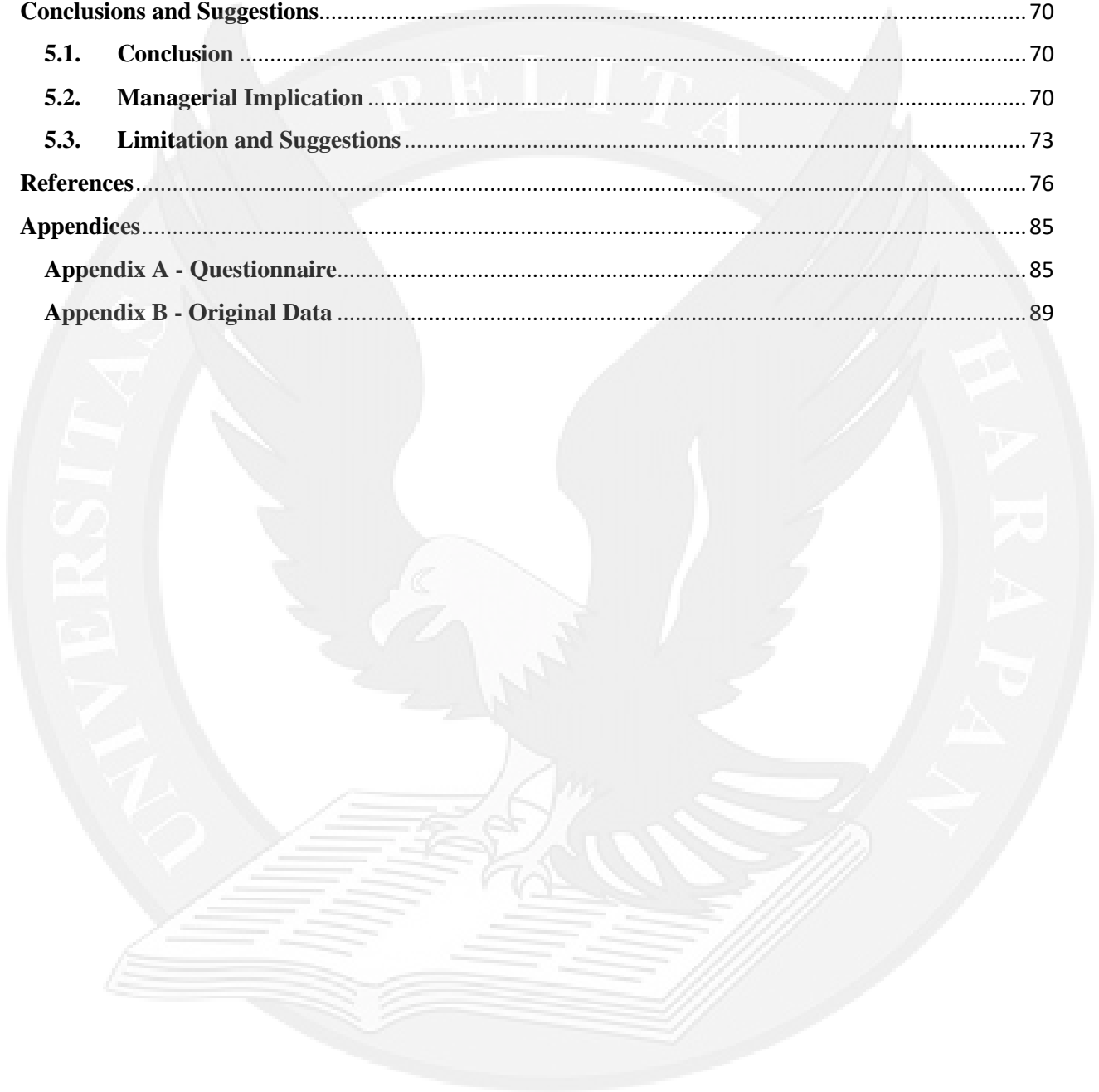


Table of Contents

ORIGINALITY STATEMENT OF THE THESIS	ii
THESIS SUPERVISOR'S APPROVAL	iii
THESIS EXAMINATION COMMITTEE'S APPROVAL	iv
ABSTRACT	v
FOREWORD	vi
Table of Contents	vii
List of Figures	x
List of Tables	xi
Chapter I	1
Introduction	1
1.1. Research Background	1
1.2. Research Problem	7
1.3. Research Purpose	8
1.4. Research Boundaries	9
1.5. Research Benefits	10
1.6. Systematics Writing	11
Chapter II	12
Literature Review	12
2.1. Turnover Intention	12
2.2. Job Stress	14
2.3. Job Satisfaction	15
2.4. Organizational Commitment	17
2.5. Other Factors Influencing Turnover Intention	18
2.5.1. Perceived Organizational Support	18
2.5.2. Work Environment	19
2.5.3. Leadership Style	19
2.6. Generations in the Research: Z and Millennials	21
2.7. Previous Studies and Hypotheses Development	22

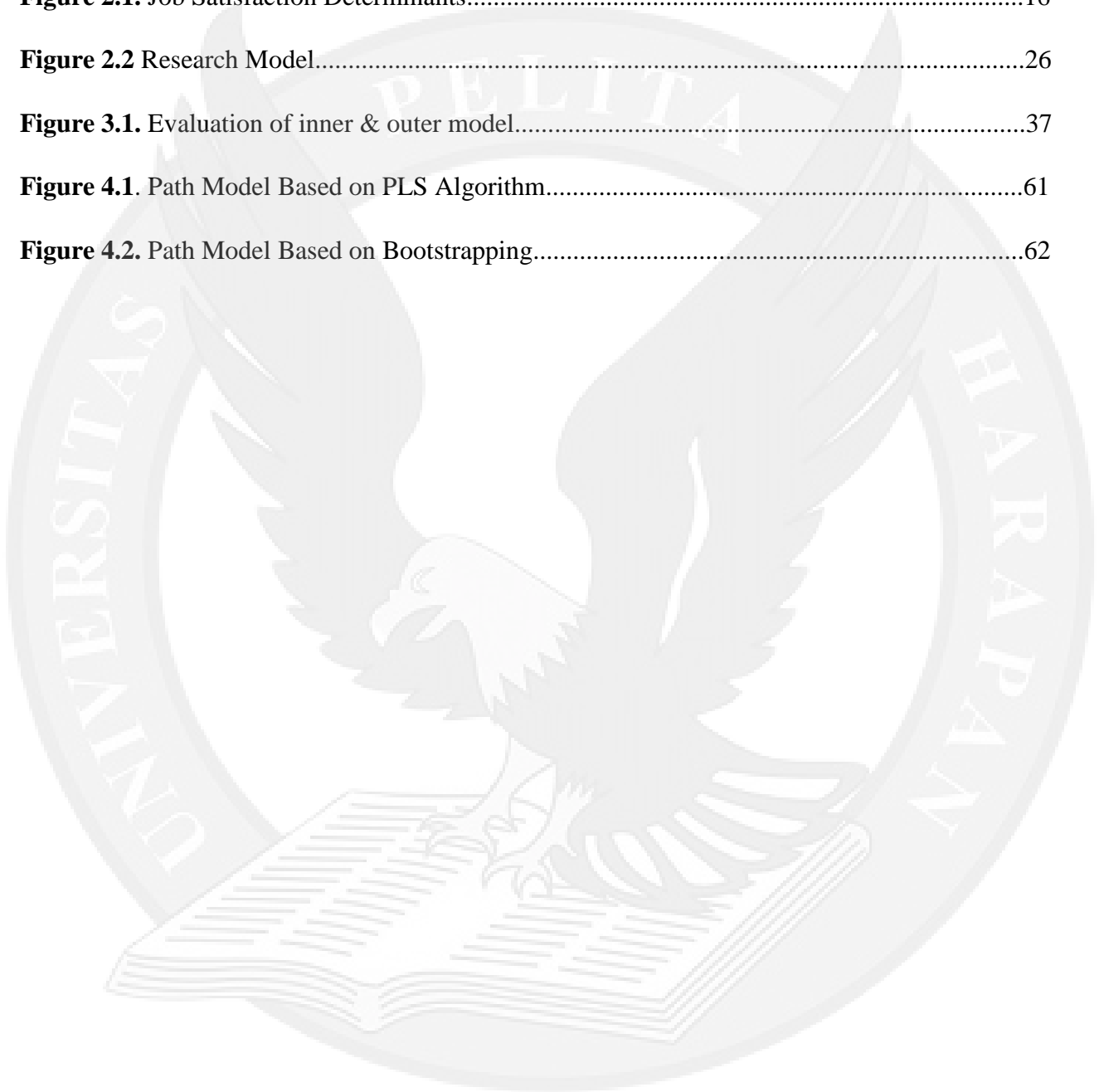
2.7.1.	Job Stress and Job Satisfaction	22
2.7.2.	Job Stress and Organizational Commitment	22
2.7.3.	Job Stress and Turnover Intention	23
2.7.4.	Job Satisfaction and Turnover Intention	24
2.7.5.	Organizational Commitment and Turnover Intention	25
2.8.	Research Model & Relationship between Variables	26
Chapter III	27
Research Method	27
3.1.	Research Location & Object	27
3.2.	Type of Research	28
3.3.	Operationalization of Variables	28
3.4.	Population and Samples	30
3.5.	Data Collection Method	31
3.5.1.	Data Sources	32
3.5.2.	Data Collection Techniques	33
3.6.	Data Analysis Method	34
3.6.1.	Descriptive Statistics	34
3.6.2.	Inferential Statistics	35
3.6.3.	Partial Least Squares (PLS) - Structural Equation Modelling (SEM)	36
3.6.4.	Model Evaluation	37
3.6.5.	Outer Model (Measurement Model) Evaluation	37
3.6.6.	Inner Model (Structural Model) Evaluation	39
3.6.7.	Hypothesis Testing	41
3.7.	Preliminary Instrument Test Results	41
3.7.1.	Measurement Model (Outer Model)	42
3.7.2.	Preliminary Convergent Validity Test Results using Average Value Extracted (AVE) 44	
3.7.3.	Preliminary Discriminant Validity Test Results	44
3.7.4.	Preliminary Reliability Test Results	46
Chapter IV	48
Research Findings and Discussion	48
4.1.	Research Results	48
4.1.1.	Respondents' Profile	48

4.1.2. Descriptive Statistical Analysis	53
4.1.3. Research Data Analysis	56
4.2. Discussion.....	65
Chapter V	70
Conclusions and Suggestions.....	70
5.1. Conclusion	70
5.2. Managerial Implication	70
5.3. Limitation and Suggestions	73
References.....	76
Appendices.....	85
Appendix A - Questionnaire.....	85
Appendix B - Original Data	89



List of Figures

Figure 1.1. Job Stress to Turnover by Country.....	4
Figure 2.1. Job Satisfaction Determinants.....	16
Figure 2.2 Research Model.....	26
Figure 3.1. Evaluation of inner & outer model.....	37
Figure 4.1. Path Model Based on PLS Algorithm.....	61
Figure 4.2. Path Model Based on Bootstrapping.....	62



List of Tables

Table 1.1. America's Top Tech Companies, Ranked By Job Stress.....	4
Table 1.2. All Workers and Technology Industry's Workers Job Satisfaction.....	6
Table 2.1. The Cost of Turnover.....	13
Table 2.2. Previous Research on Antecedents of Turnover Intention.....	14
Table 3.1. Variables Operationalization.....	29
Table 3.2. Minimum sample size.....	31
Table 3.3. Classification of Responses.....	34
Table 3.4. Initial Outer Loadings Test Results Preliminary Research.....	42
Table 3.5. Subsequent Outer Loadings Test Results Preliminary Research.....	43
Table 3.6. Average Value Extracted (AVE) Results.....	44
Table 3.7. Discriminant Validity Test Results (Cross Loading).....	45
Table 3.8. Discriminant Validity Test Results (Fornell-Lacker).....	45
Table 3.9. Discriminant Validity Test Results (HTMT Test).....	46
Table 3.10. Composite Reliability Test Results.....	47
Table 4.1. Characteristics of Respondents by Gender.....	49
Table 4.2. Characteristics of Respondents by Age Group.....	49
Table 4.3. Characteristics of Respondents by Relationship Status.....	50
Table 4.4. Characteristics of Respondents by Tenure within Current Organization.....	51
Table 4.5. Characteristics of Respondents by Tenure within Job Families.....	51
Table 4.6. Classification of Responses.....	53
Table 4.7. Mean of Job Stress Variable.....	54

Table 4.8. Mean of Job Satisfaction Variable.....	54
Table 4.9. Mean of Organizational Commitment Variable.....	55
Table 4.10. Mean of Turnover Intention Variable.....	56
Table 4.11. Outer Loadings Test Results Actual Research.....	57
Table 4.12 Average Value Extracted (AVE) Results.....	58
Table 4.13. Discriminant Validity Test Results (Cross Loading).....	58
Table 4.14. Discriminant Validity Test Results (Fornell-Lacker).....	59
Table 4.15. Discriminant Validity Test Results (HTMT Test).....	59
Table 4.16. Composite Reliability Test Results.....	60
Table 4.17. Inner VIF of the Actual Study.....	60
Table 4.18. R-Square Value.....	62
Table 4.19. Hypothesis Test Results.....	63

