon, M. A., Salleh, R., & Baharom, M. N. R. (2016). The link between training satisfaction, work engagement and turnover intention. *European Journal of Training and Development.*
- Mobley, W. (2011). Pergantian Karyawan: Sebab-Akibat dan Pengendaliannya, Cet. 1: PT. Gramedia: PPM dan Bisnis, 2030.
- 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.

- Mufidah, L. (2016). *Pengaruh Job Satisfaction terhadap Turnover Intention dengan Continuance Commitment sebagai Variabel Intervening pada Karyawan EF Sinergy Consultant*. Universitas Airlangga,
- Ohly, S., & Fritz, C. (2010). Work characteristics, challenge appraisal, creativity, and proactive behavior: A multi-level study. *Journal of Organizational Behavior*, 31(4), 543-565.
- Padios, J. M. (2018). 7. Exceptionalism as a Way of Life: US Empire, Filipino Subjectivity, and the Global Call Center Industry. In *Ethnographies of US Empire* (pp. 149-170): Duke University Press.
- Pearson, A., Pearson, J. M., & Griffin, C. (2009). Innovating with technology: The impact of overload, autonomy, and work and family conflict. *Journal of Information Technology Theory and Application (JITTA)*, 9(4), 5.
- Rahman, W., & Nas, Z. (2013). Employee development and turnover intention: theory validation. *European journal of training and development*.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku Organisasi*, Edisi 12 Jilid 1 dan 2. *Terjemahan. Salemba Empat. Jakarta*.
- Robbins, S. P., & Judge, T. A. (2015). *Perilaku organisasi (Organizational behavior 16th edition)*. *Jakarta: McGraw Hill dan Salemba Empat*.
- Roche, M. A., Duffield, C. M., Homer, C., Buchan, J., & Dimitrelis, S. (2015). The rate and cost of nurse turnover in Australia. *Collegian*, 22(4), 353-358.
- Sallaz, J. J. (2019). *Lives on the Line: How the Philippines Became the World's Call Center Capital*: Oxford University Press.
- Sanjeev, M. (2017). Impact of individual and employment variable on job satisfaction & turnover intention among sales and marketing professionals. *Procedia Computer Science*, 122, 55-62.
- Scanlan, J. N., & Still, M. (2019). Relationships between burnout, turnover intention, job satisfaction, job demands and job resources for mental health personnel in an Australian mental health service. *BMC health services research*, 19(1), 1-11.
- Shahpouri, S., Namdari, K., & Abedi, A. (2016). Mediating role of work engagement in the relationship between job resources and personal resources with turnover intention among female nurses. *Applied Nursing Research*, 30, 216-221.
- Shahzad, M. B. (2016). Impact Of Perceived Job Autonomy On Turnover Intention In Sales & Marketing Managers Of Services Industry: Moderating Role Of Procedural And Distributive Justice. *Science International*, 28(3).
- Shuck, B., & Herd, A. (2011). *Employee engagement and leadership: Exploring the conceptual convergence of two paradigms and implications for leadership development in HRD*. Paper presented at the Proceedings of the Academy of Human Resource Development, 2011 Annual Conference.
- Shuck, B., Reio Jr, T. G., & Rocco, T. S. (2011). Employee engagement: An examination of antecedent and outcome variables. *Human resource development international*, 14(4), 427-445.

- Shuck, B., Twyford, D., Reio Jr, T. G., & Shuck, A. (2014). Human resource development practices and employee engagement: Examining the connection with employee turnover intentions. *Human Resource Development Quarterly*, 25(2), 239-270.
- Shukla, S. (2018). *Research Methodology and Statistics*. Gujarat University: Researchgate.
- Sugiyono. (2014). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Takase, M., Teraoka, S., & Kousuke, Y. (2015). Investigating the adequacy of the Competence-Turnover Intention Model: how does nursing competence affect nurses' turnover intention? *Journal of Clinical Nursing*, 24(5-6), 805-816.
- Wang, E., Jiang, W., & Mao, S. (2020). Job autonomy and turnover intention among social workers in China: Roles of work-to-family enrichment, job satisfaction and type of sector. *Journal of Social Service Research*, 46(6), 862-876.
- Wollard, K. K., & Shuck, B. (2011). Antecedents to employee engagement: A structured review of the literature. *Advances in developing human resources*, 13(4), 429-446.
- Wright, P. M., Dunford, B. B., & Snell, S. A. (2001). Human resources and the resource based view of the firm. *Journal of management*, 27(6), 701-721.
- Wu, C.-H., Luksyte, A., & Parker, S. K. (2015). Overqualification and subjective well-being at work: The moderating role of job autonomy and culture. *Social Indicators Research*, 121(3), 917-937.
- 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.