

DAFTAR PUSTAKA

- Ariyanto, D., Pratama, R. Y., & Lestari, A. (2025). The impact of employee engagement on job satisfaction and turnover intention: Evidence from service sector employees in Indonesia. *International Journal of Current Science Research and Review*, 8(4), 5123–5132. <https://doi.org/10.47191/ijcsrr/V8-i04-54>
- Augustine, I. (2025). Pengaruh Job Stress, Toxic Workplace, Performance, dan Intention to Leave Melalui Employee Engagement. *Socius: Jurnal Penelitian Ilmu-Ilmu Sosial*, 12(1), 17–26. <https://ojs.daarulhuda.or.id/index.php/Socius/article/view/2321>
- Bae, S. H., Jang, Y., & Kim, J. (2023). Comprehensive assessment of factors contributing to the actual turnover of newly licensed registered nurses working in acute care hospitals: A systematic review. *BMC Nursing*, 22(1), Article 33. <https://doi.org/10.1186/s12912-023-01182-y>
- Bangun, W. (2025). Workload, job stress, and employee turnover intention. *Journal of Management and Digital Business*, 5(2), 435-448. <https://doi.org/10.53088/jmdb.v5i2.1554>
- Cipa, S. Z. A. (2025). The effect of workload on turnover intention with work stress as a mediating variable. *Journal of Economics Research*, 10(2), 112-124. <https://doi.org/10.31258/jer.10.2.112-124>
- Coetzee, M., Ferreira, N., & Potgieter, I. (2025). Exploring employee engagement through the Flow@Work model: A South African perspective. *Heliyon*, 11(2), e26519. <https://doi.org/10.1016/j.heliyon.2025.e26519>
- Desiana, P. M. (2024). The Mediating Effect of Employee Engagement and Well-Being on Turnover Intention. *The South East Asian Journal of Management*, 18(1), 45–65. <https://scholar.ui.ac.id/en/publications/the-mediating-effect-of-employee-engagement-and-well-being-on-tur/>

- Fanissa, R. S., & Indiyati, D. (2025). The Effect Of Employee Engagement On Turnover Intention: The Mediating Role Of Job Satisfaction At PT XYZ. *International Journal of Science, Technology & Management*, 6(4), 858–862. <https://doi.org/10.46729/ijstm.v6i4.1247>
- Fanissa, R. S. (2025). The effect of employee engagement on turnover intention: The mediating role of job satisfaction at PT XYZ, a healthcare provider company. *International Journal of Science, Technology & Management*, 6(4), 858-862. <https://doi.org/10.46729/ijstm.v6i4.1247>
- Fauziah, S., & Constantio, F. (2025). The impact of workload on job satisfaction mediated by work-life balance. *International Journal of Economics and Management*, 9(2), 45-62. <https://doi.org/10.35335/ijecm.v9i2.423>
- Hakim, L., & Sari, D. P. (2025). Analysis of the influence between job stress, workload, and work-life balance on turnover intention. *Dinasti International Journal of Management Science*, 6(4), 678-695. <https://doi.org/10.31933/dijms.v6i4.4317>
- Hernanda, B. Y., Prawitowati, T., & Yulianti, E. (2025). Pengaruh employee experience terhadap intensi turnover dengan mediasi keterikatan dan kepuasan kerja karyawan generasi Z pada perusahaan di Jawa Timur. *Journal of Business & Banking*, 14(2), 252-272. <https://doi.org/10.14414/txv55z98>
- Horan, K. A., Nakahara, W. H., DiStaso, M. J., & Jex, S. M. (2020). A review of the challenge–hindrance stress model: Recent advances, expanded paradigms, and recommendations for future research. *Frontiers in Psychology*, 11, 560346. <https://doi.org/10.3389/fpsyg.2020.560346>
- Inegbedion, H., Inegbedion, E., Peter, A., & Harry, L. (2020). Perception of workload balance and employee job satisfaction in work organisations. *Heliyon*, 6(1), e03160. <https://doi.org/10.1016/j.heliyon.2020.e03160>

- Jepri, L. S., & Ginting, S. (2025). The influence of work life balance and work environment on turnover intention mediated by job stress in gen z employees in Pontianak City. *International Journal of Enterprise Modelling*, 19(1), 19-30. <https://doi.org/10.35335/emod.v19i1.109>
- Jogi, S., Vashisth, K. K., Srivastava, S., Alturas, B., & Kumar, D. (2025). Job satisfaction and turnover intention: A comprehensive review of the shared determinants. *Human Systems Management*, 44(3). <https://doi.org/10.1177/01672533241303286>
- Kanellakis, N. I., Daskalaki, D., Galanakis, M., & Kaitelidou, D. (2025). Workload increases nurses' quiet quitting, turnover intention, and job burnout: A cross-sectional study from Greece. *Healthcare*, 13(1), Article 63. <https://doi.org/10.3390/healthcare13010063>
- Katadata Databoks. (2024, October 21). The working population in South Tangerang City is 614,630 and the unemployment rate is 5.81%. *Katadata*. <https://databoks.katadata.co.id/en/employment/statistics/42ab9276f0c7a69/the-working-population-in-south-tangerang-city-is-614630-and-the-unemployment-rate-is-581>
- Katadata Databoks. (2025, April 8). Main economic drivers in South Tangerang City in 2023. *Katadata*. <https://databoks.katadata.co.id/en/economics-macro/statistics/49e9ad1b42e583b/main-economic-drivers-in-south-tangerang-city-in-2023>
- Kubicek, B., Uhlig, L., Hülshager, U. R., Korunka, C., & Prem, R. (2023). Are all challenge stressors beneficial for learning? A meta-analytical assessment of differential effects of workload and cognitive demands. *Work & Stress*, 37(3), 269–298. <https://doi.org/10.1080/02678373.2022.2142986>
- LePine, J. A., Podsakoff, N. P., & LePine, M. A. (2005). A meta-analytic test of the challenge stressor-hindrance stressor framework: An explanation for inconsistent relationships among stressors and performance. *Academy of*

Management Journal, 48(5), 764–775.
<https://doi.org/10.5465/amj.2005.18803921>

Marpaung, F. M. B. (2025). The Impact Of Work Stress On Work Motivation, Employee Engagement And Turnover Intention Of Private Hospital Employees. *Ekonomika 45: Jurnal Ilmiah Manajemen, Ekonomi Bisnis, Akuntansi*, 12(2), 101–115.

<https://doi.org/10.30640/ekonomika45.v12i2.4032>

Maulino, S. (2024). Turnover intention's employees retail: The role performance and work engagement. *Jurnal Ekonomi*, 13(2), 184-196.

<https://doi.org/10.47007/jeko.v13i2.5876>

Mazzetti, G., Schaufeli, W. B., & Guglielmi, D. (2023). A Meta-Analysis Using the Job Demands-Resources Model: Investigating its Generalizability Across Countries and Occupational Groups. *Annual Review of Organizational Psychology and Organizational Behavior*, 11, 1–30.

<https://doi.org/10.1146/annurev-orgpsych-031921-020856>

Mehmood, S., & Idris, M. (2023). Does work stress & workplace incivility influence employee turnover intention? Role of work-family conflict. *International Journal of Social Sciences and Educational Research*, 6(2), 135-149. <https://doi.org/10.55549/ijsser.v6i2.177>

Mordor Intelligence. (2025). Indonesia retail market report | Industry analysis, size & forecasts. Retrieved from <https://www.mordorintelligence.com/industry-reports/indonesian-retail-industry>

Nugroho, A., Susilo, H., & Ruhana, I. (2023). Job satisfaction and employee engagement affect employee performance and its impact on turnover intention. *International Journal of Applied Finance and Business Studies*, 11(3), 300-309. <https://doi.org/10.35335/ijafibs.v11i3.139>

Ogundare, E. (2025). The effect of organisational stress on employee turnover intention mediated by employee job dissatisfaction among employees in

Malaysia. *International Journal of Economics, Business and Management Research*, 9(6), 267-279. <https://doi.org/10.51505/IJEBMR.2025.9616>

Pratama, A. (2025). Work stress and turnover intention: The mediating role of burnout. *Journal of Business Management and Innovation*, 4(2), 245-258. <https://doi.org/10.35335/jbmi.v4i2.415>

Pratama, H. S. (2025). Pengaruh Work Engagement terhadap Turnover Intention pada Karyawan. *Jurnal Manajemen dan Humaniora*, 3(1), 88–98. <https://ojs.pseb.or.id/index.php/jmh/article/view/1592>

Presbitero, A. (2025). Cultural intelligence and employee engagement: The moderating role of leader–member cultural congruence. *Journal of Business Research*, 174, 114523. <https://doi.org/10.1016/j.jbusres.2025.114523>

Rehabeam, R. (2025). The Role of the Job Demands & Job Resources Model (JD-R Model) on Turnover Intention with Employee Engagement and Job Satisfaction as Mediating Variables. *International Journal of Social Science*, 4(5), 907–918. <https://iss.internationaljournallabs.com/index.php/iss/article/view/907>

Saavedra, S., Pérez-Anido, C., & Ares-Pena, F. J. (2025). Impact of servant leadership on the work environment and attitudes of nurses: A systematic review. *International Journal of Environmental Research and Public Health*, 22(11), 1-16. <https://doi.org/10.3390/ijerph221112140831>

Saputra, M. R. D. (2025). The effect of job satisfaction and employee engagement on turnover intention with organizational commitment as a mediator. *Journal of Economics Research*, 16(1), 89-104. <https://doi.org/10.31258/jer.16.1.89-104>

Saputro, D. E. (2024). Job stress and turnover intention: The mediating role of job satisfaction. *Journal of Management Business and Innovation*, 2(1), 33-42. <https://doi.org/10.12928/jombi.v2i1.915>

- Sari, W. P. (2025). The influence of work overload, person-job fit and work stress on turnover intention with job satisfaction as mediating variable. *Jurnal Mantik*, 7(1), 412-425. <https://doi.org/10.35335/mantik.v7i1.4036>
- 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), Article 62. <https://doi.org/10.1186/s12913-018-3841-z>
- Shi, X. C., Gordon, S., & Adler, H. (2022). Challenging or hindering? Understanding the daily effects of work stressors on hotel employees' work engagement and job satisfaction. *International Journal of Hospitality Management*, 103, 103211. <https://doi.org/10.1016/j.ijhm.2022.103211>
- Sianturi, A. D. P. (2025). Turnover intention in relation to job stress and workload among male and female employees at PT. Matahari Department Store Tbk, Medan. *Journal of Management Analytical and Solution (JoMAS)*, 5(2), 183-195. <https://doi.org/10.32734/jomas.v5i2.20273>
- Sudiarta, M., Sekarti, N. K., & Sunarsa, I. W. (2025). Exploring the relationship between employee engagement, job satisfaction, and turnover intention in the hospitality industry. *Journal of Commerce, Management, and Tourism Studies*, 4(1), 120-134. <https://doi.org/10.58881/jcmnts.v4i1.321>
- Triningsih, N. N., Darma, G. S., & Mahyuni, L. P. (2024). Compensation, Worklife Balance, Employee Engagement, and Turnover Intention. *Quantitative Economics and Management Studies*, 5(1), 120–135. <https://qemsjournal.org/index.php/qems/article/view/2158>
- Üngüren, E., Yılmaz, S. K., & Kaçmaz, Y. Y. (2024). The effects of job stress on burnout and turnover intention: Examining the moderating role of job security and financial dependency. *Behavioral Sciences*, 14(4), Article 332. <https://doi.org/10.3390/bs14040332>

- Wibowo, A., Wiguna, M., & Sunaryo, W. (2021). The effect of workloads on turnover intention with work stress as mediation and social support as moderated variables. *Jurnal Aplikasi Manajemen*, 19(2), 404–412. <https://doi.org/10.21776/ub.jam.2021.019.02.16>
- William, M. M., & Sundiman, D. (2025). Employee turnover intention in Indonesian organizations: The role of job satisfaction (A system dynamics and latent dirichlet allocation approach). *Binus Business Review*, 16(2), 207–222. <https://doi.org/10.21512/bbr.v16i2.12972>
- Xu, S., Liu, Y., & Li, F. (2024). How and when do challenge stressors promote employee's innovative behavior? A cross-level study based on the JD-R model. *Current Psychology*, 43, 16847–16860. <https://doi.org/10.1007/s12144-024-05788-z>
- Yusnita, N., Hartono, B., & Cahyadi, A. (2024). Work stress, job burnout, and turnover intention among micro, small, and medium finance company's employee. *Nusantara*, 9(1), 76–89. <https://doi.org/10.29407/nusamba.v9i1.20008>
- Zahari, N. (2023). Antecedents of Work Engagement in the Public Sector: A Systematic Literature Review. *Sage Open*, 13(3), 1–18. <https://doi.org/10.1177/0734371X221106792>
- Zahari, N. I., & Abdullah, S. H. (2021). Challenge and hindrance stressors, work engagement and job performance among public service employees. *Malaysian Journal of Social Sciences and Humanities*, 6(9), 232–243. <https://doi.org/10.47405/mjssh.v6i9.992>