

DAFTAR PUSTAKA

- Adel, Mohamed dan Ibrahim. 2012. "The Relationship Between Organizational Culture and Job Satisfaction in National Oil Corporation of Libya"; *International Journal of Humanities and Applied Sciences (IJHAS)*, Vol. 1, No.9, 2277-4386.
- Aminah Soleman, (2011). Analisis Beban Kerja Ditinjau Dari Faktor Usia Dengan Pendekatan Recommended Wight Limit, Universitas Pattimura, Ambon
- Anees, R. T., Heidler, P., Cavaliere, L. P. L., & Nordin, N. A. (2021). Brain drain in higher education. the impact of job stress and workload on turnover intention and the mediating role of job satisfaction at universities. *European Journal of Business and Management Research*, 6(3), 1-8.
- Arikunto, S. (2016). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta : Rineka Cipta
- Armstrong, G., Kotler, P., Harker, M., & Brennan, R. (2015). *Marketing: an introduction*. Pearson Education.
- Baan, R. R. S. (2020) 'Analisis Pengaruh Kualitas Pelayanan terhadap Kepuasan Pasien Rawat Inap pada RS. Bahagia Makassar', *Jurnal Ekonomi, Keuangan dan j Bisnis*, 5(1), pp. 45–52. doi: 10.24967/ekombis.v5i1.591.
- Bakker, Arnold. B., Leiter, Michael. P. (2010). *Work Engagement: A Handbook of Essential Theory and Research*. New York: Psychology Press.
- Bolino, Mark & Turnley, William. (2005). The Personal Costs of Citizenship Behavior: The Relationship Between Individual Initiative and Role Overload, Job Stress, and Work-Family Conflict. *The Journal of applied psychology*. 90. 740-8. 10.1037/0021-9010.90.4.740.
- Bothma, C., & Roodt, G. (2013). The validation of the turnover intention scale. *SA Journal of Human Resource Management*, 11(1), 1-12

- Burns K L: (2016). Perceived Organizational Support and Perceived Supervisor Support Antecedents of Work Engagement Thesis. Degree Master of Science of San Jose State University
- Chin, Wynne & Marcoulides, G. (1998). The Partial Least Squares Approach to Structural Equation Modeling. *Modern Methods for Business Research*. 8.
- Dåderman, Anna & Basinska, Beata. (2016). The work-family interface: Job demands, work engagement and turnover intentions of Polish nurses. 10.13140/RG.2.1.2870.0569.
- 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 : ANR*, 39, 130–140. <https://doi.org/10.1016/j.apnr.2017.11.004>
- Depkes, RI. (2005). Hasil Evaluasi Peran dan fungsi perawat kesehatan masyarakat di puskesmas daerah terpencil. Direktorat Bina Pelayanan Keperawatan dan Keteknisan medik. Jakarta
- Dessler, Gary. (2017). *Human Resource Management*. United States America: Pearson Education.
- Ditjen Pelayanan Kesehatan, Kemenkes RI, 2021*
- Edison, Emron, Imas Komariyah dan Yohny Anwar. (2018). *Manajemen Sumber Daya Manusia*. Bandung: Alfabeta
- Edwards-Dandridge, Y. (2019). Work Engagement, Job Satisfaction, and Nurse Turnover Intention.
- Eisenberger, R., Stinglhamber, Vandenberghe, C., Sucharski, LL,, Rhoades (2002). "Perceived supervisor support: Contributions to perceived organizational support and employee retention". *Journal of Applied Psychology* 87 , 565-573

- Fadilla, N. M. (2021). Sistem Informasi Manajemen Rumah Sakit Dalam Meningkatkan Efisiensi: Mini Literature Review. *JATISI (Jurnal Teknik Informatika dan Sistem Informasi)*, 8(1), 357-374.
- Fitriani, Ani Laila. (2022). PEMUTUSAN HUBUNGAN KERJA DALAM KINERJA CPNS 2021. Universitas Islam Negeri Walisongo. Semarang
- Ghozali, Imam, Hengky Latan. (2015). Konsep, Teknik, Aplikasi Menggunakan Smart PLS 3.0 Untuk Penelitian Empiris. BP Undip. Semarang
- Greenhaus, Jeffrey & Beutell, Nicholas. (1985). Source of Conflict Between Work and Family Roles. *The Academy of Management Review*. 10. 76-88. 10.2307/258214.
- Hair Joseph F, Jeffrey J. Risher, Marko Sarstedt, Christian M. Ringle. (2019), When to use and how to report the results of PLS-SEM. *European Business Review*. Vol. 31 No. 1, pp. 2-24
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of Business Research*, 109, 101–110. <https://doi.org/10.1016/j.jbusres.2019.11.069>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/eb-11-2018-0203>
- Hair, J., Holligsworth, C., Randolph, A., & Chong, A. (2017). An Updated and Expanded Assessment of PLS-SEM in Information Systems Research. *Industrial Management & Data Systems*, 117 (3), 442-458.
- Hair, Joseph & Sarstedt, Marko & Pieper, Torsten & Ringle, Christian. (2012). The Use of Partial Least Squares Structural Equation Modeling in Strategic Management Research: A Review of Past Practices and Recommendations for Future Applications. *Long Range Planning*. 45. 320-340. 10.1016/j.lrp.2012.09.008.

- Hakanen, J. J., Ropponen, A., Schaufeli, W. B., & De Witte, H. (2019). Who is Engaged at Work?: A Large-Scale Study in 30 European Countries. *Journal of occupational and environmental medicine*, 61(5), 373–381. <https://doi.org/10.1097/JOM.0000000000001528>
- Hamid, M., Sami, Waqas., & Sidek, M. (2017). Discriminant Validity Assessment: Use of Fornell & Larcker criterion versus HTMT Criterion. *Journal of Physics: Conference Series*. 890. 012163. 10.1088/1742-6596/890/1/012163.
- Hariyati, M. 2011. “Pengaruh Beban Kerja Terhadap Kelelahan Kerja Pada Pekerja Linting Manual Di PT. Djitoe Indonesia Tobacco Surakarta”. *Jurnal Skripsi. Universitas Sebelas Maret Surakarta*, 1(1):21-24
- Harris, Ranida & Carlson, John & Harris, Kenneth & Carlson, Dawn. (2012). Technology related role overload and work-to-family conflict: The moderating role of supervisor and coworker technology support. *Journal of Academy of Business and Economics*. 12. 35-48.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hung, C. L. (2012). Job stress and coping strategies among early childhood teachers in central Taiwan. *Educational Research and Reviews*, 7(23), 494-501.
- Irawati, R., & Carrollina, D. A. (2017). Analisis pengaruh beban kerja terhadap kinerja karyawan operator pada PT Giken Precision Indonesia. *Inovbiz: Jurnal Inovasi Bisnis*, 5(1), 51-58.
- Junaidi, Achmad & Sasono, Eko & Wanuri, Wanuri & Emiyati, Dian. (2020). The effect of overtime, job stress, and workload on turnover intention. *Management Science Letters*. 3873-3878. 10.5267/j.msl.2020.7.024.
- Kaddourah, Bayan & Abu-shaheen, Amani & Al-tannir, Mohamad. (2018). Quality of nursing work life and turnover intention among nurses of tertiary care hospitals

in Riyadh: A cross-sectional survey. *BMC Nursing*. 17. 10.1186/s12912-018-0312-0.

Kahn, W.A. (1990) 'Psychological conditions of personal engagement and disengagement at work', *Academy of Management Journal*, Vol 33, pp692-724.

Kim, R. (2016). The US Hospital Management from a Strategic Management Viewpoint. *Hospital Medical Management*, 1(2), 1-7.

Kock, N., & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. *Information systems journal*, 28(1), 227-261.

Kuipers, Pim & Kendall, Elizabeth & Ehrlich, & McIntyre, Michelle & Barber, & Amsters, Delena & Muenchberger, Heidi & Brownie, Sharon. (2011). Complexity and health care: Health practitioner workforce, services, roles, skills and training to respond to patients with complex needs.

Kumar, R., Ramendran, C., and Yacob, P. 2011. A Study on Turnover Intention in Fast Food Industry: Employees' Fit to the Organizational Culture and the Important of their Commitment. *International Journal of Academic Research in Business and Social Sciences*, 2 (5), pp: 9-42

Listiyono, R. A. 2015. Studi Deskriptif Tentang Kualitas Pelayanan Kesehatan di Rumah Sakit Umum Dr. Wahidin Sudiro Husodo Kota Mojokerto Pasca Menjadi Rumah Sakit Tipe B. *Pelayanan Kesehatan*. 1(1):7.

Liu, J., Zhu, B., Wu, J., & Mao, Y. (2019). Job satisfaction, work stress, and turnover intentions among rural health workers: a cross-sectional study in 11 western provinces of China. *BMC Family Practice*, 20.

Lockwood, N. R. (2007). Leveraging Employee Engagements for Competitive Advantage: HRs Strategic Role. *HR Magazine*, 52(3), pp. 1-11.

Lu Y, Hu X-M, Huang X-L, et al. The relationship between job satisfaction, work stress, work– family conflict, and turnover intention among physicians in

Guangdong, China: a crosssectional study. *BMJ Open* 2017;7:e014894. doi:10.1136/bmjopen-2016-014894

Martínez-Corts, Inés & Gavilán, Sandra & Medina, Francisco. (2021). Two in Distress Make Sorrow less: A Work-Life Conflict Moderated Mediation Model. *Revista de Psicología del Trabajo y de las Organizaciones*. 37. 000-000. 10.5093/jwop2021a3.

Mastini, I. (2013). Hubungan pengetahuan, sikap dan beban kerja dengan kelengkapan pendokumentasian asuhan keperawatan rawat inap RSUP Sanglah Denpasar. Tesis. Denpasar: Universitas Udayana

Mello, J.A. (2011). *Strategic Management of Human Resources*. South-Western Cengage Learning.

Memon, M. A., Ramayah, T., Cheah, J. H., Ting, H., Chuah, F., & Cham, T. H. (2021). PLS-SEM statistical programs: a review. *Journal of Applied Structural Equation Modeling*, 5(1), 1-14.

Mobley. 2011. *Pergantian Karyawan: Sebab, Akibat dan Pengendaliannya*. PT Pustaka Binaman Pressindo: Jakarta.

Noe, Raymond A., John R. Hollenbeck, Barry Gerhart, and Patrick M. Wright. *Human Resource Management: Gaining a Competitive Advantage*. 8th ed. New York: McGraw-Hill/Irwin, 2013.

Noermijati et al. (2019). Work-Family Conflict, Job Engagement, Emotional Exhaustion: Their Influence On The Turnover Intention Of Indigenous Papuan Female Employees. *Journal of Applied Management (JAM)* Volume 18 Number 1, March 2020 Indexed in Google Scholar

Novahana N. Pradita, Aryana Satrya. (2019). The Influence of Empowerment and Workload on Turnover Intention through the Mediation of Emotional Exhaustion on Indonesian Garment Workers. *International Journal of Scientific & Engineering Research* Volume 10, Issue 1, January-2019 ISSN 2229-5518.

- Pien, L.-C.; Cheng, W.-J.; Chou, K.-R.; Lin, L.-C. Effect of Work–Family Conflict, Psychological Job Demand, and Job Control on the Health Status of Nurses. *Int. J. Environ. Res. Public Health* 2021, 18, 3540. <https://doi.org/10.3390/ijerph18073540>
- Qureshi, Muhammad Imran & Jamil, Raja & Iftikhar, Mehwish & Arif, Sadia & Lodhi, Saeed & Naseem, Imran & Zaman, Khalid. (2012). Job Stress, Workload, Environment and Employees Turnover Intentions: Destiny or Choice.
- Radica, A., Arjona-Fuentes, J. M., Ariza-Montes, A., Hand, H., & Law, R. (2020). Job demands–job resources (JD-R) model, work engagement, and well-being of cruise ship employees. *International Journal of Hospitality Management*, 88(October 2019), 102518. <https://doi.org/10.1016/j.ijhm.2020.102518>
- Richter, M., Schroeter, C., Puensch, T., Straube, T., Hecht, H., Ritter, A., ... & Weiss, T. (2014). Pain-related and negative semantic priming enhances perceived pain intensity. *Pain Research and Management*, 19(2), 69-74.
- Ridlo, Ilham. (2012). Turn Over (Literature Review) in Bahasa for Healthcare.
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from your PLS-SEM results: The importance-performance map analysis. *Industrial management & data systems*.
- Ringle, Christian & Sarstedt, Marko. (2015). Gain More Insight from Your PLS-SEM Results: The Importance-Performance Map Analysis. *Industrial Management & Data Systems*. 116. 10.1108/IMDS-10-2015-0449.
- Robbin & Judge. 2015. Perilaku Organisasi Edisi 16. Jakarta. Salemba Empat
- Robbins, Stephen P. and Mary Coulter. (2018). Manajemen, Jilid 1 Edisi 13, Alih Bahasa: Bob Sabran Dan Devri Bardani P, Erlangga, Jakarta.
- Robinson, D., Perryman, S. and Hayday, S. (2004) The Drivers of Employee Engagement Report 408. Institute for Employment Studies, UK.

- Roboth, Jane Y. 2015. "Work Family Conflict, Stres Kerja dan Kineja Wanita Beran Ganda Pada Yayasan Compassion East Indonesia", *Jurnal Riset Bisnis dan Manajemen*, Vol.3, No.1, hal 33- 46.
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). Partial Least Squares Structural Equation Modeling. *Handbook of Market Research*, 1–40. https://doi.org/10.1007/978-3-319-05542-8_15-1.
- Sarstedt, Marko & Ringle, Christian & Hair, Joe. (2017). Partial Least Squares Structural Equation Modeling. 10.1007/978-3-319-05542-8_15-1.
- Schaufeli, Wilmar. (2013). Work Engagement. What Do We Know and Where Do We Go? *Work Engagement in Everyday Life, Business, and Academia*. Romanian Journal of Applied Psychology. 14. 3-10.
- Schuler dan Jackson, 2012, *Manajemen Sumber Daya Manusia; Buku 2*, alih bahasa. Salemba Empat. Jakarta
- Sekaran, Uma dan Bougie, Roger. (2016). *Research Methods For Business: A Skill Building Approach*, 7th Edition. New Jersey: Wiley
- Shmueli, G., Sarstedt, M., Hair, J. F., Cheah, J.-H., Ting, H., Vaithilingam, S., & Ringle, C. M. (2019). Predictive model assessment in PLS-SEM: guidelines for using PLSpredict. *European Journal of Marketing*, 53(11), 2322–2347. <https://doi.org/10.1108/ejm-02-2019-0189>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung : Alfabet.
- Sugiyono. (2019). *Statistika untuk Penelitian*. Bandung : CV Alfabeta.
- Supartiningsih, S. (2017) 'Kualitas Pelayanan Kepuasan Pasien Rumah Sakit : Kasus

Pada Pasien Rawat Jalan', *Jurnal Medicoeticolegal dan Manajemen Rumah Sakit*, 6(1), pp. 9–15. doi: 10.18196/jmmr.6122.Kualitas.

Tahir, Rao & Heidler, Petra & Cavaliere, Luigi Pio Leonardo & Nordin, Nordiana. (2021). Brain Drain in Higher Education. The Impact of Job Stress and Workload on Turnover Intention and the Mediating Role of Job Satisfaction at Universities. *European Journal of Business and Management Research*. 6. 1-8. 10.24018/ejbmr.2021.6.3.849.

Tarwaka. 2015. *Ergonomi Industri (dasar-dasar pengetahuan ergonomic dan aplikasi ditempat kerja)*. Surakarta: Harapan Press.

Thirapatsakun, Thanawatdech & Kuntonbutr, Chanongkorn & Mechida, Panisa. (2014). The Relationships Among Four Factors and Turnover Intentions at Different Levels of Perceived Organizational Support. *Journal of US-China Public Administration*. 12. 10.17265/1548-6591/2015.02.002.

Timms, Carolyn & Brough, Paula & O'Driscoll, Michael & Kalliath, Thomas & Siu, Oi & Sit, Cindy & Lo, Danny. (2014). Flexible work arrangements, work engagement, turnover intentions and psychological health. *Asia Pacific Journal of Human Resources*. early view. 10.1111/1744-7941.12030.

Tulangow, M.J., Saerang, D.P.E., & Rumokoy, F.S. (2018). THE EFFECT OF JOB STRESS, WORK ENVIRONMENT AND WORKLOAD ON EMPLOYEE TURNOVER INTENTION (CASE STUDY AT PT. WIKA REALTY MANADO). *Jurnal EMBA*, 6(2).

Ugwua, F. O., & Onyishi, I. E. (2020). The moderating role of person-environment fit on the relationship between perceived workload and work engagement among hospital nurses. *International Journal of Africa Nursing Sciences*, 13, 100225. doi:10.1016/j.ijans.2020.100225

Widoyoko, E. P. (2017). *Teknik Penyusunan Instrumen Penelitian*. Yogyakarta: Pustaka Pelajar

WU, JING & LI, HUSHENG & Geng, Zhaohui & WANG, YANMEI & WANG, XIAN & ZHANG, JIE. (2020). Subtypes of nurses' mental workload and

interaction patterns with fatigue and work engagement during coronavirus disease 2019 (COVID-19) outbreak: A latent class analysis. 10.21203/rs.3.rs-70155/v1.

Xiaoming, Yang & Ma, B.-J & Chang, Chunchih & Shieh, Chich-Jen. (2014). Effects of Workload on Burnout and Turnover Intention of Medical Staff: A Study. *Studies on Ethno-Medicine*. 8. 229-237. 10.31901/24566772.2014/08.03.04.

Yang Z, Qi S, Zeng L, Han X, Pan Y. Work-Family Conflict and Primary and Secondary School Principals' Work Engagement: A Moderated Mediation Model. *Front Psychol*. 2021 Jan 28;11:596385. doi: 10.3389/fpsyg.2020.596385. PMID: 33584432; PMCID: PMC7876373.

Yani, N. W. M. S. A., Sudibya, I. G. A., & Rahyuda, A. G. (2016). Pengaruh Work-Family Conflict Dan Stres Kerja Terhadap Kepuasan Kerja Dan Turnover Intention Karyawan Wanita. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 5(3), 629-658.

Yola Widya & Sylvia Diana Purba. 2019. Apakah Work-Family Conflict Berdampak Pada Turnover Intention? (Studi Pada Perawat Wanita). *Journal Of Business & Applied Management* Vol.12 (No. 1) : 91 - 106 Th. 2019 p-ISSN: 1979-9543 e-ISSN: 2621-2757

Yücel, İlhami & Şirin, Sabri & Baş, Murat. (2021). The mediating effect of work engagement on the relationship between work–family conflict and turnover intention and moderated mediating role of supervisor support during global pandemic. *International Journal of Productivity and Performance Management*. ahead-of-print. 10.1108/IJPPM-07-2020-0361.

Zahrah, Novia & Aziz, Azelin & Norasyikin, Siti. (2019). Workload and Work Engagement among Nurses in Public Hospitals: Moderating Role of Religious Spirituality.

Zhao, Xinshu & Lynch, John & Chen, Qimei. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. 37. 197-206.

Zikmund, William G., et al. (2010). Business Research Methods (eight edition). South Western, USA: Cengage Learning.

