

DAFTAR REFERENSI

- Abadi, I. (2022). Pengaruh Mikromanajemen, Resiliensi, dan Organizational Citizenship Behaviour terhadap Engagement dan Dampaknya pada Kinerja Karyawan pada Rumah Sakit TIPE B di Kota Makassar. *Nobel Management Review*, 3, 337–352.
- Adam, M., Yuliana, L., & Zainul, L. (2024). *Hubungan Stres Kerja Terhadap Kinerja pada Pelayanan CV Glori Cipta Kuliner Nusantara The Relationship Between Job Stress and Employee Performance in CV Glori Cipta Kuliner Nusantara*.
- Agustini. (2024). Analisis Strategi Retensi Karyawan Untuk Mengurangi Turnover dan Meningkatkan Loyalitas Karyawan. *Nobel Managment Review*, 5(3). <https://e-jurnal.nobel.ac.id/index.php/NMaR>
- Anisa Putri, S., & Christiana Hari, S. (2019). Hubungan Resiliensi Dengan Work Engagement Pada Karyawan Produksi Bagian Cutting Pt. Argo Manunggal Triasta. *Jurnal Psikohumanika*, IX(1), 25–36. https://www.researchgate.net/profile/WahyuniKristinawati/publication/336254353_Regulasi_Emosi_Menghadapi_Kecemasan_pada_Pasien_Pre_Operasi_Mayor/links/5f356133a6fdcccc43e5cec7/Regulasi_Emosi_Menghadapi_Kecemasan_pada_Pasien_Pre_Operasi_Mayor.pdf
- Arikunto, S. (2014). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Reneka Cipta.
- Armaniah, H., Siregar, O., & Nikmah, W. (2023). *Pengaruh Kompensasi dan Turnover Intention Terhadap Tingkat Retensi Karyawan dengan Kepuasan Karyawan Sebagai Variabel Intervening pada Perusahaan Industri di Kawasan Industri MM2100 Jawa Barat*. 4(1), 259–273.
- Armstrong, M. (2009). *Armstrong's Handbook of Human Resource Management Practice* (11th editi). Kogan Page Publishers.
- Armstrong, M., & Taylor, S. (2020). *Armstrong's Handbook of Human Resource Management Practice* (15th ed.). Kogan Page Publishers.
- Aula Rahmawati, H. (2019). Nomor 2-Jurusan Manajemen Fakultas Ekonomi Universitas Negeri Surabaya. In *Jurnal Ilmu Manajemen* (Vol. 7).
- Avey, J. B., Reichard, R. J., Luthans, F., & Mhatre, K. H. (2011). Meta-analysis of the impact of positive psychological capital on employee attitudes, behaviors, and performance. *Human Resource Development Quarterly*, 22(2), 127–152. <https://doi.org/10.1002/hrdq.20070>
- Azis, N., Mus, A. R., & Alam, S. (2024). Pengaruh Penempatan Pegawai, Lingkungan Kerja dan Stres Kerja terhadap Kinerja Pegawai pada Kantor Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Luwu.

AKMEN Jurnal Ilmiah, 21(1), 15–25.

Aziz, M. R., & Noviekayati, I. (2016). Dukungan Sosial, Efikasi Diri dan Resiliensi Pada Karyawan yang Terkena Pemutusan Hubungan Kerja. *Persona: Jurnal Psikologi Indonesia*, 5(01). <https://doi.org/10.30996/persona.v5i01.742>

Bakker, A. B., Demerouti, E., & Bakker, A. B. (2007). *The Job Demands-Resources model : state of the art*. <https://doi.org/10.1108/02683940710733115>

Baron, R. M., & Kenny, D. A. (1986). *The Moderator-Mediator Variable Distinction in Social Psychological Research : Conceptual , Strategic , and Statistical Considerations*. 51(6), 1173–1182.

Bernardin, H. J., & Russell, J. E. A. (1998). *Human Resource Management: An Experiential Approach Management Organization Series* (2th editio). McGraw-Hill Irwin.

Bonanno, G. A., & Diminich, E. D. (2013). Annual research review: Positive adjustment to adversity - Trajectories of minimal-impact resilience and emergent resilience. *Journal of Child Psychology and Psychiatry and Allied Disciplines*, 54(4), 378–401. <https://doi.org/10.1111/jcpp.12021>

Carmen, E., Fazey, I., Ross, H., Bedinger, M., Smith, F. M., Prager, K., McClymont, K., & Morrison, D. (2022). Building community resilience in a context of climate change: The role of social capital. *Ambio*, 51(6), 1371–1387. <https://doi.org/10.1007/s13280-021-01678-9>

Cascio, W. F. (2018). *Managing Human Resources: Productivity, Quality of Work Life, Profits* (11th ed.). McGraw-Hill Education.

Cavanaugh, M. A., Boswell, W. R., Roehling, M. V, & Boudreau, J. W. (2000). *An Empirical Examination of Self-Reported Work Stress Among U . S . Managers*. 85(1), 65–74.

Chairil Azwan, & Kartika Sari Lubis. (2025). ProBisnis : Jurnal Manajemen. *ProBisnis : Jurnal Manajemen*, 16, 445–451. www.jonhariono.org/index.php/ProBisnis

Chatzoudes, D., & Chatzoglou, P. (2022). *Factors Affecting Employee Retention : Proposing an Original Conceptual Framework*. X(1), 49–76.

Chin, W. W. (1998). The partial least squares approach to structural equation modeling. In G. A. Marcoulides (Ed.), *Modern methods for business research* (pp. 295–336). Lawrence Erlbaum Associates.

Claristia, A., & Etikariena, A. (2024). Jurnal Psikologi dan Kesehatan Mental Job Hopping Phenomenon : Perceived Supervisor Support , Organizational Commitment , and Employee Retention among Gen Z Employees. *INSAN*

- Jurnal Psikologi Dan Kesehatan Mental*, 9(2), 213–229.
<https://doi.org/10.20473/jpkm.v9i22024.213-229>
- Dadan Suhendar, A. (2021). Pengaruh Kompensasi, Kepuasan Kerja dan Retensi Karyawan Terhadap Kinerja Karyawan (Studi pada PT. Bank bjb Tbk. Cabang Tasikmalaya). *ATRABIS: Jurnal Administrasi Bisnis*, 7(2), 182–193.
www.kinerjabank.com
- Das, B. L., & Baruah, M. (2013). Employee Retention: A Review of Literature. *IOSR Journal of Business and Management*, 14(2), 08–16.
<https://doi.org/10.9790/487x-1420816>
- de Andrade, J. E., Meireles, A. L., Machado, E. L., de Oliveira, H. N., Sales, A. D. F., Cardoso, C. S., de Freitas, E. D., de Carvalho Vidigal, F., Ferreira, L. G., Nobre, L. N., da Silva, L. S., Reis, E. A., Saunders, R., Barbosa, B. C. R., & Ruas, C. M. (2024). Sociodemographic, economic, and academic factors linked with resilience in university students during covid-19 pandemic: a Brazilian cross-sectional study. *BMC Psychology*, 12(1), 1–12.
<https://doi.org/10.1186/s40359-024-02138-1>
- Dewi, R. P., & Wardhani, N. K. (2024). *Workplace wellbeing dan employee engagement pada karyawan : Menguji peranan resiliensi sebagai mediator Workplace wellbeing and employee engagement in employees : Examining the role of resilience as a mediator Pendahuluan Era VUCA membuat banyak kegiatan*. 12(1), 19–33.
- Elyza Meynasari Purba, & Yuli Arnida Pohan. (2024). Pengaruh Lingkungan Kerja, Beban Kerja dan Stres Kerja terhadap Retensi Karyawan pada PT. Berlian Eka Sakti Tangguh (PT. BEST). *Jurnal Widya*, 5, 120–134.
<https://jurnal.amikwidyaloka.ac.id/index.php/awl>
- Faradisa, E., Dian Kurniawati, N., & Dwi Wahyuni, E. (2023). Resiliensi dan Kondisi Psikologis Masyarakat di Masa Pandemi Covid-19. *Journal of Telenursing (JOTING)*, 5(1).
<https://doi.org/https://doi.org/10.31539/joting.v5i1.3900> RESILIENSI
- Faridah, F., K, S., Mansur, A. Y., & Al Anshori, M. Z. (2025). Resiliensi: Menjaga Ketahanan Mental Dalam Menghadapi Tantangan Hidup. *Jurnal Mimbar: Media Intelektual Muslim Dan Bimbingan Rohani*, 11(01), 13–33.
<https://doi.org/10.47435/mimbar.v11i01.3636>
- Felicia, D., Gotani, C., Helbert, Leonardi, J. T., & Willy. (2022). Implementasi Resiliensi dengan Work Engagement pada Karyawan PT. Supra Matra Abadi. *Ecobisma (Jurnal Ekonomi, Bisnis, Dan Manajemen)*, 9(1), 145–156.
- Fornell, C., & Larcker, D. F. (1981). Structural Equation Models with Unobservable Variables and Measurement Error: Algebra and Statistics.

Division of Research Graduate School of Business Administration The University of Michigan.

Ghozali, I. (2021). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 26* (10th editi). Badan Penerbit Universitas Diponegoro.

Greenberg, J., & Baron, R. A. (2003). *Behavior in Organizations: Understanding and Managing the Human Side of Work* (8th Editio). Prentice Hall.

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2022). *Multivariate Data Analysis* (8th editio). Cengage Learning.

Hair, J. F., Hult, G. T. M., & Ringle, C. M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. SAGE Publications, Inc.

Hamidaya, N. S., Iryanti, E., & Rosyanti, D. M. (2025). The Effect of Job Satisfaction and Self Efficacy on Turnover Intention among Generation Z Employees in Sidoarjo. *Management Science Research Journal*, 4(3). <https://doi.org/10.55324/enrichment.v3i3.388>

Handoko, T. H. (2014). *Manajemen Personalia dan Sumber Daya Manusia* (2nd Editio). BPFE-Yogyakarta.

Hartmann, S., Weiss, M., Newman, A., & Hoegl, M. (2020). Resilience in the Workplace: A Multilevel Review and Synthesis. *Applied Psychology: An International Review*, 69(3), 913–959.

Hasibuan, M. S. P. (2017). *Manajemen Sumber Daya Manusia*. Bumi Aksara.

Hausknecht, J. P., Rodda, T., & Howard, M. J. (2009). Targeted employee retention: Performance-based and job-related differences in reported reasons for staying. *Human Resource Management*, 48(2), 269–288.

Hendriani, W. (2022). *Resiliensi Psikologi Sebuah Pengantar*. Prenada Media.

Henseler, J., Hubona, G., & Ray, P. A. (2016). *Using PLS path modeling in new technology research : updated guidelines*. 116(1), 2–20. <https://doi.org/10.1108/IMDS-09-2015-0382>

Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). *A new criterion for assessing discriminant validity in variance-based structural equation modeling*. 115–135. <https://doi.org/10.1007/s11747-014-0403-8>

Hobfoll, S. E. (1989). Conservation of Resources: A New Attempt at Conceptualizing Stress. *American Psychologist*, 44(3), 513–524.

Indrawan, Y., Claudia, M., & Rifani, A. (2022). Pengaruh Beban Kerja dan Stres Kerja Terhadap Kinerja Karyawan: Efek Mediasi Burnout (Studi Pada

- Karyawan PT. SAPTA Sari Tama Cabang Banjarmasin). *JWM (Jurnal Wawasan Manajenen)*, 10(1).
- Irawati, R., & Carrollina, D. A. (2017). Faktor yang mempengaruhi beban kerja terhadap kinerja karyawan operator pada PT Giken Precision Indonesia. *Inovbiz: Jurnal Inovasi Bisnis*, 5(1), 53–58. <https://media.neliti.com/media/publications/236276-analisis-pengaruh-beban-kerja-terhadap-k-9514b0dc.pdf>
- Ivancevich, J. M., & Matteson, M. T. (2002). *Organizational Behavior and Management* (6th editio). McGraw-Hill.
- Kalisch, R. et al. (2017). The Resilience Framework as a Strategy to Combat Stress-Related Disorders. *Nature Human Behaviour*, 1(11), 784–790.
- King, D. D. (2016). The untapped potential in employee resilience: Specific recommendations for research and practice. *Industrial and Organizational Psychology*, 9(2), 405–411. <https://doi.org/10.1017/iop.2016.30>
- Kurniawan, R., & Rizky, M. C. (2025). *Pengaruh Pengembangan Karir , Kompensasi , Komitmen Organisasional dan Kepuasan Kerja terhadap Retensi Karyawan pada PT Berlian Eka Sakti Tangguh Medan*. 17(1).
- Laura, N. (2023). *Pengaruh Training & Development dan Budaya Kerja dengan Kesejahteraan Karyawan sebagai Variabel Moderasi terhadap Retensi Karyawan PT. New Connected Indonesia* (Vol. 11, Issue 2). Online.
- Luthans, F. (2002). Positive Organizational Behavior: Developing and Managing Psychological Strengths. *Academy of Management Executive*, 16(1), 57–72. <https://doi.org/10.5465/ame.2002.6640181>
- Luthans, F. (2011). *Organizational Behavior: An Evidence-Based Approach* (12th ed.). McGraw-Hill Irwin.
- Luthans, F., Youssef, C. M., & Avolio, B. J. (2007). *Psychological Capital: Developing the Human Competitive Edge*. Oxford University Press.
- Luthar, S. S., Cicchetti, D., & Becker, B. (2000). The Construct of Resilience. *NIH Public Access Author Manuscript*, 71(3), 543–562. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1885202/pdf/nihms-21559.pdf>
- Maghfirah, N. (2023). Faktor-faktor yang Mempengaruhi Stres Kerja Karyawan. *Jurnal Doktor Manajemen*, 6(2), 127–136.
- Mangkunegara, A. A. A. P. (2017). *Manajemen Sumber Daya Manusia Perusahaan*. PT Remaja Rosdakarya.

- Masten, A. S. (2001). Ordinary magic: Resilience processes in development. *American Psychologist*, 56(3), 227–238. <https://doi.org/10.1037/0003-066X.56.3.227>
- Mathis, R. L., & Jackson, J. H. (2011). *Human Resource Management* (13th Editi). South-Western Cengage Learning.
- Mattajang, R. (2023). Dalihan Na Tolu Retaining High Performing Employees Dalihan Na Tolu. *Jurnal Hukum, Politik Dan Komunikasi Indonesia*, 1(02), 74–81.
- Mawarpury, M., & Mirza. (2017). Resiliensi Dalam Keluarga : Psychological Perspective. *Jurnal Psikoislamedia*, 2(April), 96–106.
- McEwen, K. (2011). *Building Resilience at Work*. Australian Academic Press.
- Mobley, W. H. (1977). Intermediate Linkages in the Relationship Between Job Satisfaction and Employee Turnove. *Journal of Applied Psychology*, 62(2), 237–240.
- Mudrikah, I., Hakim, A. R., & Muharsih, L. (2023). Pengaruh Resiliensi Terhadap Stres Kerja Karyawan Bagian Operator Produksi PT Muramoto Elektronika Indonesi. *Ikah Mudrikah, Arif Rahman Hakim, Lania Muharsih*, 2(3), 44–50.
- Nashori, F., & Saputro, A. (2021). *Psikologi Resiliensi*. Pustaka Pelajar.
- Nelson, A., & Agustina, E. (2025). *Penerapan Key Performance Indicators dalam Meningkatkan Kinerja Karyawan*. 6(1), 66–76.
- Ningsih, D., Partiwa, G. B. S., & Prastyadewi, M. I. (2024). *Pengaruh Kompensasi Kepuasan Kerja, dan Pengembangan Karir terhadap Retensi Karyawan DIPT Artha Devata Utama*. 5(1), 85–95.
- Nurhayati, I. A., & Dongoran, J. (2022). Factors causes of work stress and efforts to resolve work stress on employees at pt golden flower during the covid-19 pandemic. *COSTING:Journal of Economic, Business and Accounting*, 6(1), 1–13.
- Oktapiani, F. Dela, & Susilawati. (2024). Faktor-faktor Yang Mempengaruhi Tingkat Stres Kerja pada Karyawan di Industri Manufaktur. *Gudang Jurnal Multidisiplin Ilmu*, 2(2011), 716–719.
- Phillips, J. J., & Connell, A. O. (2003). *Managing Employee Retention*. Butterworth-Heinemann.
- Pindek, S., Meyer, K., Valvo, A., & Arvan, M. (2024). A Dynamic View of the Challenge - Hindrance Stressor Framework : a Meta - Analysis of Daily Diary Studies. *Journal of Business and Psychology*, 39(5), 1107–1125.

<https://doi.org/10.1007/s10869-024-09933-y>

- Rahayu, S. T., Mansyur, & Ismail, I. (2024). Pengaruh kinerja karyawan terhadap suksesnya suatu perusahaan. *Jurnal Media Akademik (JMA)*, 2(12).
- Reivich, K., & Shatte, A. (2002). *The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles*. Broadway Books.
- Rivai, V., & Basri, A. F. M. (2005). *Performance appraisal: sistem yang tepat untuk menilai kinerja karyawan dan meningkatkan daya saing perusahaan*. PT RajaGrafindo Persada.
- Rivai, V., & Sagala, E. J. (2013). *Manajemen Sumber Daya Manusia untuk Perusahaan: Dari Teori ke Praktik* (2th editio). Rajawali Pers / PT RajaGrafindo Persada.
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behavior* (15th ed.). Pearson Education.
- Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior* (17th ed.). Pearson Education Limited.
- Samuel, M., & Chipunza, C. (2009). Employee retention and turnover: Using motivational variables as a panacea. *African Journal of Business Management*, 3(8), 410–415. <https://doi.org/10.5897/AJBM09.125>
- Saputra, F., & adetya Sandra. (2026). Hubungan Beban Kerja dengan Stres Kerja Karyawan Operator Produksi Pada PT X. *Jurnal Ilmiah Wahana P Endidika*, 12, 12–25.
- Sari, A. P., & Soetjiningsih, C. H. (2019). Hubungan Resiliensi dengan Work Engagement pada Karyawan Produksi Bagian Cutting PT. Argo Manunggal Triasta. *Jurnal Psikohumanika*, XI(1), 33–44.
- Sarmini, A., Persada, I. N., Sari, M. N., Elfina, R., Sina, U. I., Kepualuann, U. R., Kerja, B., Kerja, S., Kerja, S., Kerja, L., Kerja, B., Kerjaterhadap, S., Karyawan, K., Notaris, K., Karyawan, K., Notaris, K., Notaris, K., Teknik, S. H., Kerja, B., ... Kerja, S. (2025). Pengaruh Lingkungan Kerja, Beban Kerja, Stres Kerja dan Semangat Kerja Terhadap Kinerja Karyawan Kantor Notaris & PPAT Kota Batam. *Jurnal Bening*, 12(2), 159–179.
- Sedarmayanti. (2020). *Manajemen Sumber Daya Manusia : Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil*. Refika Aditama.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business: A Skill Building Approach* (7th editio). John Wiley & Sons.
- Somkrua, R., Eickman, E. E., Saokaew, S., Lohitnavy, M., & Chaiyakunapruk, N.

- (2011). Association of HLA-B*5801 allele and allopurinol-induced stevens johnson syndrome and toxic epidermal necrolysis: A systematic review and meta-analysis. *BMC Medical Genetics*, 12(1), 118. <https://doi.org/10.1186/1471-2350-12-118>
- Southwick, S. M., Bonanno, G. A., Masten, A. S., Panter-Brick, C., & Yehuda, R. (2014). Resilience definitions, theory, and challenges: Interdisciplinary perspectives. *European Journal of Psychotraumatology*, 5. <https://doi.org/10.3402/ejpt.v5.25338>
- Sugiyono. (2019). *Metode Penelitian : Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Suka, S. G. (2022). *Hubungan Retensi Karyawan , Komitmen Organisasi dan Turnover*. 4(2), 12–23.
- Sunyoto, D. (2013). *Teori, Kuesioner, dan Proses Analisis Data Sumber Daya Manusia*. CAPS (Center for Academic Publishing Service).
- Syamsuri, A. R., Junaidi, R., & Triana, A. (2024). Influence of workload, job stress, and work discipline on employee performance at pt. bank rakyat indonesia (persero) tbk pekanbaru branch office sudirman. *COSTING: Journal of Economic, Business and Accounting*, 7(6), 9649–9656.
- Taormina, R. J. (2015). Adult Personal Resilience: A New Theory, New Measure, and Practical Implications. *Psychological Thought*, 8(1), 35–46. <https://doi.org/10.5964/psyc.v8i1.126>
- Wibowo. (2018). *manajemen kinerja* (5th editio). ptrajagrafindo persada 1.
- Wijaya, P. M., Andriyani, I., Amri, U., & Basri, H. (2025). Pengaruh Lingkungan Kerja, Beban Kerja, dan Kerjasama Tim terhadap Kinerja Karyawan pada PT. Citra Insan Anugerah di Palembang. *Jurnal Akuntansi, Manajemen, Dan Ekonomi Islam (JAM-EKIS)*, 8(1). <https://doi.org/https://doi.org/10.36085/jam-ekis>
- Wulandari, W., & Hasanuddin. (2024). *Pengaruh Lingkungan Kerja Dan Stres Kerja Terhadap Kinerja karyawan PT. XYZ*. 2(2), 300–311.
- Xintian, L., & Peng, P. (2023). Does inclusive leadership foster employee psychological resilience? The role of perceived insider status and supportive organizational climate. *Frontiers in Psychology*, 14(March), 1–12. <https://doi.org/10.3389/fpsyg.2023.1127780>