

## DAFTAR RUJUKAN

- Achen, R. M., Dodd, R., Lumpkin, A., & Plunkett, K. (2019). *Servant as leader: The effects of servant-leaders on trust, job satisfaction, and turnover intentions in intercollegiate athletics*. *Servant Leadership: Theory & Practice*, 6(1), 13–36.
- Aditeresna, K. A. R., & Mujiati, N. W. (2018). *Pengaruh kompensasi, kepuasan kerja dan pengembangan karir terhadap retensi karyawan di Kutabex Hotel*. *E-Jurnal Manajemen Universitas Udayana*, 7(11), 5814. <https://doi.org/10.24843/ejmunud.2018.v07.i11.p01>
- Agung, A. A. G. (2014). *Metodologi penelitian pendidikan*. Aditya Media Publishing.
- Agung, A. A. G. (2018). *Metodologi penelitian kuantitatif (perspektif manajemen pendidikan)*. Universitas Pendidikan Ganesha.
- Agung, A. A. G. (2020). *Evaluasi pendidikan* (5th ed.). Universitas Pendidikan Ganesha.
- Agung, A. A. G., Sulindawati, N. L. G. E., & Astriani, N. P. D. (2024). *Kontribusi implementasi manajemen berbasis nilai-nilai kearifan lokal Tri Hita Karana, kepemimpinan, budaya organisasional, dan kepuasan kerja terhadap kinerja pegawai di Perumda Bhukti Praja Sewakadarma di Kota Denpasar*. *EDUKASIA: Jurnal Pendidikan dan Pembelajaran*, 5(1), 41–54.
- Akbar, A., Musadieq, M., & Mukzam, M. (2017). *Pengaruh komitmen organisasional terhadap kinerja (Studi pada karyawan PT PELINDO Surabaya)*. *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*, 47(2), 33–38.
- Alafeshat, R. (2019). *Servant leadership impact on organizational performance: The mediating role of employee engagement*. *International Journal of Human Resource Studies*, 9(3). <https://doi.org/10.5296/ijhrs.v9i3.15047>
- Aldhuwaihi, A., & Shee, H. (2019). *Organisational culture and employee turnover in Saudi Arabian banks*. *The International Journal of Management*, 4(4), 1–9
- Alhmoud, A., & Rjoub, H. (2019). *Total rewards and employee retention in a Middle Eastern context*. *SAGE Open*, 9(2). <https://doi.org/10.1177/2158244019840118>
- Alhmoud, A., & Rjoub, H. (2020). *Does generation moderate the effect of total rewards on employee retention? Evidence from Jordan*. *SAGE Open*, 10(3). <https://doi.org/10.1177/2158244020957039>
- Alshurideh, D. M. (2019). *Do electronic loyalty programs still drive customer choice and repeat purchase behaviour?* *International Journal of Electronic*

Customer Relationship Management, 12(1), 40–57. <https://doi.org/10.1504/IJECRM.2019.098980>

Amah, O. E., & Oyetuunde, K. (2019). *The effect of servant leadership on employee turnover in SMEs in Nigeria: The role of career growth potential and employee voice*. Journal of Small Business and Enterprise Development. <https://doi.org/10.1108/JSBED-01-2019-0009>

Ambo, A. A. (2024). *The effect of organizational culture on trainers' job satisfaction in the Addis Ababa City Administration, Ethiopia*. Cogent Business & Management, 11(1), Article 2375999. <https://doi.org/10.1080/23311975.2024.2375999>

Andriawan, F. D., & Games, D. (2019). *Pengaruh komitmen organisasi terhadap turnover intention dengan kepuasan kerja sebagai variabel mediasi (Studi terhadap karyawan OPPO Padang)*. Jurnal Ekonomi dan Bisnis, 21(1).

Andriyani, F., Aida, N., Sinurat, M., & Cen, C. C. (2024). *The influence of career development on employee retention with job satisfaction as an intervening variable PT. Socfindo Tanah Besih*. Jurnal Ekonomi, 13(2), 1805. <https://doi.org/10.54209/ekonomi.v13i02>

Anesukanjanakul, J., Banpot, K., & Jermsttiparsert, K. (2019). *Factors that influence job performance of agricultural workers*. International Journal of Innovative, Creativity and Change, 7(2), 71–86.

Armstrong, M., & Taylor, S. (2014). *Armstrong's handbook of human resource management practice* (13th ed.). <https://doi.org/10.1177/03091325890130105>

Asha, A. A., Dulal, M., & Habib, A. (2023). *The influence of sustainable supply chain management, technology orientation, and organizational culture on the delivery product quality-customer satisfaction nexus*. Cleaner Logistics and Supply Chain, 7, Article 100107. <https://doi.org/10.1016/j.clscn.2023.100107>

Astriani, N. P. D., Agung, A. A. G., & Sulindawati, N. L. G. E. (2024). *Kontribusi implementasi manajemen berbasis nilai-nilai kearifan lokal Tri Hita Karana, kepemimpinan, budaya organisasional dan kepuasan kerja terhadap kinerja pegawai di Perumda Bhukti Praja Sewakadarma di Kota Denpasar*. EDUKASIA: Jurnal Pendidikan dan Pembelajaran, 5(1), 41–54. <http://jurnaledukasia.org>

Aryantini, N. P., Agung, A. A. G., & Dantes, K. R. (2018). *Kontribusi implementasi manajemen sekolah berbasis nilai-nilai kearifan lokal Tri Hita Karana, kepemimpinan pelayan kepala sekolah, budaya sekolah, dan kepuasan kerja terhadap kinerja guru di SMP Negeri Kecamatan Sukasada Kabupaten Buleleng*. Jurnal Administrasi Pendidikan Indonesia (JAPI), 9(2), 99–109.

- Asih, W. P., Agung, A. A. G., & Ariawan, I. P. W. (2024). The effect of servant leadership, work ethics, organizational culture, and organizational commitment on teacher performance in State Vocational High School in Denpasar. *Pegem Journal of Education and Instruction*, 14(1), 127–132. <https://doi.org/10.47750/pegegog.14.01.15>
- Aulia, S. N., & Setyaning, A. N. A. (2024). *The influence of organizational culture on loyalty and retention of UII management study program lecturers: Social capital as a mediating variable*. *Asian Journal of Management Entrepreneurship and Social Science*, 4(02), 45–60.
- Azeem, M., Ahmed, M., Haider, S., & Sajjad, M. (2021). *Expanding competitive advantage through organizational culture, knowledge sharing, and organizational innovation*. *Technology in Society*, 66, Article 101635. <https://doi.org/10.1016/j.techsoc.2021.101635>
- Barbuto, J. E., & Wheeler, D. W. (2006). *Scale development and construct clarification of servant leadership*. *Group & Organization Management*, 31(3), 300–326.
- Barbuto, J. E., Hayden, R. W., Christman, R., Subašić, E., Reynolds, K. J., Turner, J. C., & Mead, N. L. (2011). *Testing relationships between servant leadership dimensions and leader-member exchange*. *Journal of Personality and Social Psychology*, 10(1), 482–497.
- Barros, S., Dias, Á. L., Pereira, L. F., & Gonçalves, R. A. H. (2020). *The influence of rewards and the organizational environment on employee retention*. *International Journal of Productivity and Quality Management*, 1(1), 1. <https://doi.org/10.1504/IJPQM.2020.10038035>
- Basalamah, M. S. A., & As'ad, A. (2021). *The role of work motivation and work environment in improving job satisfaction*. *Golden Ratio of Human Resource Management*, 1(2), 94–103. <https://doi.org/10.52970/grhrm.v1i2.54>
- Batugal, M. L. C. (2019). *Organizational culture, commitment, and job satisfaction of faculty in private-sectarian higher education institutions (HEIs)*. *World Journal of Education*, 9(2), 123. <https://doi.org/10.5430/wje.v9n2p123>
- Belias, D., & Koustelios, A. (2014). *Organizational culture and job satisfaction: A review*. *International Review of Management and Marketing*, 4(2), 132–149.
- Bierly, P. E., Kessler, E. H., & Christensen, E. W. (2000). *Organizational learning, knowledge, and wisdom*. *Journal of Organizational Change Management*, 13(6), 595–618.
- Briody, E. K., Berger, E. J., Wirtz, E., Ramos, A., Guruprasad, G., & Morrison, E. F. (2018). *Ritual as work strategy: A window into organizational culture*.

Human Organization, 77(3), 189–201. <https://doi.org/10.17730/0018-7259.77.3.189>

Bulińska-Stangrecka, H., & Bagińska, A. (2021). *The role of employee relations in shaping job satisfaction as an element promoting positive mental health at work in the era of COVID-19*. International Journal of Environmental Research and Public Health, 18(4), 1903. <https://doi.org/10.3390/ijerph18041903>

Canning, E. A., Murphy, M. C., Emerson, K. T., Chatman, J. A., Dweck, C. S., & Kray, L. J. (2020). *Cultures of genius at work: Organizational mindsets predict cultural norms, trust, and commitment*. Personality and Social Psychology Bulletin, 46(4), 626–642. <https://doi.org/10.1177/0146167219872475>

Chahal, H. S., & Poonam, M. (2017). *Study of organizational culture, employee turnover and employees' retention in hospitality sector*. Pacific Business Review International, 9(11), 119-125.

Chen, X., Al Mamun, A., & Hoque, M. E. (2023). *Work design, employee well-being, and retention intention: A case study of China's young workforce*. Heliyon, 9, e15742. <https://doi.org/10.1016/j.heliyon.2023.e15742>

Chiedu, C. K., Long, C. S., & Ashari, H. (2017). *The relationship among job satisfaction, organizational commitment, and employees' turnover at Unilever Corporation in Nigeria*. European Journal of Multidisciplinary Studies, 5(1), 370-383. <https://doi.org/10.26417/ejms.v5i1.p370-383>

Colquitt JA, Jeffery AL, Michael JW (2015). *Organizational Behavior Improving Performance and Commitment in the Workplace*, New York: McGraw Hill/Irwin.

Colquitt, J. A., Lepine, J. A., & Wesson, M. J. (2014). *Organizational behavior: Improving performance and commitment in the workplace*. McGraw Hill.

Cooper DJ (2011). *Leadership for Follower Commitment*, New York: Routledge.

Cooper-Hakim, A., & Viswesvaran, C. (2005). *The construct of work commitment: Testing an integrative framework*. Psychological Bulletin, 131(2), 241–259. <https://doi.org/10.1037/0033-2909.131.2.241>

Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approach* (4th ed.). SAGE Publications.

Creswell, J. W., & Creswell, D. J. (2018). *Research design: Qualitative, quantitative, and mixed methods approach* (5th ed.). Sage Publications, Inc.

Culibrk, J., Delic, M., Mitrovic, S., & Culibrk, D. (2018). *Job satisfaction, organizational commitment and job involvement: The mediating role of job involvement*. Frontiers in Psychology, 9, 132. <https://doi.org/10.3389/fpsyg.2018.00132>

- Dasgupta, S., & Gupta, B. (2019). *Espoused organizational culture values as antecedents of internet technology adoption in an emerging economy*. *Information & Management*, 56(6), 103142. <https://doi.org/10.1016/j.im.2019.01.004>
- Davis, K., & Werther, W. B. Jr. (2006). *Human resources management* (5th ed.). McGraw-Hill.
- Denison, D. R. (2000). *Organizational culture: Can it be a key lever for driving organizational change*. In S. Cartwright & C. Cooper (Eds.), *The handbook of organizational culture*. John Wiley & Sons.
- Denison, D., Nieminen, L., & Kotrba, L. (2014). *Diagnosing organizational cultures: A conceptual and empirical review of culture effectiveness surveys*. *European Journal of Work and Organizational Psychology*, 23(1), 145–161. <https://doi.org/10.1080/1359432X.2012.713173>
- Dharma, R., Hady, H., Lusiana, M., Ridwan, M., & Mulyani, S. R. (2023). *The influence of work discipline and organizational culture on employee performance with job satisfaction as an intervening variable*. *International Journal of Social Science and Business*, 7(3), 748–757. <https://doi.org/10.23887/ijssb.v7i3.53743>
- Diaz-Serrano, L., & Vieira, J. A. C. (2005). *Low pay, higher pay and job satisfaction within the European Union: Empirical evidence from fourteen countries (Discussion Paper Series No. 1558)*. National University of Ireland, Maynooth, Department of Economics.
- Do, H., Badhawi, P. H., & Patel, C. (2018). *Relationship between innovation-led HR policy, strategy, and firm performance: A serial mediation investigation*. *Human Resource Management*, 57, 1271–1284. <https://doi.org/10.1002/hrm.21973>
- Dorta-Afonso, D., Gonz'alez-de-la-Rosa, M., 2022. *High-performance work systems*. In: *Buhalis, D. (Ed.), Encyclopedia of Tourism Management and Marketing*. Edward Elgar Publishing.
- Durst, P. T., Moore, S. J., Ritter, C., & Barkema, H. W. (2018). *Evaluation by employees of employee management on large US dairy farms*. *Journal of Dairy Science*, 101(9), 7450–7462. <https://doi.org/10.3168/jds.2018-14592>
- Dwiarta, M. B. (2010). *Analysis of job characteristics and promotional opportunities against intention to quit through job satisfaction and employee commitment in three- and four-star hotels in Surabaya*. Airlangga: Surabaya.
- Dwiyanti, I. A. K. A., & Bagia, I. W. (2020). *Peningkatan kepuasan kerja karyawan melalui komitmen organisasi*. *Prospek: Jurnal Manajemen dan Bisnis*, 2(2), 130–137.

- Ehrhart, M. G., & Kuenzi, M. (2017.). *The impact of organizational climate and culture on employee turnover*. In *The Wiley Blackwell Handbook of the Psychology of the Workplace* (Chapter 23). <https://doi.org/10.1002/9781118972472.CH23>
- Ekhsan, M., Sudiro, A., Mugiono, M., & Hussein, A. S. (2022). *Employee retention and change management during times of uncertainty*. *Frontiers in Psychology*. <https://doi.org/10.3389/fpsyg.2022.916709>
- Ekmekcioglu, E. B., & Öner, K. (2022). *Servant leadership, innovative work behavior and innovative organizational culture: The mediating role of perceived organizational support*. *European Journal of Management and Business Economics*. Advance online publication. <https://doi.org/10.1108/EJMBE-08-2022-0251>
- Elanain, H. M. A. (2014). *Leader-member exchange and intent to turnover: Testing a mediated-effects model of a high turnover work environment*. *Management Research Review*, 37(2), 110–129.
- Fahad, A., Adhikara, M. F. A., & Purwati, W. D. (2021). *The importance of job satisfaction in mediating employee retention at Dewi Sri Hospital*. *International Journal of Nursing and Health Services (IJNHS)*, 4(6), 1–10. <https://doi.org/10.35654/ijnhs.v4i6.499>
- Farla, J., Markard, J., Raven, R., & Coenen, L. (2012). *Sustainability transitions in the making: A closer look at actors, strategies and resources*. *Technological Forecasting and Social Change*, 79(6), 991–998.
- Farling, M. L., Stone, A. G., & Winston, B. E. (1999). *Servant leadership: Setting the stage for empirical research*. *Journal of Leadership Studies*, 6(1-2), 49–72
- Fathkhurrahman, H. I., Mohyi, A., & Mu'ammal, I. (n.d.). *The influence of servant leadership and compensation on organizational citizenship behaviour (OCB) with job satisfaction as a mediation variable*. *Jurnal Manajemen Bisnis dan Kewirausahaan*. <https://doi.org/10.22219/jamanika.v4i3.36126>
- Faturrahman, S., & Yuniawan, A. (2023). *The influence of organizational culture and work motivation on employee performance with job satisfaction as an intervening variable*. *Jurnal Bisnis Strategi*, 32(2), 31–44. <https://doi.org/10.14710/jbs.32.2.31-44>
- Ferdiana, S., Khan, Z., & Ray, S. (2023). *Investigating the impact of career development, organizational commitment, and organizational support on employee retention*. *Journal of Management Studies and Development*, 2(02), 117-128. <https://doi.org/10.56741/jmsd.v2i02.108>
- Ferdinand, A. (2000). *Structural equation modelling dalam penelitian manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.

- Fraenkel, J. R., Wallen, N. E., & Hyun, H. H. (2012). *How to design research in education* (8th ed.). McGraw-Hill.
- Frey, B. S., & Stutzer, A. (2002). *What can economists learn from happiness research?* *Journal of Economic Literature*, 40(2), 402–435.
- Gazioglu, S., & Tansel, A. (2002). *Job satisfaction in Britain: Individual and job-related factors*. Economic Research Centre Working Papers in Economics No. 03/03.
- Geetha, A., & Muthukumaravel, A. (2022). *Influence of reward and recognition on employee retention programme and career development*. *Global Journal of Management and Sustainability*, 1(1). <https://doi.org/10.58260/j.mas.2202.0104>
- George, C. (2015). *Retaining professional workers: What makes them stay?* *Employee Relations*, 37(1), 102–121. <https://doi.org/10.1108/ER-10-2013-0151>
- Ghani, B., Zada, M., Memon, K. R., Ullah, R., Khattak, A., Han, H., Ariza-Montes, A., & Araya-Castillo, L. (2022). *Challenges and strategies for employee retention in the hospitality industry: A review*. *Sustainability*, 14(5), 1–26. <https://doi.org/10.1016/j.ssaho.2024.101053>
- Gharib, M. N., Kahwaji, A. T., & Elrasheed, M. O. (2017). *Factors affecting staff retention strategies used in private Syrian companies during the crisis*. *International Review of Management and Marketing*, 7(2), 202-206.
- Ghozali, I., & Latan, H. (2015). *Concepts, Techniques, Applications Using Smart PLS 3.0 for Empirical Research*. BP Undip.
- Gibson J, Ivancevich J, Konopaske R (2015) *Organizations Behavior Structure Processes*. Fourteenth Edition. New York: McGraw-Hill Companies, Inc.
- Gibson, J. L. (2000). *Organisasi, perilaku, struktur dan proses* (Edisi ke-5, Cetakan ke-3). Erlangga.
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H., & Konopaske, R. (2017). *Organisasi* (Jilid 1 dan 2) (A. Dharma, Trans.). Erlangga.
- Gibson, J. M., Hill, J. W., & Reaser, J. (2002). *Leadership behavior correlates at two managerial levels in a mental institution*. *Journal of Applied Social Psychology*, 32(2), 174–185.
- Greenberg, J., & Baron, R. A. (2003). *Behavior in organizations* (7th ed.). Prentice Hall.
- Greenberg, Jerald dan Robert Baron (2008). *Behavior in Organizations (understanding and managing the human side of work) 9th edition*, Prentice Hall.

- Greenleaf, R. K. (1977). *Servant leadership: A journey into the nature of legitimate power and greatness*. New York, NY: Paulist Press.
- Greenleaf, R. K. (2002). *Servant leadership: A journey into the nature of legitimate power and greatness* (25th-anniversary ed., L. C. Spears, Ed.). Mahwah, NJ: Paulist Press.
- Gregory, R. J. (2015). *Psychological testing: History, principles, and applications* (7th ed.). Pearson Education Limited.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate data analysis* (8th ed.). Cengage Learning.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A primer on partial least squares structural equation modelling (PLS-SEM)* (2nd ed.). SAGE Publications Inc.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial least squares structural equation modelling with R*. Springer.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: *Indeed a silver bullet*. *The Journal of Marketing Theory and Practice*, 19(2), 139–151. <https://doi.org/10.2753/MTP1069-6679190202>
- 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/EBR-11-2018-0203>
- Hanggara, M. S. D. (2018). *The effect of organizational support and empowerment on job satisfaction and employee retention*. *International Journal of Business & Management*, 6(8). <https://doi.org/10.24940>
- Hartanti, R. (2019). *Kontribusi work environment dan job satisfaction sebagai multi mediasi terhadap job performance*. *Jurnal Manajemen dan Pemasaran Jasa*, 12(1), 129–146.
- Hasanah, U., Yudana, I. M., & Dantes, K. R. (2020). *Kontribusi kepemimpinan pelayan kepala sekolah, budaya organisasi, supervisi klinis, dan motivasi kerja terhadap kepuasan kerja guru*. *Jurnal Administrasi Pendidikan Indonesia*, 11(2), 106–117. <https://doi.org/10.23887/japi.v11i2.3408>
- Hasym, W., Permana, & Rustianah. (2024). *The influence of compensation, career development, and organizational culture on employee retention*. *Journal of Research in Social Science and Humanities*, 4(2), [halaman jika tersedia]. <http://dx.doi.org/10.47679/jrssh.v4i2.196>
- Hendrayanti, S., & Larassati, L. (2024). *The influence of compensation, career development, and job satisfaction on employee retention*. *Management Analysis Journal*, 13(4)
- Hendriati, Y., Sufa, S., & Uhai, S. (2024). *Analysis of the impact of organizational culture, employee training, and internal communication on employee*

- retention: A case study in the manufacturing industry in Indonesia.* International Journal of Business and Law Education, 5(1), 45–58. <https://doi.org/10.56442/ijble.v5i1.454>
- Hermawan, E. (2022). Determination of employee retention: *Skills, rewards, and relationship between employees (Literature review)*. Dinasti International Journal of Economics, Finance & Accounting (DIJEFA), 2(6). <https://doi.org/10.38035/dijefa.v2i6>
- Hernerson, M. E. and Morris, L.L., & Fitz, G.C.T. (1978). *How to Measure Attitude*. London: Sage Publication Beverly-Hill.
- Huber, D.L. 2012. *Leadership and nursing care management*. Third Edition. Philadelphia: Saunders.
- Huning, T. M., Hurt, K. J., & Frieder, R. E. (2020). *The effect of servant leadership, perceived organizational support, job satisfaction and job embeddedness on turnover intentions: An empirical investigation*. Evidence-based HRM: A Global Forum for Empirical Scholarship, 8(2), 177-194.
- Hwang, E., & Yi, Y. (2021). *Workplace spirituality and organizational justice in turnover intention of mental health professionals at small-sized centres*. Journal of Nursing Management, 30(2), 459–468. <https://doi.org/10.1111/jonm.13459>
- Ikram, A., Fiaz, M., Mahmood, A., Ahmad, A., & Ashfaq, R. (2021). *Internal corporate responsibility as a legitimacy strategy for branding and employee retention: A perspective of higher education institutions*. Journal of Open Innovation: Technology, Market, and Complex Systems, 7(1), 52. <https://doi.org/10.3390/joitmc7010052>
- Ilmiah, I., & Mildawani, T. S. (2024). *Servant leadership, social work environment, and turnover intention in microfinance: The mediating role of job satisfaction*. Formosa Journal of Science and Technology, 3(6), 1385–1408. <https://doi.org/10.55927/fjst.v3i6.9701>
- Ivancevich, J. M., Konopaske, R., & Matteson, M. T. (2007). *Perilaku dan manajemen organisasi*. G. Gania, Trans.; Edisi tujuh. Erlangga.
- Jhavar, A., Garg, S. K., & Khera, S. N. (2016). *Modelling and evaluation of investment strategies in human resources for logistics improvement*. International Journal of Simulation and Process Modelling, 11(1), 36–50. <https://doi.org/10.1504/IJSPM.2016.075079>
- Johnson, A., Nguyen, H., Groth, M., & Wang, K. (2016). *Time to change: A review of organisational culture change in health care organisations*. Journal of Organizational Effectiveness: People and Performance, 3(3), 265–288. <https://doi.org/10.1108/JOEPP-06-2016-0040>
- Johnson, A., Nguyen, H., Groth, M., Wang, K., & Ng, J. L. (2016). *Time to change: A review of organisational culture change in health care organisations*.

Journal of Organizational Effectiveness: People and Performance, 3(2), 182-197

- Jones, R., Jimmieson, N., & Griffiths, A. (2005). *The impact of organizational culture and reshaping capabilities on change implementation success: The mediating role of readiness for change*. Journal of Management Studies, 42, 361–386. <https://doi.org/10.1111/j.1467-6486.2005.00500.x>
- Judge, T. A., & Klinger, R. (2008). *Job satisfaction*. In *The science of subjective well-being*, 393, A393-dq.
- Jufrizen, Hazmanan Khair, Anggita Dwi Kesuma, Maya Sari, & Molana Malik Pandia. (2023). *Servant leadership and organizational culture on organizational citizenship behavior: The mediation role of job satisfaction*. MIX: Jurnal Ilmiah Manajemen, 13(1), 138. [https://doi.org/10.22441/jurnal\\_mix.2023.v13i1.010](https://doi.org/10.22441/jurnal_mix.2023.v13i1.010)
- Kataike, S. (2013). *Relationship between talent management and employee retention in commercial banks in Kenya* (Doctoral dissertation, University of Nairobi).
- Kandemir, A. (2025). *The mediating function of organizational commitment in the relationship between teachers' job satisfaction and principals' empowering leadership*. Acta Psychologica, 260, 105715. <https://doi.org/10.1016/j.actpsy.2025.105715>
- Khan, M. A., Ismail, F. B., Hussain, A., & Alghazali, B. (2020). *The interplay of leadership styles, innovative work behavior, organizational culture, and organizational citizenship behavior*. SAGE Open, 10(1), 1–16. <https://doi.org/10.1177/2158244019898264>
- Kong, H., Jiang, X., Chan, W., Zhou, X., 2018. *Job satisfaction research in the field of hospitality and tourism*. Int. J. Contemp. Hosp. Manag. 30 (5), 2178–2194.
- Kozak, M., & Rimmington, M. (1999). *Measuring tourist destination competitiveness: conceptual considerations and empirical findings*. International Journal of Hospitality Management, 18(3), 273-283. [https://doi.org/10.1016/S0278-4319\(99\)00034-1](https://doi.org/10.1016/S0278-4319(99)00034-1)
- Kreitner, R., & Kinicki, A. (2007). *Organizational behavior* (7th ed.). McGraw-Hill.
- Krishnamoorthy, N., & Aisha, A. (2022). *An empirical study of employee retention in the information technology sector in Bangalore city*. East Asian Journal of Multidisciplinary Research, 1(7), 1333–1342. <https://doi.org/10.55927/eajmr.v1i7.902>
- Kucharska, W., & Bedford, D.A.D. (2020). *Love your mistakes! —They help you adapt to change. How do knowledge, collaboration, and learning cultures foster organizational intelligence?* Journal of Organizational Change

- Management, 33(7), 1329–1354. <https://doi.org/10.1108/JOCM-02-2020-0052>
- Kumar, S. (2022). *The impact of talent management practices on employee turnover and retention intentions*. *Global Business and Organizational Excellence*, 41(2), 21–34. <https://doi.org/10.1002/joe.22130>
- Kurdi, B., & Alshurideh, M. (2020). *Employee retention and organizational performance: Evidence from the banking industry*. *Management Science Letters*, 10(16), 3981–3990. [https://www.growingscience.com/msl/Vol10/msl\\_2020\\_235.pdf](https://www.growingscience.com/msl/Vol10/msl_2020_235.pdf)
- Kurniati, A., & Simbolon, D. S. (2019). *Pengaruh stres kerja dan komitmen organisasi terhadap turnover intention melalui kepuasan kerja sebagai variabel mediasi pada karyawan PT. Indoil Energy*. *Jurnal Manajemen FE-UB*, 7(1). <https://ejournal.borobudur.ac.id/index.php/manajemen/article/view/677>
- Kurniawati, M. R., & Ramly, M. (2019). *The effect of work environment, stress, and job satisfaction on employee turnover intention*. *Management Science Letters*, 9, 877–886. <https://doi.org/10.5267/j.msl.2019.3.001>
- Kustina, K. T., Dewi, G. A. A. O., Prena, G. D., & Suryasa, W. (2019). *Branchless banking, third-party funds, and profitability: Evidence from the banking sector in Indonesia*. *Journal of Advanced Research in Dynamical and Control Systems*, 11(2), 290–299.
- Kustina, K.T., Dewi, G.A.A.O., Prena, G.D., Suryasa, W. (2019). *Branchless banking, third-party funds, and profitability evidence reference to banking sector in indonesia*. *Journal of Advanced Research in Dynamical and Control Systems*, 11(2), 290-299.
- Kusumaputri, E. S. (2015). *Komitmen pada perubahan organisasi*. Deepublish.
- Kyndt, E., Dochy, F., Michielsens, M., & Moeyaert, B. (2009). *Employee retention: Organizational and personal perspectives*. *Vocations and Learning*, 2(3), 195–215. <https://doi.org/10.1007/s12186-009-9024-7>
- LaGree, D., Houston, B., Duffy, M., & Shin, H. (2021). *The effect of respect: Respectful communication at work drives resiliency, engagement, and job satisfaction among early career employees*. *International Journal of Business Communication*, 1(1), 1–21. <https://doi.org/10.1177/23294884211016529>
- Lam, L., Nguyen, P., Le, N., & Tran, K. (2021). *The relation among organizational culture, knowledge management, and innovation capability: Its implication for open innovation*. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 66. <https://doi.org/10.3390/joitmc7010066>
- Laub, J. A. (1999). *Assessing the servant organization: Development of the Organizational Leadership Assessment (OLA) model* (Publication No.

- 9921922) [Doctoral dissertation, Florida Atlantic University]. Dissertation Abstracts International, 60(02), 308A.
- Lede, Y. U., Agung, A. A. G., Wisna, I. P., & Dantes, K. R. (2024). *The influence of transformational leadership on work motivation has an impact on teacher performance in senior high schools in Southwest Sumba Regency*. International Journal of Religion, 5(3), 366–376. <https://doi.org/10.61707/sf310r03>
- Lee, K., Kim, Y., & Cho, W. (2018). *A study on the relationship between servant leadership, organizational culture, and job satisfaction in fitness clubs*. Sport Mont, 16(3), 43–49. <https://doi.org/10.26773/smj.181008>
- Lee, K., Scandura, T. A., & Sharif, M. M. (2014). *Cultures have consequences: A configural approach to leadership across two cultures*. The Leadership Quarterly, 25(4), 692–710. <https://doi.org/10.1016/j.leaqua.2014.03.003>
- Li, Y., Huang, H., & Chen, Y.-Y. (2020). *Organizational climate, job satisfaction, and turnover in voluntary child welfare workers*. Children and Youth Services Review, 119, 105640. <https://doi.org/10.1016/j.chilyouth.2020.105640>
- Liden, R. C., Panaccio, A., Meuser, J. D., Hu, J., & Wayne, S. (2014). *17 Servant leadership: antecedents, processes, and outcomes*. The Oxford handbook of leadership and organizations, 357-379.
- Liden, R. C., Wayne, S. J., Zhao, H., & Henderson, D. (2008). *Servant leadership: Development of a multidimensional measure and multi-level assessment*. Leadership Quarterly, 19(2), 161–177.
- Liu, Z., Cai, Z., Li, J., Shi, S., & Fang, Y. (2013). *Leadership style and employee turnover intentions: A social identity perspective*. Career Development International, 18(3), 305–324. <https://doi.org/10.1108/CDI-09-2012-0087>
- Lo, Y.-C., Lu, C., Chang, Y.-P., & Wu, S.-F. (2024). *Examining the influence of organizational commitment on service quality through the lens of job involvement as a mediator and emotional labor and organizational climate as moderators*. Heliyon, 10(2), Article e24130. <https://doi.org/10.1016/j.heliyon.2024.e24130>
- Locke, E. A., & Latham, G. D. (1976). *Theory of goal setting and task performance*. Englewood Cliffs, NJ: Prentice Hall.
- Lockhead, C., & Alex, S. (2009). *Employee retention, labour turnover, and knowledge transfer: Case studies from the Canadian plastic sector*. Canadian Labour and Business Center.
- Lockwood, N. R. (2007). *Talent management: Driver for organizational success*. SHRM Research Quarterly Report

- Lukasik, K. (2018). *Mechanisms of changes of organisational culture in corporate environment*. *Organization and Management*, 43(3). <https://doi.org/10.29119/1899-6116.2018.43.6>
- Luthans F (2011). *Organizational Behavior*. New York: McGraw-Hill.
- Luthans, F. (2006). *Perilaku organisasi* (Edisi 10). ANDI.
- Luthans, F. (2006). *Perilaku organisasi* (Edisi 10). Yogyakarta: Andi.
- Luthans, F. (2017). *Organizational behavior* (3rd ed.). The McGraw-Hill Companies Inc.
- Ly, B. (2024). *Inclusion leadership and employee work engagement: The role of organizational commitment in Cambodian public organizations*. *Asia Pacific Management Review*, 29(1), 44–52. <https://doi.org/10.1016/j.apmrv.2023.06.003>
- Ma, Q. K., Mayfield, M., & Mayfield, J. (2018). *Keep them on-board! How organizations can develop employee embeddedness to increase employee retention*. *Development and Learning in Organizations: An International Journal*. <https://doi.org/10.1108/DLO-11-2017-0094>
- Magni, F., & Manzoni, B. (2020). *Generational differences in workers' expectations: Millennials want more of the same things*. *European Management Review*, 17(4), 901–914. <https://doi.org/10.1111/emre.12405>
- Mahfuth, A., Yussof, S., Baker, A. A., & Ali, N. A. (2017). *A systematic literature review: Information security culture*. In *Proceedings of the International Conference on Research and Innovation in Information Systems (ICRIIS)* (pp. 1–6). IEEE. DOI:[10.1109/ICRIIS.2017.8002442](https://doi.org/10.1109/ICRIIS.2017.8002442)
- Marlapa, E., & Endri, E. (2024). *Work stress, organizational commitment, and turnover intention: The intervening role of work satisfaction*. *Jurnal Aplikasi Manajemen dan Bisnis*, 10(2), Article 5031. <https://doi.org/10.17358/jabm.10.2.503>
- Man, T. W., Lau, T., & Chan, K. F. (2002). *The competitiveness of small and medium enterprises: A conceptualization with focus on entrepreneurial competencies*. *Journal of business venturing*, 17(2), 123-142. [https://doi.org/10.1016/S0883-9026\(00\)00058-6](https://doi.org/10.1016/S0883-9026(00)00058-6)
- Mansyah, J., & Rojuaniah. (2020). *The effect of servant leadership and compensation on turnover intention through organizational commitment*. *Journal of Multidisciplinary Academic (JoMA)*, 4(6), 439-453.
- Markard, J., Raven, R., & Truffer, B. (2012). *Sustainability transitions: An emerging field of research and its prospects*. *Research Policy*, 41(6), 955–967
- Maswani, Y. S. T., Rahmat, A., & Rina, A. (2019). *The relationship between organizational culture and job satisfaction towards organizational*

- commitment and employee performance. RJOAS, 4(88), 144.*  
<https://doi.org/10.18551/rjoas.2019-04.19>
- Mathis, L. R., & Jackson, H. J. (2006). *Human resource management: Essential perspectives* (3rd ed.). Thomson Corporation.
- Mathis, R. L. (2001). *Manajemen sumber daya manusia*. Thomson Learning
- Mathis, R. L., & Jackson, J. H. (2011). *Manajemen sumber daya manusia* (10th ed.). Jakarta: Salemba Empat.
- Mathis, R., & Jackson, J. (2009). *Human resource management* (12th ed.). Mason, OH: Thomson South-Western.
- McMillan, J. H., & Schumacher, S. (2001). *Research in education*. Longman.
- Meilani, Y. F. C. P., Tan, J. D., Murwani, F. D., Bernarto, I., & Sudibjo, N. (2021). *Motivating and retaining generation Z faculty members in private universities. Journal of Educational and Social Research, 11(1), 245–255.*  
<https://doi.org/10.36941/jesr-2021-0022>
- Mekpor, B., & Dartey-Baah, K. (2020). *Beyond the job description: Exploring the mediating role of leaders' emotional intelligence on the nexus between leadership styles and voluntary workplace behaviours in the Ghanaian banking sector. Journal of Management Development, 39(2), 240-252.*  
<https://doi.org/10.1108/JMD-04-2019-0104>
- Mengjiao, Z., Arshad, A. M., & Yating, L. (2023). *The relationship between organizational culture and turnover intention: A literature review study. International Journal of Academic Research in Economics and Management Sciences, 12(4), 78–89.*
- Meyer JP, Natalie JA (2002). *Commitment in the Workplace Theory Research and Application*. California: Sage Publications.
- Meyer, J. P., & Allen, N. J. (1997). *Commitment in the workplace: Theory, research, and application*. Sage Publications.
- Mittal, E., & Kaur, N. (2018). *Impact of organizational citizenship behavior on employee retention in the banking sector. International Journal for Research in Engineering Application & Management, 3(10), 2454–9150.*  
<https://doi.org/10.18231/2454-9150.2018.0019>
- Mittal, S. (2016). *Effects of transformational leadership on turnover intention in IT SMEs. International Journal of Manpower, 37(8), 1322–1346*
- Moore, S. J., Durst, P. T., Ritter, C., Nobrega, D., & Barkema, H. W. (2020). *Effects of employer management on employee recruitment, satisfaction, engagement, and retention on large US dairy farms. Journal of Dairy Science, 103(8), 8482–8493.* <https://doi.org/10.3168/jds.2019-18025>

- Moorhead, G., & Griffin, R. W. (2013). *Perilaku organisasi* (A. Dharma, Trans.). Salemba Empat.
- Morgan, D. W., & Krejcie, R. V. (1970). *Determining sample size for research activities*. *Educational and Psychological Measurement*, 30(3), 607–610.
- Moshabi, C. S., Schultz, C. M., & du Plessis, F. (2024). *The relationship between organisational commitment, job satisfaction and employee retention of detectives in the SAPS in the City of Tshwane*. *SA Journal of Human Resource Management*, 22. <http://dx.doi.org/10.4102/sajhrm.v22i0.2266>
- Moshabi, C. S., Schultz, C. M., & Du Plessis, F. (2024). *The relationship between organisational commitment, job satisfaction and employee retention of detectives in the SAPS in the City of Tshwane*. *SA Journal of Human Resource Management*, 22(0), Article a2266 <https://doi.org/10.4102/sajhrm.v22i0.2266>
- Mowday, R. T., Porter, L. W., & Steers, R. M. (1982). *Employee organization linkages: The psychology of commitment, absenteeism, and turnover*. Academic Press Inc.
- Muafi, M., & Roostika, R. (2022). *MSMEs business sustainability models in Indonesia*. *International Journal of Sustainable Development and Planning*, 17(1), 207–217. <https://doi.org/10.18280/ijstdp.170120>
- Muma, M. M., Ocheo, C., Nzulwa, J., Ombui, K., Odhiambo, R., Wekesa, S., Omondi, M., Lumiti, P. A., & Charles, M. (2019). *Influence of employee relations strategies on retention of employees in universities in Kenya*. *International Journal of Social Science and Humanities Research*, 7(2), 1–27.
- Mu, W., Sun, Q., Gang, Y., & Yin, C. (2025). *The relationship between organizational climate and economic-opportunity commitment in grassroots civilian police: Chain mediating role of perceived social support and workplace loneliness*. *Acta Psychologica*, 261, 105765. <https://doi.org/10.1016/j.actpsy.2025.105765>
- Mwita, K., Mwoka, D., & Mwakasangula, E. (2023). *The impact of organisational culture on turnover intentions among lecturers in Tanzania's public universities*. *East Africa Journal of Social and Applied Sciences*, 5(1), 80–97, <https://doi.org/10.2022/eaj-sas.v5i1.153>
- Naa, W., Jasfar, F., Warsindah, L., & Kristaung, R. (2022). *Servant leadership's contribution to organizational culture-mediated job-related outcomes and leader-related outcomes*. *Journal of Economics, Management and Trade*, 28(11), 35-44. <https://doi.org/10.9734/JEMT/2022/v28i111053>
- Naalu, E. (2021). *A review of employee retention strategies: Implications for future research*. *European Journal of Business and Management*, 1(1), 20–29. <https://doi.org/10.7176/ejbm/13-1-03>

- Naqshbandi, M. M., & Tabche, I. (2018). *The interplay of leadership, absorptive capacity, and organizational learning culture in open innovation: Testing a moderated mediation model*. *Technological Forecasting and Social Change*, *133*, 156–167. <https://doi.org/10.1016/j.techfore.2018.03.017>
- Nawawi, H., & Nawawi, M. (1992). *Instrumen penelitian bidang sosial*. Gadjah Mada University.
- Naz, S., Li, C., Nisar, Q. A., Khan, M. A. S., Ahmad, N., & Anwar, F. (2020). *A study in the relationship between supportive work environment and employee retention: Role of organizational commitment and person–organization fit as mediators*. *SAGE Open*, *10*(2), 1–20. <https://doi.org/10.1177/2158244020924694>
- Ndiango, S., Gabriel, D., & Changalima, I. A. (2024). *Give me my flowers before I die! Linking employee recognition, job satisfaction and employee retention in logistics companies: A multigroup analysis*. *Social Sciences & Humanities Open*, *10*, 101053. <https://doi.org/10.1016/j.ssaho.2024.101053>
- Nelson, V. Y. F., Dantes, K. R., & Ariawan, I. P. W. (2020). *Kontribusi kepemimpinan pelayan kepala sekolah, etos kerja, budaya kerja, komitmen organisasi terhadap profesionalisme guru*. *Jurnal Administrasi Pendidikan Indonesia*, *11*(1), 21–31. <https://doi.org/10.23887/japi.v11i1.3194>
- Nelson, A., & Fitriana, A. (2024). *What do explore employee retention factors: The mediating role of job satisfaction*. *JBTI: Jurnal Bisnis: Teori dan Implementasi*, *15*(2), 125–142. <https://doi.org/10.18196/jbti.v15i2.20492>
- Newstrom, J. W., & Davis, K. (2002). *Organization behavior: Human behavior at work* (11th ed.). McGraw-Hill Irwin.
- Ngaeni, D. S., & Iwan. (2024). *The effects of psychological contracts and organizational support on organizational commitment behavior on millennial generation employees*. *Jurnal Aplikasi Manajemen dan Bisnis (JABM)*, *10*(1).
- Ng'ethe, J. M., Namusonge, G. S., & Iravo, M. A. (2012). *Influence of leadership style on academic staff retention in public universities in Kenya*. *International Journal of Business and Social Science*, *3*(21), 297–303.
- Nurakhim, B., Priyono, S., & Madiistriyatno, H. (2023). *Budaya organisasi* (Cetakan pertama). Yayasan Pendidikan Cendekia.
- Nurisman, H. (2019). *Pengaruh lingkungan kerja, budaya organisasi, pengembangan karyawan, dan kepuasan kerja terhadap retensi karyawan generasi Y di PT Pamapersada Nusantara*. *Jurnal STEI Ekonomi*, *27*(02), 123–134. <https://doi.org/10.36406/jemi.v27i01.151>
- Nurjanah, S., Pebianti, V., & Handaru, A. W. (2020). *The influence of transformational leadership, job satisfaction, and organizational commitments on organizational citizenship behavior (OCB) in the*

*inspectorate general of the Ministry of Education and Culture. Cogent Business & Management*, 7(1), 1793521.  
<https://doi.org/10.1080/23311975.2020.1793521>

- Ochurub, M., Jeremiah, A., & Iipumbu, S. (2022). *The influence of career development practices on employee retention in the mining industry in Namibia. International Journal of Research and Innovation in Social Science (IJRISS)*, 6(6)
- Ojogiwa, O. T., & Qwabe, B. R. (2021). *Leveraging on the management of organisational cultural change for an improved change outcome in the Nigerian public health sector. African Journal of Governance and Development*, 10(1), 71-87.
- Oladapo, V. (2014). *The impact of talent management on retention. Journal of Business Studies Quarterly*, 5(3), 2152-1034.
- Oppenheim, A. N. (1966). *Questionnaire: Design and Attitude Measurement*. New York: Basic Books.
- Opoku, M. A., Choi, S. B., & Kang, S. W. (2019). *Servant leadership and innovative behaviour: An empirical analysis of Ghana's manufacturing sector. Sustainability*, 11(22), 6273. <https://doi.org/10.3390/su11226273>
- Oupen, S. M., Agung, A. A. G., & Yudana, I. M. (2020). *Kontribusi kepemimpinan transformasional, budaya organisasi, disiplin kerja, dan motivasi kerja terhadap komitmen organisasional guru SD. Jurnal Administrasi Pendidikan Indonesia*, 11(1), 32–41. <https://doi.org/10.23887/japi.v11i1.3167>
- Paais, M., & Pattiruhu, J. R. (2020). *Effect of motivation, leadership, and organizational culture on satisfaction and employee performance. Journal of Asian Finance, Economics and Business*, 7(8), 577–588. <https://doi.org/10.13106/jafeb.2020.vol7.no8.577>
- Panca, A., Adhi Purusa, N., Aqmala, D., & Wibowo, E. S. (2023). *Pengaruh kompensasi, lingkungan kerja, dan perceived organizational support (POS) terhadap retensi karyawan pada PT. Saprotan Utama Nusantara Semarang. Economics and Digital Business*, 5(2), 139–152. <https://doi.org/10.37531/ecotal.v5i2>
- Pasricha, P., Singh, B., & Verma, P. (2017). *Ethical leadership, organic organizational cultures, and corporate social responsibility: An empirical study in social enterprises. Journal of Business Ethics*, 146(1), 127–144. <https://doi.org/10.1007/s10551-017-3568-5>
- Pathan, M. S. K. (2022). *The influence of organizational culture on employee commitment and turnover intentions. International Research Journal of Management and Social Sciences*, 3(4), Oct-Dec. <https://doi.org/10.5281/zenodo.10115346>

- Pertiwi, N. K. A. Y., & Supartha, I. W. G. (2021). *The effect of compensation and organizational commitment on employee satisfaction and retention. American Journal of Humanities and Social Sciences Research (AJHSSR)*, 5(3), 333-342
- Porter, C. M., & Rigby, J. R. (2021). *The turnover contagion process: An integrative review of theoretical and empirical research. Journal of Organizational Behavior*, 42(2), 212–228. <https://doi.org/10.1002/job.2483>
- Prajodi, G., & Amalya, W. R. (2024). *Pengembangan karir dan kompensasi terhadap retensi karyawan pada Generasi Z di Bandar Lampung. Jurnal Administrasi Bisnis (JAB)*, 14(2), 176.
- Prastya, G., & Fu'ad, E. N. (2022). *Mediasi kepuasan kerja pada hubungan lingkungan kerja dengan retensi karyawan. Jurnal Dinamika Ekonomi & Bisnis*, 19(2), 213–226. <https://doi.org/10.34001/jdeb.v19i2.3719>
- Pratama, E. N., Suwarni, E., Handayan, & Maidiana, A. (2021). *Pengaruh kepuasan kerja dan komitmen organisasi terhadap turnover intention dengan person-organization fit sebagai variabel moderasi. Journal of Economic and Business Research*, 1(1), 18–28.
- Purba, M. Y., & Ruslan, S. (2020). *Influence of compensation, career development, and job satisfaction on turnover intention. Dinasti International Journal of Economics, Finance & Accounting*, 1(4), 642–658. <https://doi.org/10.38035/dijefa.v1i4.542>
- Purbasari, T., & Abadi, F. (2022). *The influence of organizational culture and leadership style on employee experience and its impact on retention. Fair Value: Jurnal Ilmiah Akuntansi dan Keuangan*, 4(Special Issue 3), 1172–1180. <https://doi.org/10.32670/fairvalue>
- Putra, P. G. N., Dantes, K. R., & Ariawan, I. P. W. (2020). *Hubungan stres kerja, budaya organisasi, motivasi, dan komitmen organisasi terhadap kinerja guru. Jurnal Administrasi Pendidikan Indonesia*, 11(2), 118–128. <https://doi.org/10.23887/japi.v11i2.3311>
- Qureshi, M. A., Qureshi, J. A., Thebo, J. A., Shaikh, G. M., Brohi, N. A., & Qaiser, S. (2019). *The nexus of employee's commitment, job satisfaction, and job performance: An analysis of FMCG industries of Pakistan. Cogent Business & Management*, 6(1), 1654189. <https://doi.org/10.1080/23311975.2019.1654189>
- Ragupathi. (2014). *The employee retention practices of MNC's in Hyderabad. Research Journal of Management Sciences*, 2(4), 21-24.
- Rachman, M. M., Handayani, C. M. S., & Sugijanto. (2022). *The mediating role of job satisfaction: The impact of organizational commitment on employee intention to quit. Asia-Pacific Management and Business Application*, 11(2), 201–220. <https://doi.org/10.21776/ub.apmba.2022.011.02.5>

- Ramadhan, D. F. (2023). *The effect of employee engagement and organizational culture on employee performance through turnover intention as an intervening variable. Educational Journal of History and Humanities*, 6(3), 1965–1984. <https://doi.org/10.24815/jr.v6i3.34177>
- Ramalu, S. S., & Kalimuthu, M. (2022). *Servant leadership and retention of IT professionals: Does job embeddedness matter? Information Sciences Letters*, 11(3), 799–808. Natural Sciences Publishing. <http://dx.doi.org/10.18576/isl/110311>
- Rashid, A. M. M., & Ilkhanizadeh, S. (2022). *The effect of servant leadership on job outcomes: The mediating role of trust in coworkers. Frontiers in Communication*. <https://doi.org/10.3389/fcomm.2022.928066>
- Rayadi. (2012). *Faktor Sumber Daya Manusia Yang Meningkatkan Kinerja Karyawan dan Organisasi Di Kalbar. Jurnal EKSOS*, 8(2), 114–119.
- Rehman, W. U., Degirmen, S., Hassan, M., Jalil, F., & Islam, F. (2021). *Revisiting the role of servant leadership and workplace spirituality on employees' retention: A mediating role of employee engagement. International Journal of Innovation, Creativity and Change*, 15(2)
- Renyut, B. C. (2017). *The effect of organizational commitment and competence on job satisfaction and employees' performance in Maluku Governor's Office. IOSR Journal of Business and Management (IOSR-JBM)*, 19(11), 18–29. <https://doi.org/10.9790/487X-1911031829>
- Rigdon, E. E. (2016). *Choosing PLS path modeling as analytical method in European management research: A realist perspective. European Management Journal*, 1–8. <https://doi.org/10.1016/j.emj.2016.05.006>
- Rihi, Y. K., Agung, A. A. G., & Natajaya, I. N. (2020). *Kontribusi kepemimpinan demokratis kepala sekolah, budaya organisasi, kepuasan kerja dan motivasi kerja terhadap kinerja guru SMP swasta Kecamatan Kuta Utara. Jurnal Administrasi Pendidikan Indonesia*, 11(2), 129–138. <https://doi.org/10.23887/japi.v11i2.3309>
- Ringle, C. M., Wende, S., & Becker, J.-M. (2015). *SmartPLS 3*. Boenningstedt.
- Robbins SP (2006). *Essentials of Organization Behavior*. New Jersey: Prentice-Hall International Inc.
- Robbins, S. P. (2003). *Perilaku organisasi: Konsep, kontroversi dan aplikasi (Jilid I)*. PT. Prehalindo Persada.
- Robbins, S. P. (2006). *Organizational behavior: Concepts, controversies, and application (10th ed.)*. Prentice Hall.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku organisasi (Jilid I & II) (Edisi Bahasa Indonesia)*. Tim Indeks, P.T. Indeks Kelompok Gramedia.

- Robbins, S. P., & Judge, T. A. (2011). *Organizational behavior* (14th ed.). Prentice Hall.
- Robbins, S. P., & Judge, T. A. (2014). *Essentials of organizational behavior* (12th ed.). Pearson.
- Robbins, S. P., & Judge, T. A. (2015). *Essentials of organizational behavior* (12th ed.). Pearson.
- Robbins, S. P., & Judge, T. A. (2015). *Perilaku organisasi* (A. Dharma, Trans.). Salemba Empat.
- Robbins, S.P. and Coulter, M. (2002) *Management. 7th Edition*, Prentice Hall, New Jersey.
- Robbins, S.P., dan Judge, T. (2013), *Organizational Behavior*, Fifteenth Edition, Prentice Hall
- Rosawidiani, N. S., Sulindawati, N. L. G. E., & Sunu, I. G. K. A. (2022). *Hubungan gaya kepemimpinan transformasional, gaya komunikasi, etos kerja dan motivasi kerja terhadap kinerja guru di SMK Negeri 1 Tejakula*. *Jurnal Administrasi Pendidikan Indonesia*, 13(2), 208–219. [https://doi.org/10.23887/jurnal\\_ap.v13i2.1745](https://doi.org/10.23887/jurnal_ap.v13i2.1745)
- Salsabila, A. A., Fakhri, M., Silvianita, A., Wardhana, A., & Saragih, R. (2021). *The effect of organizational culture and work motivation on employee job satisfaction*. *International Conference on Industrial Engineering and Operations Management*. Singapore.
- Santika, R. R., Liswandi, & Hidayah, Z. (2021). *Mediating role of job satisfaction in the relationship between retention, commitment, and competence in improving performance*. *JHSS (Journal of Humanities and Social Studies)*, 5(2), 184-189. <https://journal.unpak.ac.id/index.php/jhss>
- Saputra, H. H., Agung, A. A. G., Yudana, M., & Dantes, K. R. (2024). *The influence of transformational leadership on organizational commitment and its impact on teacher performance of primary school in East Lombok Regency*. *International Journal of Religion*, 5(3), 345–352. <https://doi.org/10.61707/vfttyy32>
- Sari, R. K., & Bayudhirgantara, E. M. (2022). *Job satisfaction as an intervening in employee retention: Empirical study on logistics company*. *International Journal of Research and Innovation in Social Science (IJRISS)*, 6(8).
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2017). *Partial least squares structural equation modelling*. <https://doi.org/10.1007/978-3-319-05542-8>
- Saunders, M., Lewis, P., & Thornhill, A. (2012). *Research methods for business students* (9th ed.). Pearson Education Limited.
- Scaliza, J. A. A., Jugend, D., Jabbour, C. J. C., Latan, H., Armellini, F., Twigg, D., & Andrade, D. F. (2022). *Relationships among organizational culture, open*

- innovation, innovative ecosystems, and performance of firms: Evidence from an emerging economy context.* *Journal of Business Research*, 140, 264–279. <https://doi.org/10.1016/j.jbusres.2021.10.065>
- Schein, E., H. (2016). *Organizational Culture and Leadership*. New Jersey: John Wiley & Sons
- Schermerhorn, J. R. (2007). *Organizational behavior* (11th ed.). John Wiley & Sons. <https://doi.org/10.12737/4477>
- Senbeto, D. L., Hon, A. H., & Law, R. (2022). *Organizational cultures determine employee innovation in response to seasonality: Regulatory processes of openness and resistance.* *Journal of Hospitality & Tourism Research*, 46(6), 1122–1146. <https://doi.org/10.1177/10963480211011629>
- Sendjaya, S., Sarros, J. C., & Santora, J. C. (2008). *Defining and measuring servant leadership behaviour in organizations.* *Journal of Management Studies*, 45(2), 402–424.
- Setiawan, D. P., & Harahap, P. (2016). *Pengaruh komitmen organisasi, kompensasi, dan karakteristik pekerjaan terhadap turnover intention dengan kepuasan kerja sebagai variabel intervening (studi pada PT. Sido Muncul Semarang).* *Jurnal Riset Ekonomi dan Bisnis*, 9(3).
- Setyaningrum, R. P. (2017). *Relationship between servant leadership in organizational culture, organizational commitment, organizational citizenship behaviour, and customer satisfaction.* *European Research Studies Journal*, XX(3A), 554–569.
- Sharma, S., & Aparicio, E. (2022). *Organizational and team culture as antecedents of protection motivation among IT employees.* *Computers & Security*, 114, 102774. <https://doi.org/10.1016/j.cose.2022.102774>
- Sheikh, A., Mahmood, N., Ismail, A., Tariq, N. A., & Tabassum, M. F. (2021). *Influence of servant leadership on faculty retention in private higher education institutes (HEIs): A reflective formative approach.* *Webology*, 18(6)
- Sishuwa, Y., & Phiri, J. (2020). *Factors influencing employee retention in the transport and logistics industry.* *Open Journal of Social Sciences*, 8(6), 145–160. <https://doi.org/10.4236/jss.2020.86013>
- Sitaniapessy, S. S., Armanu, A., & Kurniawati, D. T. (2023). *The effect of talent management and perceived organizational support on employee retention mediated by organizational commitment.* *International Journal of Social Service and Research*, 3(8), 1910-1918. <https://doi.org/10.46799/ijssr.v3i8.470>
- Situmorang, I. B., & Heryjanto, A. (2023). *The influence of job satisfaction, workload, and organizational commitment on turnover intention mediated by emotional exhaustion (Empirical study: PT XYZ employees in Bekasi).*

*International Journal of Research and Reviews*, 3(1), 248–255. E-ISSN: 2349-9788, P-ISSN: 2454-2237.

- Smith, B. N., Montagno, R. V., & Kuzmenko, T. N. (2004). *Transformational and servant leadership: Content and contextual comparisons*. *Journal of Leadership and Organizational Studies*, 10(4), 80–91.
- Soenanta, A., Akbar, M., & Sariwulan, R. T. (2021). *Effect of job design and organizational commitment to employee retention in a lighting company*. *Linguistics and Culture Review*, 5(S3), 1161-1171. <https://doi.org/10.21744/lingcure.v5nS3.1834>
- Sugihartini, N. M., Agung, A. A. G., & Dantes, K. R. (2018). *Kontribusi Implementasi Manajemen Sekolah Berbasis Nilai-Nilai Kearifan Lokal Tri Hita Karana, Kepemimpinan Pelayan Kepala Sekolah Dan Kepuasan Kerja Terhadap Komitmen Organisasional Guru Di Smp Negeri Kota Singaraja Buleleng*. *Jurnal Administrasi Pendidikan Indonesia*, 9(2), 111–123.
- Spears, L. C. (1995). *Reflections on leadership: How Robert K. Greenleaf's theory of servant-leadership influenced today's top management thinkers*. New York, NY: John Wiley.
- Spears, L. C., & Lawrence, M. (Eds.). (2002). *Focus on leadership: Servant-leadership for the twenty-first century*. New York, NY: John Wiley.
- Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences*. Thousand Oaks, CA: Sage Publications, Inc.
- Steers, R. M. (1977). *Antecedents and outcomes of organizational commitment*. *Administrative Science Quarterly*, 22(1), 46–56.
- Steers, R. M. (1988). *Introduction to organizational behavior*. Scott, Foresman and Company.
- Steil, A. V., de Cuffa, D., Horn Iwaya, G., & Pacheco, R. C. dos S. (2023). *Perceived learning opportunities, behavioral intentions and employee retention in technology organizations*. *Journal of Workplace Learning*, 35(2), 1-20.
- Sugiono. (2006). *Metode Penelitian Administrasi*. Bandung: Alfabeta Bandung.
- Sugiono. (2013). *Metode penelitian kuantitatif, kualitatif, dan R & D* (19th ed.). Alfabeta.
- Sugiono. (2013). *Metode penelitian kuantitatif, kualitatif, dan R & D* (19th ed.). Alfabeta.
- Sumarsi, S., & Rizal, A. (2022). *The effect of competence and quality of work life on organizational citizenship behavior (OCB) with organizational commitment mediation*. *International Journal of Social and Management Studies (IJOSMAS)*, 2(6), 1–20.

- Sunarni, S., & Sultoni, S. (2023). *Unveiling the influence of servant leadership on teacher job satisfaction: A study on the mediating effects of work motivation, organizational culture, and organizational climate*. *Jurnal Kependidikan: Jurnal Hasil Penelitian dan Kajian Kepustakaan di Bidang Pendidikan, Pengajaran dan Pembelajaran*, 9(2), 605-617. <https://doi.org/10.33394/jk.v9i2.7817>
- Suryani, N. K., Santanu, G., & Karwini, N. K. (2023). *Enhancing employee retention in the education sector: The role of training and satisfaction*. *Jurnal Siasat Bisnis*, 27(2), 208-218. <https://doi.org/10.20885/jsb.vol27.iss2.art6>
- Syal, A., Rosnani, T., Daud, I., Kalis, M. C. I., & Hendri, M. I. (2024). *The influence of reward, work-life balance on employee retention: The mediating effect of job satisfaction Generation Z employees in West Kalimantan*. *Journal of Management Science*, 7(1), 270-279. <https://www.exsys.iocspublisher.org/index.php/JMAS>
- Syal, A., Rosnani, T., Daud, I., Kalis, M. C. I., & Hendri, M. I. (2024). *The influence of reward, work-life balance on employee retention: The mediating effect of job satisfaction Generation Z employees in West Kalimantan*. *Management Science and Field*, 7(1). <https://doi.org/10.35335/jmas.v7i1.384>
- Tabatabaei, S. (2021). *A new model for evaluating the impact of organizational culture variables on the success of knowledge management in organizations using the TOPSIS multi-criteria algorithm: Case study*. *Computers in Human Behavior Reports*, 4, 100136. <https://doi.org/10.1016/j.chbr.2024.100417>
- Tamrin, B., & Hanoky, A. (2023). *The mediating effect of job satisfaction and organizational commitment on employee turnover*. *JPEK (Jurnal Pendidikan Ekonomi dan Kewirausahaan)*, 7(1), 227–234. <https://doi.org/10.29408/jpek.v7i1.13370>
- Thanh, V. B., & Toan, N. V. (2018). *The relationship between organizational justice and social loafing in Ho Chi Minh City, Vietnam*. *The Journal of Asian Finance, Economics and Business*, 5(3), 179–183. <https://doi.org/10.13106/jafeb.2018.vol5.no3.179>
- Tnay, E., Othman, A. E. A., Siong, H. C., & Lim, S. L. O. (2013). *The influences of job satisfaction and organizational commitment on turnover intention*. *Procedia - Social and Behavioral Sciences*, 97, 201-208. <https://doi.org/10.1016/j.sbspro.2013.10.223>
- Tracey, J. B., & Hinkin, T. R. (2008). *Contextual factors and cost profiles associated with employee turnover*. *Cornell Hospitality Quarterly*, 49(1), 12–27. <https://doi.org/10.1177/0010880407310191>

- Trompenaars, F., & Voerman, E. (2010). *Harnessing the strength of the world's most powerful management philosophy: Servant-leadership across cultures*. New York, NY: McGraw-Hill.
- Tuckman, B. W., & Harper, B. E. (2012). *Conducting educational research* (6th ed.). Rowman & Littlefield Publishers.
- Uktutias, S. A. M., Iswati, S., Hadi, C., & Suhariadi, F. (2022). *Servant leadership and job satisfaction and organizational commitment: Empirical evidence from Surabaya health care sector*. *Open Access Macedonian Journal of Medical Sciences*, 10(E), 1082-1093. <https://doi.org/10.3889/oamjms.2022.9237>
- Ushakov, D., & Shatila, K. (2021). *The impact of workplace culture on employee retention: An empirical study from Lebanon*. *Journal of Asian Finance, Economics, and Business*, 8(12), 541–549. <https://doi.org/10.13106/jafeb.2021.vol8.no12.0541>
- Utami, L. P. S., Agung, A. A. G., & Divayana, D. G. H. (2018). *Kontribusi implementasi manajemen sekolah berbasis nilai-nilai kearifan lokal Tri Hita Karana, kepemimpinan pelayanan kepala sekolah, kepuasan kerja, dan komitmen organisasional terhadap kinerja guru SMP di Kecamatan Gerokgak*. *Jurnal Administrasi Pendidikan Indonesia (JAPI)*, 9(2), 88–100
- Utami, P. R., & Sitohang, E. M. K. (2019). *Effect of organizational culture intensity on job satisfaction*. *Jurnal Administrasi Kesehatan Indonesia*, 7(2), 116–122. <https://doi.org/10.20473/jaki.v7i2.2019.116-122>
- Uzun, T., & Özdem, G. (2017). *The Mediating Role of Job Satisfaction on the Relationship between Teachers' Perceptions of Supervisor Support and Job Performances*. *International Journal of Educational Administration and Policy Studies*, 9(July), 84–90. <https://doi.org/10.5897/IJEA PS2017.0519>
- Venkatesan, S., Ramu, V., Vel, H. R. J. S., & Vidya, B. (2023). *The relationship between organizational culture and employee retention strategies*. *Journal of Harbin Engineering University*, 44(7), 123–132.
- Vrcelj, N., Bevanda, V., & Bevanda, N. (2022). *Servant leadership: Influence of job satisfaction and organizational commitment*. *Management: Journal of Sustainable Business and Management Solutions in Emerging Economies*. <https://doi.org/10.7595/management.fon.2022.0009>
- Vroom, V. H. (1964). *Work and motivation*. San Francisco, CA: Jossey-Bass.
- Wakabi, B. M. (2016). *Leadership style and staff retention in organisations*. *International Journal of Science and Research (IJSR)*, 5(1). ISSN 2319-7064
- Wang, R., & Krosnick, J. A. (2020). *Middle alternatives and measurement validity: A recommendation for survey researchers*. *International Journal of Social Research Methodology*, 23(2), 169–184. <https://doi.org/10.1080/13645579.2019.1645384>

- Warwick, D. P., & Linenger, C. A. (1975). *The sample survey: Theory and practice*. McGraw-Hill Book Company.
- Waseem, M., Iftikhar, U., & Naseer, H. (2023). *The influence of leadership styles on employee retention in the electronic media industry: A mediation model examining the role of job satisfaction*. *Human Nature Journal of Social Sciences*, 4(2), 115–127.
- Werang, Basilius. R., Jim, E. L., Pio, R. J., Asaloei, S. I., Leba, S. M. R., & Angelianawati, D. (2024). *Work-related stress, emotional exhaustion, job satisfaction, and organizational commitment of Indonesian healthcare workers*. *International Journal of Religion*, 5(5), 308–316. <https://doi.org/10.61707/6fzykj38>
- Wexley, K. N., & Yukl, G. A. (2005). *Perilaku organisasi dan psikologi personalia* (Alih bahasa M. Shobaruddin). PT. Rineka Cipta
- Widayanthi, D. G. C., Yudana, I. M., Agung, A. A. G., & Ariawan, I. P. W. (2024). *Effect of workplace spirituality and servant leadership on service quality in higher education: A mediation model of job satisfaction*. *Global Business & Finance Review*, 29(3), 57–67. <https://doi.org/10.17549/gbfr.2024.29.3.57>
- Wijethilake, C., Upadhaya, B., & Lama, T. (2021). *The role of organisational culture in organisational change towards sustainability: Evidence from the garment manufacturing industry*. *Production Planning & Control*, 1–20.
- Willis, C. D., Saul, J., Bevan, H., Scheirer, M. A., Best, A., Greenhalgh, T., & Jenkins, E. (2016). *Sustaining organizational culture change in health systems*. *Journal of Health Organization and Management*, 30(5), 841–857
- Wood, S., Van, Veldhoven, M., Croon, M., de Menezes, L.M., 2012. *Enriched job design, high involvement management and organizational performance: the mediating roles of job satisfaction and well-being*. *Hum. Relat.* 65 (4), 419–445.
- Wright, T. A., Cropanzano, R., & Bonett, D. G. (2007). *The moderating role of employee positive wellbeing on the relation between job satisfaction and job performance*. *Journal of Occupational Health Psychology*, 12(2), 93–104. <https://doi.org/10.1037/1076-8998.12.2.93>
- Yudana, I Made, Anak Agung Gede Agung dan I Putu Wisna Ariawan. 2024. *"Effect of Workplace Spirituality and Servant Leadership on Service Quality in Higher Education: A Mediation Model of Job Satisfaction"*. *Global Business and Finance Review*. People and Global Business Association. Vol.29,
- Yuliani, L., Agung, A. A. G., & Yudana, I. M. (2023). *Kontribusi kepemimpinan transformasional, supervisi akademik, iklim kerja, dan budaya organisasional terhadap prestasi kerja guru*. *Jurnal Administrasi Pendidikan Indonesia*, 14(1), 89–100. [https://doi.org/10.23887/jurnal\\_ap.v14i1.1846](https://doi.org/10.23887/jurnal_ap.v14i1.1846)

Yuliantini, T., Rahmat, A., Marlapa, E., Malihah, F. D., & Endri. (2024). *The effects of employee relations, workplace well-being, and compensation on turnover intentions: The mediation role of work stress. Jurnal Aplikasi Manajemen dan Bisnis*, 10(3). <http://dx.doi.org/10.17358/jabm.10.3.931>

Zopiatis, A., Constanti, P., Theocharous, A.L., 2014. *Job involvement, commitment, satisfaction and turnover: evidence from hotel employees in Cyprus. Tour. Manag.* 41, 129–140.

