

DAFTAR PUSTAKA

- Afdhal, M. (2023). Perencanaan Pembagunan Daerah Menurut Undang-Undang Nomor 23 Tahun 2014 Tentang Pemerintah Daerah Di Kabupaten Kerinci (Studi Pada Kantor Bappeda Kabupaten Kerinci): Muhammad Afdhal, Murlinus, Penny Pebrianti. *Jurnal Administrasi Nusantara Maha*, 5(6), 577-585.
- Alam, A., & Asim, M. (2019). Relationship between job satisfaction and turnover intention. *International Journal of Human Resource Studies*, 9(2), 163.
- Aman-Ullah, A., Aziz, A., Ibrahim, H., Mehmood, W., & Aman-Ullah (2023). The role of compensation in shaping employee's behaviour: a mediation study through job satisfaction during the Covid-19 pandemic. *Revista de Gestão*, 30(2), 221-236.
- Andriani, R., Disman, D., Ahman, E., & Santoso, B. (2023). Empirical Effects of Work Environment, Job Satisfaction and Work Engagement on Turnover Intention in Hospitality Industry. *Journal of Application Business & Management/Jurnal Aplikasi Bisnis dan Manajemen*, 9(1).
- 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. <https://doi.org/10.24018/ejbmr.2021.6.3.849>
- Anonymous. (2024). Age Range by Generation. Retrieved from <https://www.beresfordresearch.com/age-range-by-generation/>
- Aruldoss, A., Kowalski, K. B., & Parayitam, S. (2020). The relationship between quality of work life and work-life-balance mediating role of Job Stress, job satisfaction and job commitment: Evidence from India. *Journal of Advances in Management Research*, 18(1), 36–62.
- Aryani, D., & Meriyati, M. (2019). Pengaruh kompensasi Terhadap Kinerja Karyawan pada PT. Sri Metriko Utama Widjaja Palembang. *Islamic Banking: Jurnal Pemikiran dan Pengembangan Perbankan Syariah*, 4(2), 83-96.
- Asriani, I., & Riyanto, S. (2020). The impact of working environment, compensation, and job satisfaction on turnover intention in public service agency. *IOSR Journal of Business and Management*, 22(5), 13-19.
- Asosiasi Ahli Manajemen Asuransi Indonesia. (2023). Surat Edaran No. Peng/088/V/23 tanggal 26 Mei 2023 Perihal Penyesuaian Biaya Ujian AAMAI.

- Asosiasi Asuransi Umum Indonesia. (2023). Laporan Triwulan Pertama 2023.
- Berber, N., Gašić, D., Katić, I., & Borocki, J. (2022). The mediating role of job satisfaction in the relationship between FWAs and turnover intentions. *Sustainability*, 14(8), 4502.
- Chang, V., Mou, Y., Xu, Q. A., & Xu, Y. (2023). Job satisfaction and turnover decision of employees in the Internet sector in the US. *Enterprise Information Systems*, 17(8), 2130013.
- Chiat, L. C., & Panatik, S. A. (2019). Perceptions of employee turnover intention by Herzberg's motivation-hygiene theory: A systematic literature review. *Journal of Research in Psychology*, 1(2), 10-15.
- Dasgupta, S., Suar, D., & Singh, S. (2014). Managerial communication practices and employees' attitudes and behaviours: A qualitative study. *Corporate Communications: An International Journal*, 19(3), 287-302.
- De Leon, M. V. (2021). Impact of managerial communication, managerial support, and organizational culture difference on turnover intention: A tale of two merged banks. *Problems and Perspectives in Management*, 18(4), 376.
- Duarte, A. P., & Silva, V. H. (2023). Satisfaction with internal communication and hospitality employees' turnover intention: Exploring the mediating role of organizational support and job satisfaction. *Administrative Sciences*, 13(10), 216.
- Dwinijanti, L., Adhikara, M. A., & Kusumapradja, R., (2020). Job satisfaction and turnover intention among public sector nurses: Is workload and burnout the issue. *JEMA: Jurnal Ilmiah Bidang Akuntansi Dan Manajemen*, 17(1), 67-77.
- Fajarwati, W., Putri, S. A., Febryan, S., Gusman, R. H. R., & Marinda, V. S. (2020). The Influence of Compensation and Workload on Job Satisfaction of Employees in PT X.
- Ghozali, I. (2015). *Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0*. Universitas Diponegoro.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) Third Edition* (Third). Sage Publications, Inc.
- Harmen, H., Amanah, D., & Harahap, D. A. (2020). The Workload and organizational commitment to job satisfaction. *The International Journal of Humanities & Social Studies*.

- Hidayat, W. G. P., & Tannady, H. (2023). Analysis of Organizational Citizenship Behavior (OCB) Variables, Work Stress, Work Communication, Work Climate Affecting Employee Performance and Turnover Intention at PT. Bank Tabungan Negara (Persero) Tbk. Cabang Gresik. *International Journal of Science, Technology & Management*, 4(3), 688-696.
- Hussain, S., Fangwei, Z., Siddiqi, A. F., Ali, Z., & Shabbir, M. S. (2018). Structural equation model for evaluating factors affecting quality of social infrastructure projects. *Sustainability*, 10(5), 1415.
- Hussein, A. S. (2015). Penelitian Bisnis dan Manajemen Menggunakan Partial Least Squares (PLS) dengan smartPLS 3.0. *Modul Ajar*, 1–29.
- Illahi, V. P. K., Fahmy, R., & Syahrul, L. (2022). The Effect of Workload and Compensation System on Turnover Intention with Job Satisfaction as a Mediating Variable in PT. XYZ. *Journal of Social Research*, 2(1), 79-87.
- Indra, N. M. (2023). Perkembangan Peraturan Asuransi Di Indonesia. *Innovative: Journal of Social Science Research*, 3(3), 10707-10718
- Inegbedion, H., Inegbedion, E., Peter, A., & Harry, L. (2020). Perception of workload balance and employee job satisfaction in work organisations. *Heliyon*, 6(1).
- Ismanto, J., & Rosini, I. (2023). Pengaruh Enterprise Risk Management, Profitabilitas Dan Kepemilikan Managerial Terhadap Nilai Perusahaan Asuransi Di Bursa Efek Indonesia. *Jurnal Informasi, Perpajakan, Akuntansi, Dan Keuangan Publik*, 18(2), 201-220.
- Jaharuddin, N. S., & Zainol, L. N. (2019). The impact of work-life balance on job engagement and turnover intention. *The South East Asian Journal of Management*, 13(1), 7.
- Jayasri, R. I. A., & Annisa, I. T. (2023). Effect of Workload and Career Development on Turnover Intention through Job Satisfaction as Variable Mediator. *Research of Business and Management*, 1(1), 10-20.
- Jermisittiparsert, K., Petchchedchoo, P., Kumsuprom, S., & Panmanee, P. (2021). The impact of the workload on the job satisfaction: Does the job stress matter?. *Academy of Strategic Management Journal*, 20, 1-13.
- Junaidi, A., Sasono, E., Wanuri, W., & Emiyati, D. (2020). The effect of overtime, job stress, and workload on turnover intention. *Management Science Letters*, 10(16), 3873-3878.
- Khair, H. (2019). Pengaruh Kepemimpinan dan kompensasi terhadap kepuasan kerja melalui motivasi kerja. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 69-88.

- Krisanti, M. A. (2019). Analisis Penyebab dan Solusi Rekonsiliasi Finished Goods Menggunakan Hipotesis Statistik dengan Metode Pengujian Independent Sample T-Test di PT. Merck, Tbk. *Jurnal Tekno*, 16(2), 35-48.
- Lee, X., Yang, B., & Li, W. (2017). The influence factors of job satisfaction and its relationship with turnover intention: Taking early-career employees as an example. *Anales de Psicología/Annals of Psychology*, 33(3), 697-707.
- Manuaba, I. A. K. A., & Hidayat, A. E. (2019, August). Increasing the engagement of millennials: Finding autonomy and salience in high workload. In *2nd International Conference on Intervention and Applied Psychology (ICIAP 2018)* (pp. 861-869). Atlantis Press.
- Ndirangu, A. M. (2021). *Effect of Compensation on Employee Job Satisfaction in Private Hospitals In Nairobi City County, Kenya* (Doctoral dissertation, Kca University).
- Omar, M. K., Aluwi, A. H., Fauzi, M. W. M., & Hairpuddin, N. F. (2020). Work stress, workload, work-life balance, and intention to leave among employees of an insurance company in Malaysia. *International Journal of Business, Economics and Law*, 21(2), 70-78.
- Paksoy, M., Soyer, F., & Çalık, F. (2017). The impact of managerial communication skills on the levels of job satisfaction and job commitment. *Journal of Human Sciences*, 14(1), 642-652.
- Peña-García, N., Gil-Saura, I., Rodríguez-Orejuela, A., & Siqueira-Junior, J. R. (2020). Purchase intention and purchase behavior online: A cross-cultural approach. *Heliyon*, 6(6).
- Peraturan Otoritas Jasa Keuangan Nomor 67/POJK.05/2016 tentang Perizinan Usaha dan Kelembagaan Asuransi.
- Prasetio, A. P., Luturlean, B. S., & Agathanisa, C. (2019). Examining employee's compensation satisfaction and work stress in a retail company and its effect to increase employee job satisfaction. *International Journal of Human Resource Studies*, 9(2), 239-265.
- Priyandi, R., Ginting, P., & Absah, Y. (2020). The Effect of Work Load, Discipline and Employee Income of Employees on Aparature Performance Civil Country through Work Satisfaction as an Intervening Variable on Medan Education Department. *International Journal of Research and Review*, 7(1), 372-383.
- Purnasari, N. (2021). *Metodologi Penelitian*. Indonesia: Guepedia.

- Putranti, L., Nurmasari, N. D., & Sumantri, E. M. (2022). Job insecurity, job engagement and turnover intention of hotel employees in Yogyakarta during Pandemic COVID-19. *Journal of Business and Information Systems (e-ISSN: 2685-2543)*, 4(2), 141-153.
- Rahim, H. (2013). Optimisme pertumbuhan asuransi indonesia; proyeksi perkembangan lima tahun (2014-2018). *Jurnal Asuransi dan Manajemen Resiko*, 1(2), 1-21.
- Raihan, M. A., & Chaerudin, C. (2021). Influence Compensation, Workload and Job Satisfaction to Turnover Intention. *Dinasti International Journal of Education Management and Social Science*, 2(5), 882-897.
- Ramlah, S., Sudiro, A., & Juwita, H. A. J. (2021). The influence of compensation and job stress on turnover intention through mediation of job satisfaction. *International Journal of Research in Business and Social Science (2147-4478)*, 10(4), 117-127.
- Řehoř, P., & Vrchota, J. (2018). Influence of Managerial Communication to Performance of Small and Middle-sized Enterprises. *Conference: Hradec Economic Days 2018*.
- Rubio Valdehita, S., López Núñez, M. I., López-Higes Sánchez, R., & Díaz Ramiro, E. M. (2017). Development of the CarMen-Q Questionnaire for mental workload assessment. *Psicothema*.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. Ed.7. United Kingdom: John Wiley & Sons.
- Singh, M., & Shastri, S. (2020). The Impact of Managerial Communication on Job Satisfaction in the Technology Sector in Bengaluru, India. *Shodh Sanchar Bulletin*, 10(40).
- Situmorang, E. D., & Wardhani, N. K. (2022). the Influence of Transformational Leadership Style, Workload and Job Satisfaction on Turnover Intention. *Dinasti International Journal of Management Science*, 3(3), 463-476.
- Sugiyono. (2019). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Alfabeta.
- Suliyanto. (2018). *Metode Penelitian Bisnis untuk Skripsi, Tesis, dan Disertasi*. Yogyakarta: Andi Offset.
- Sutrisno, S., Herdiyanti, H., Asir, M., Yusuf, M., & Ardianto, R. (2022). Dampak Kompensasi, motivasi dan Kepuasan Kerja Terhadap Kinerja Karyawan di Perusahaan: Review Literature. *Management Studies and Entrepreneurship Journal (MSEJ)*, 3(6), 3476-3482.

- Suyanto, U. Y., Lailiyah, E. H., & Purwanti, I. (2020). The effect of compensation and transformational leadership on job satisfaction mediated with job motivation. In *Proceedings of the International Conference on Industrial Engineering and Operations Management* (Vol. 59, pp. 1055-1061).
- Tentama, F., Rahmawati, P. A., & Muhopilah, P. (2019). The effect and implications of work stress and workload on job satisfaction. *International Journal of Scientific and Technology Research*, 8(11), 2498-2502.
- Utama, Z. M. (2020). *Manajemen Sumber Daya Manusia: Konsep Dasar Dan Teori*. UNJ PRESS.
- Vizano, N. A., Sutawidjaya, A. H., & Endri, E. (2021). The effect of compensation and career on turnover intention: evidence from Indonesia. *The Journal of Asian Finance, Economics and Business*, 8(1), 471-47
- Yeo, C. H., Ibrahim, H., & Tang, S. M. (2020). The determinants of turnover intention among bank employees. *Journal of Business and Economic Analysis*, 3(01), 42-54.

