

DAFTAR PUSTAKA

- Ali, B. J., & Anwar, G. (2021). Employee Turnover Intention and Job Satisfaction. *International Journal of Advanced Engineering, Management and Science*, 7(6), 22–30. <https://doi.org/10.22161/ijaems.76.3>
- Arnas, Y., Nasrudin Wibowo, S., & Maemunah, S. (2024). THE EFFECT OF WORKLOAD AND JOB STRESS ON EMPLOYEE TURNOVER INTENTION. *Business and Accounting Research (IJEBA) Peer Reviewed-International Journal*, 8, 2024. <https://jurnal.stie-aas.ac.id/index.php/IJEBA>
- Bindu, G., & Srikanth, V. (2019). *IPE JoM (Jan-Jun 2019)*. [https://www.ipeindia.org/wp-content/uploads/journals/ijm/IPE%20JoM%20\(Jan-Jun%202019\).pdf#page=5](https://www.ipeindia.org/wp-content/uploads/journals/ijm/IPE%20JoM%20(Jan-Jun%202019).pdf#page=5)
- Chaturvedi, A. (2024). “Impact of Job Satisfaction on Employee Turnover Intent” *Impact of Job Satisfaction on Employee Turnover Intent*. <https://ssrn.com/abstract=4676842>
- Costanza, D. P., Rudolph, C. W., & Zacher, H. (2023). Are generations a useful concept? *Acta Psychologica*, 241. <https://doi.org/10.1016/j.actpsy.2023.104059>
- Dangmei, J., Singh, A., & Professor, A. (2016). UNDERSTANDING THE GENERATION Z: THE FUTURE WORKFORCE. In *South-Asian Journal of Multidisciplinary Studies (SAJMS)* (Vol. 3). <https://www.researchgate.net/publication/305280948>
- Das, B. (n.d.). *Job Satisfaction and its Importance: A Review of Literature*.
- Dwi, A., Putri, N., & Amalia, I. (2025). FAKTOR-FAKTOR YANG MEMENGARUHI TURNOVER INTENTION PADA KARYAWAN GEN Z: SEBUAH SYSTEMATIC LITERATURE REVIEW. 5(4). <https://jurnalp4i.com/index.php/paedagogy>
- Fajar, G., Nury, R. *, & Wulansari, A. (2022). Job Satisfaction and Turnover Intention: are Workload and Organizational Commitment the Issue? *Management Analysis Journal*. <http://maj.unnes.ac.id>
- Fajriansyah, Y., Kalangi, L., & Lambey, R. (2024). The influence of job stress, job satisfaction, and organizational commitment on turnover intention of accounting and finance employees at PT. Multi Nabati Sulawesi. *The Contrarian : Finance, Accounting, and Business Research*, 3(2), 86–95. <https://doi.org/10.58784/cfabr.155>

- Fitriyah, A., & Laksmiwati, H. (2022). *Hubungan antara Iklim Organisasi dengan Kesiapan Untuk Berubah pada Karyawan PT. X HUBUNGAN ANTARA IKLIM ORGANISASI DENGAN KESIAPAN UNTUK BERUBAH PADA KARYAWAN PT. X* Ani Nur Fitriyah Hermien Laksmiwati.
- Gawron, V. J. (2019). *Workload Measures*.
- Geofanny, D., Pantouw, J., Tatimu, V., Rumawas, W., Administrasi, J. I., & Bisnis, A. (2022). *Pengaruh Stres Kerja dan Worklife Balance Terhadap Turnover Intention Karyawan PT. Mahagatra Sinar Karya Manado* (Vol. 3, Issue 1).
- Ghasempour, S. F., 1*, G., Johnson, L. W., Sorkhan, V. B., & Banejad, B. (2020). The Effect of Employee Empowerment, Organizational Support, and Ethical Climate on Turnover Intention: The Mediating Role of Job Satisfaction. In *Iranian Journal of Management Studies (IJMS)* (Vol. 2021, Issue 2).
- Gomez, K., Mawhinney, T., & Betts, K. (2025). *welcome-to-gen-z*. <https://www.deloitte.com/us/en/Industries/consumer/articles/understanding-generation-z-in-the-workplace.html>
- Hair, Hult, Ringle, Sarstedt, Danks, & Ray. (2021). *Classroom Companion: Business Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R AAWorkbook*. <http://www.>
- Haniyah, I., Azazi, A., Marumpe, D. P., Daud, I., & Irdhayanti, E. (2025). Pengaruh Lingkungan Kerja Non Fisik, Kompensasi, Beban Kerja terhadap Turnover Intention Gen Z. In *Mutiara Jurnal Ilmiah Multidisiplin Indonesia* (Vol. 3, Issue 2). <https://jurnal.tiga-mutiara.com/index.php/jimi/index>
- Hao, Y., & Wang, G. (2022). The Effect of Supportive Organizational Climate on Employee Turnover Intention: A Cross-Level Analysis. *Journal of Human Resource and Sustainability Studies*, 10(03), 334–355. <https://doi.org/10.4236/jhrss.2022.103021>
- Hariyanto, D., & Eko Soetjipto, B. (2022a). *PENANOMICS: INTERNATIONAL JOURNAL OF ECONOMICS The Influence of Workload and Environment on Turnover Intention Through Job Satisfaction and Organizational Commitment*. <https://penajournal.com/index.php/PENANOMICS/>
- Hariyanto, D., & Eko Soetjipto, B. (2022b). *The Influence of Workload and Environment on Turnover Intention Through Job Satisfaction and Organizational Commitment*. <https://penajournal.com/index.php/PENANOMICS/>

- Hendra, D., & Artha, B. (2023). Work-Life Balance: Suatu Studi Literatur. *Bhenu Artha INNOVATIVE: Journal Of Social Science Research*, 3, 11320–11330. <https://j-innovative.org/index.php/Innovative>
- Hom, P. W., Allen, D. G., & Griffeth, R. W. (2019). *EMPLOYEE RETENTION AND TURNOVER: WHY EMPLOYEES STAY OR LEAVE*. <https://www.taylorfrancis.com/books/mono/10.4324/9781315145587/employee-retention-turnover-peter-hom-rodger-griffeth-david-allen>
- Husni, & Safaria, S. (2024). The Effect of Workload and Organizational Climate on Turnover Intentions with Job Stress as an Intervening Variable in Generation Z Employees of PT. MMI Ambon Regional. *Formosa Journal of Sustainable Research*, 3(10), 2125–2142. <https://doi.org/10.55927/fjsr.v3i10.11894>
- Hussainy, S. S. (2022). ORGANIZATIONAL CLIMATE: FROM LITERATURE REVIEW TO AGENDA AHEAD. *International Journal of Engineering Technologies and Management Research*, 9(1), 44–62. <https://doi.org/10.29121/ijetmr.v9.i1.2022.1107>
- I Nyoman Swedana. (2023). The Role Of Workload And Work Motivation In Influencing Performance Through Job Satisfaction. *Jurnal Manajemen*, 27(2), 401–427. <https://doi.org/10.24912/jm.v27i2.1309>
- Imaniar, A., & Indayani, L. (2022). *PENGARUH BEBAN KERJA, LINGKUNGAN KERJA DAN KEPUASAN KERJA TERHADAP TURNOVER INTENTION KARYAWAN PADA CV. MITRA DUNIA PALLETINDO*. <https://doi.org/10.21070/ijccd.v4i1.843>
- Indah Sulastri, Lita Ariani, & Julaibib. (2025). Kepuasan Kerja Terhadap Turnover Intention dengan Psychological Capital Sebagai Mediator pada Karyawan Generasi Z. *IDEA: Jurnal Psikologi*, 9(2), 262–269. <https://doi.org/10.32492/idea.v9i2.92011>
- Junaidi, A., Sasono, E., Wanuri, W., & Emiyati, D. W. (2020). The effect of overtime, job stress, and workload on turnover intention. *Management Science Letters*, 10(16), 3873–3878. <https://doi.org/10.5267/j.msl.2020.7.024>
- Khalil, M., Hairianie, O. A., Muna, A., Mohd, W., Nurul, F., & Hairpuddin, 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).
- Khan, S. M., & Sharma, D. (2020). *Organizational-Climat-Review*.
- Kusumaputri, E. (2021). *Iklim Organisasi: Perspektif Psikologi*.

- Lanier, K. (2017). 5 things HR professionals need to know about Generation Z. *Strategic HR Review*, 16(6), 288–290. <https://doi.org/10.1108/shr-08-2017-0051>
- Latief, G. A. (n.d.). *Mengurai Teka-Teki Turnover Intention Generasi Z: Faktor dan Strategi Retensi*. <https://doi.org/10.15294/msdm.v1i1.378>
- Lestari, D. P., & Perdhana, S. (2023). *GENERATION Z WORK MOTIVATION IN INDONESIA*. <https://return.publikasikupublisher.com/index.php/return/article/view/95/217>
- Mahawati, E. (2021). *Analisis Beban Kerja dan Produktivitas Kerja*.
- Meier, L. L., & Spector, P. E. (2015). Job Satisfaction. In *Wiley Encyclopedia of Management* (pp. 1–3). Wiley. <https://doi.org/10.1002/9781118785317.weom050093>
- Mello, J. (2015). *Strategic Human Resource Management*. www.acetxt.com
- Muhammad Adnan Faidh, Muhamad Esa Maulana, Ninda Ela Putri, Siti Indriyani Putri, Thasya Azhari Munir, & April Laksana. (2024). Peran Media Sosial X Dalam Perkembangan Komunikasi Di Era Digital. *Konsensus : Jurnal Ilmu Pertahanan, Hukum Dan Ilmu Komunikasi*, 1(6), 43–51. <https://doi.org/10.62383/konsensus.v1i6.433>
- Muhammad, N. (2021). Effect of Workload and Job Stress on Employee Turnover Intention: A Case Study of Higher Education Sector of Khyber Pakhtunkhwa. *Journal of Business and Tourism*, 07.
- Mweshi, G. K., & Sakyi, K. (2020). Application of sampling methods for the research design. *Archives of Business Research*, 8(11), 180–193. <https://doi.org/10.14738/abr.811.9042>
- Nabila, V. S., & Syarvina, W. (2022). Analisis Pengaruh Beban Kerja Terhadap Kinerja Karyawan PT. Perkebunan Nusantara IV Medan. *Jurnal Kewarganegaraan*, 6(2).
- Normi, S., Panjaitan, M., & Silalahi, S. K. (2025). *International Journal of Business and Quality Research The Effect Of Work Stress, Job Satisfaction, And Organizational Commitment On Employees' Turnover Intention At Pt. Bank Sumut Head Office Medan*. 03, 2025. <https://e-journal.citakonsultindo.or.id/index.php/IJBQR>
- Nurjanah, N., Elvina, E., & Halim, A. (2023). The Influence of Organizational Climate, Organizational Culture, Leadership, and Position Promotion on Employee Performance at the Office of Cooperatives and SMEs in Labuhanbatu Regency. *Quantitative Economics and Management Studies*, 4(2), 246–260. <https://doi.org/10.35877/454ri.qems1519>

- Nurtati, Yanti, N., & Untari, M. (2020). *Turnover Intention: The Impact of Ethical Climate, Job Satisfaction and Organizational Commitment Nurtati a* (Vol. 3, Issue 1).
- Nurvianida Nasrul, R., Rivai Zainal, V., Hakim, A., & Nasrul, R. N. (2023). *Workload, Work Stress, and Employee Performance: a Literature Review*. <https://doi.org/10.31933/dijemss.v4i3>
- Pratiwi, M. I., & Indarto, M. R. (2022). Pengaruh Stres Kerja Terhadap Turnover intention Dengan Kepuasan Kerja Sebagai Variabel Mediasi (Studi Kasus di PT. Victory International Futures Yogyakarta). In *Muhammad Roni Indarto* (Vol. 3, Issue 2).
- Rachman, H. A., & Satwika, P. A. (2024). The relationship between workload and work life balance in generation Z employees. *Journal of Indonesian Psychological Science (JIPS)*, 4(2), 149–159. <https://doi.org/10.18860/jips.v4i2.26816>
- Rezkiani, V., & Setiorini, A. (2023). *PENGARUH LINGKUNGAN KERJA DAN INSENTIF TERHADAP KEPUASAN KERJA KARYAWAN UD. TRUBUS KOTA BEKASI*. 11(2).
- Rinaldi, G., & Ramli, A. H. (2023). *Pengaruh Transformational Leadership Terhadap Turnover Intention Pada Karyawan Perusahaan Swasta di Jakarta*. <https://ejournal.sisfokomtek.org/index.php/jpkm/article/download/1699/1212/13259>
- Robbins, S. P. ., & Judge, Tim. (2024). *Organizational behavior*. Pearson Education, Limited. [http://121.121.140.173:8887/filesharing/kohasharedfolders/Organizational%20Behavior,%20Global%20Edition%20\(Stephen%20Robbins,%20Timothy%20Judge\)%20\(2024\).pdf](http://121.121.140.173:8887/filesharing/kohasharedfolders/Organizational%20Behavior,%20Global%20Edition%20(Stephen%20Robbins,%20Timothy%20Judge)%20(2024).pdf)
- Rusyani, E. (2022). The Effect of Job Satisfaction, Workload and Organizational Climate on Turnover Intention of Employees. *Central European Management Journal*. <https://doi.org/10.57030/23364890.cemj.30.4.91>
- Safitri, N. R., Ramadhani, S. W., & Lestari, T. P. (2024). *Pengaruh Pelatihan dan Pengembangan Terhadap Kepuasan Kerja Karyawan Generasi Z*.
- Salsabila Putri Azzahra, Anis Masyitoh Ngabidah, Alifah Tsabita Fathin, & Mic Finanto Ario Bangun. (2024). Studi Literatur : Faktor-Faktor Beban Kerja Yang Mempengaruhi Stres Kerja Anggota Polisi. *Observasi : Jurnal Publikasi Ilmu Psikologi*, 2(3), 14–22. <https://doi.org/10.61132/observasi.v2i3.448>

- Selviasari, R. (2025). *Analisis Faktor-Faktor Penentu Turnover Intention pada Karyawan Generasi Z: Pendekatan Human-Centered Management di Era Kerja Fleksibel* *Analysis of the Determinants of Turnover Intention in Generation Z Employees: A Human-Centred Management Approach in the Era of Flexible Working*.
<https://jurnalfebi.iainkediri.ac.id/index.php/muraqobah>
- Setiorini, A., & Rachmarwi, W. (2020). *Factors Affecting Job Satisfaction and Its Effect on Employee Resignation in the Mulia Health and Dental Care (MHDC) Clinic Group*.
- Sidiq, S. A., & Fetty Poerwita, S. (2025). Generation Z in the Workplace : How Work-Life Balance and Job Satisfaction Drive Turnover Intention in Indonesia. In *International Journal of Environmental Sciences* (Vol. 11, Issue 3). <https://www.theaspd.com/ijes.php64>
- Suryadi, G. P., Utomo, F. C., & Setiorini, A. (2022). The Role of Compensation and Work Environment on Employee Job Satisfaction (A Case Study at Container Terminal). *International Journal of Research and Innovation in Social Science*, 06(12), 674–677. <https://doi.org/10.47772/ijriss.2022.61240>
- Suwandi, S., Utami, R. R., Yusa, V. De, & Lilyana, B. (2022). Pengaruh Workload dan Workstress terhadap Turnover Intention PT. Selaras Citra Jaya. *Remik*, 6(4), 766–776. <https://doi.org/10.33395/remik.v6i4.11809>
- Taherdoost, H. (2021). Data Collection Methods and Tools for Research; A Step-by-Step Guide to Choose Data Collection Technique for Academic and Business Research Projects. In *International Journal of Academic Research in Management (IJARM)* (Vol. 10, Issue 1). www.elvedit.com
- Tewal, B. (2023). PENGARUH BEBAN KERJA DAN IKLIM ORGANISASI TERHADAP TURNOVER INTENTION MELALUI STRESS KERJA SEBAGAI VARIABEL INTERVENING PADA KARYAWAN PT. BANK PERKREDITAN RAKYAT MILLENIA SULAWESI UTARA THE EFFECT OF WORKLOAD AND ORGANIZATIONAL CLIMATE ON TURNOVER INTENTION THROUGH WORK STRESS AS AN INTERVENING VARIABLE IN EMPLOYEES OF PT. BANK PERKREDITAN RAKYAT MILLENIA NORTH SULAWESI. *Taroreh 364 Jurnal EMBA*, 11, 364–374.
- Utami, N. P. M., Siwantara, I. W., & Laksana, I. P. (2025). *ANALISIS BEBAN KERJA SERTA PENGARUHNYA TERHADAP KEPUASAN KERJA DAN TURNOVER INTENTION PADA GENERASI Z DI KOTA DENPASAR [Analysis of Workload and Its Effect On Job Satisfaction and Turnover Intention Among Generation Z in Denpasar City]*.
<https://jurnal.yalamqa.com/index.php/gara>

- Vanarse, R. (2019). *ORGANISATIONAL COMMITMENT AND JOB SATISFACTION*. <https://www.empyrealpublishinghouse.com/pdf/dr-renuka-vanarse.pdf>
- Wardhana. (2023). *ERGONOMI DAN LINGKUNGAN KERJA*. https://www.researchgate.net/profile/Aditya-Wardhana/publication/374263111_BEBAN_KERJA_DAN_PRODUKTIVITAS/links/65163c6e321ec5513c1c0ce8/BEBAN-KERJA-DAN-PRODUKTIVITAS.pdf?origin=publication_detail&_tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uRG93bmVpYmVzIiwicmV2aW91c1BhZ2UiOiJwdWJsaWNhdGlvb2I9fQ&__cf_chl_tk=Tg_rOSkriGN0xG1zEIWHNcWJK2D89QDQP5ACmxcQuhk-1764951309-1.0.1.1-VRIzt.1tu7NVuUjioj45eKhfl9_UfUS4icL8mwyIGG0
- WHO. (2023). *WISN Workload indicators of staffing need User's manual, second edition*.
- Yanto, F., & Susilowati, F. (n.d.). 5. *Feriyanto*.
- Yılmaz, B., Dinler Kısaçtutan, E., & Gürün Karatepe, S. (2024). Digital natives of the labor market: Generation Z as future leaders and their perspectives on leadership. *Frontiers in Psychology*, 15. <https://doi.org/10.3389/fpsyg.2024.1378982>
- Yuli Anita, S., Indrianna Meutia, K., Yuntina, L., Fachrial, P., Eko Widodo, R., & Author, C. (2024). *Analisis Perilaku dan Kompetensi Generasi Z di Sebuah Perusahaan Dalam Mendukung Keberlangsungan Organisasi*. <https://doi.org/10.38035/jimt.v5i6>
- Yulia, F. F., Suarman, & Sari, F. A. (2024). *Analisis Faktor-Faktor yang Mempengaruhi Sikap Belajar Siswa pada Mata Pelajaran Ekonomi di Madrasah Aliyah Muhammadiyah Koto VII Sijunjung*. <http://Jiip.stkipyapisdampu.ac.id>
- Zanuar, M., Pambudi, R., & Abadiyah, R. (2025). Kepuasan Kerja, Iklim Organisasi, Dukungan Organisasi Terhadap Turnover Intention Pada Karyawan Generasi Z. In *MES Management Journal* (Vol. 4).