

## DAFTAR REFERENSI

- Al-Suraihi, W. A., Samikon, S. A., Al-Suraihi, A.-H. A., & Ibrahim, I. (2021). Employee turnover: Causes, importance and retention strategies. *European Journal of Business and Management Research*, 6(3), 1–10. <https://doi.org/10.24018/ejbmr.2021.6.3.893>.
- Baraweri, S. A., S. (2015). Analisis pengaruh budaya organisasi, kepuasan kerja, dan kepemimpinan terhadap komitmen organisasi (Studi pada karyawan Kantor Wilayah Bank BRI Semarang). *Dip-onegoro Journal of Management*, 4(4), 1–12.
- Berhanu, K. Z. (2023). Mediating role of job satisfaction on the relation between staff development and performance. *Cogent Education*, 10(1). <https://doi.org/10.1080/2331186X.2023.2207408>.
- Can, A., & Yasri. (2016). Pengaruh motivasi kerja, kepuasan kerja dan komitmen organisasi terhadap kinerja karyawan pada Bank Nagari. *Jurnal Riset Manajemen Bisnis dan Publik*, 4(1), 1–26.
- Coco, L. K., Heidler, P., Fischer, H. A., Albanese, V., Marzo, R. R., & Kozon, V. (2023). When the Going Gets Challenging—Motivational Theories as a Driver for Workplace Health Promotion, Employees Well-Being and Quality of Life. *Behavioral Sciences*, 13(11), 898. <https://doi.org/10.3390/bs13110898>
- Cooper, D., & Schindler, P. (2008). *Business research methods* (10th ed.). McGraw-Hill/Irwin.
- Djoemadi, F. R., Setiawan, M., Noermijati, N., & Irawanto, D. W. (2019). The effect of work satisfaction on employee engagement. *Polish Journal of Management Studies*, 19(2), 101–111. <https://doi.org/10.17512/pjms.2019.19.2.08>.
- Eliyana, A., Ma'arif, S., & Muzakki. (2019). Job satisfaction and organizational commitment effect in the transformational leadership towards employee performance. *European Research on Management and Business Economics*, 25(3), 144–150. <https://doi.org/10.1016/j.iedeen.2019.05.001>.
- Hamidi. (2010). *Metode penelitian kualitatif: Pendekatan praktis penulis proposal dan laporan penelitian*. Cetakan Pertama. UMM pers.
- Hasanah, H. (2017). Teknik-teknik observasi (Sebuah alternatif metode pengumpulan data kualitatif ilmu-ilmu sosial). *At-Taqaddum*, 8(1), 21–46. <https://doi.org/10.21580/at.v8i1.1163>
- Helaluddin, & Wijaya, H. (2019). *Analisa data kualitatif: Sebuah tinjauan teori dan praktik*.

Sekolah Tinggi Theologia Jaffray.

- Hoboubi, N., Choobineh, A., Kamari Ghanavati, F., Keshavarzi, S., & Akbar Hosseini, A. (2017). The impact of job stress and job satisfaction on workforce productivity in an Iranian Petrochemical Industry. *Safety and Health at Work*, 8(1), 67–71. <https://doi.org/10.1016/j.shaw.2016.07.002>.
- Homocianu, D., Plopeanu, A., Florea, N., & Andrieş, A. M. (2019). Exploring the Patterns of Job Satisfaction for Individuals Aged 50 and over from Three Historical Regions of Romania. An Inductive Approach with Respect to Triangulation, Cross-Validation and Support for Replication of Results. *Applied Sciences*, 10(7), 2573. <https://doi.org/10.3390/app10072573>
- Kaharuddin. (2021). Kualitatif: Ciri dan karakter sebagai metodologi. *Equilibrium: Jurnal Pendidikan*, 9(1), 1–8. <https://doi.org/10.26618/equilibrium.v9i1.4489>
- Lee, M., & Kim, B. (2023). Effect of Employee Experience on Organizational Commitment: Case of South Korea. *Behavioral Sciences*, 13(7), 521. <https://doi.org/10.3390/bs13070521>
- Maghfiroh, T. H. (2014). Pengaruh motivasi kerja terhadap kepuasan kerja pegawai PT PLN (Persero) area Mojokerto. *Jurnal Pendidikan Administrasi Perkantoran (JPAP)*, 2(2), 1–16.
- Marsudi, D., Ahadiat, A., & Jimad, H. (2022). Analysis of the effect of motivation factors and hygiene factors on employee performance with job satisfaction as a mediation factor. *International Jo-urnal of Business, Management and Economics*, 3(4), 401–418. <https://doi.org/10.47747/ijbme.v3i4.938>.
- Montag, C., Sindermann, C., Lester, D., & Davis, K. L. (2020). Linking individual differences in satisfaction with each of Maslow's needs to the big five personality traits and Panksepp's primary emotional systems. *Heliyon*, 6(7), 1-12. <https://doi.org/10.1016/j.heliyon.2020.e04325>.
- Montuori, P., Sorrentino, M., Sarnacchiaro, P., Di Duca, F., Nardo, A., Ferrante, B., Di Sarno, S., Pennino, F., Masucci, A., Triassi, M., & Nardone, A. (2021). Job Satisfaction: Knowledge, Attitudes, and Practices Analysis in a Well-Educated Population. *International Journal of Environmental Research and Public Health*, 19(21), 14214. <https://doi.org/10.3390/ijerph192114214>
- Murdiyanto, E. (2020). *Metode penelitian kualitatif (Sistematika penelitian kualitatif)*. Yogyakarta Press.
- 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 and Management*, 7(1), 1–12. <https://doi.org/10.1080/23311975.2020.1793521>.
- Ono, S. (2020). Uji validitas dan reliabilitas alat ukur sg posture evaluation. *Jurnal Keterapian Fisik*, 5(1), 55–61. <https://doi.org/10.37341/jkf.v5i1.167>.
- Özbağ, G. K., & Ceyhun, G. Ç. (2014). The impact of job characteristics on burnout; the mediating role of work family conflict and the moderating role of job satisfaction. *International Journal of Academic Research in Management*, 3(3), 291–309.
- Pang, Q., Fang, M., Wang, L., Mi, K., & Su, M. (2023). Increasing Couriers' Job Satisfaction through Social-Sustainability Practices: Perceived Fairness and Psychological-Safety Perspectives. *Behavioral Sciences*, 13(2), 125. <https://doi.org/10.3390/bs13020125>
- Rachmawati, I. N. (2007). Pengumpulan data dalam penelitian kualitatif: Wawancara. *Jurnal Kep-erawatan Indonesia*, 11(1), 35–40. <https://doi.org/10.7454/jki.v11i1.184>.
- Riggio, R. E. (1999). Individual differences in ability to encode complex affects. *Personality and Individual Differences*, 27(1), 181–194. [https://doi.org/10.1016/S0191-8869\(98\)00228-1](https://doi.org/10.1016/S0191-8869(98)00228-1).
- Rijali, A. (2019). Analisis data kualitatif. *Alhadharah: Jurnal Ilmu Dakwah*, 17(33), 81-95. <https://doi.org/10.18592/alhadharah.v17i33.2374>
- Sabeng, D. A., & Mensah, J. V. (2023). Job satisfaction and characteristics among staff of public higher educational institutions in Ghana. *Cogent Education*, 10(2), 1-25.
- Sahito, Z., & Vaisanen, P. (2017). The diagonal model of job satisfaction and motivation: Extracted from the logical comparison of content and process theories. *International Journal of Higher Education*, 6(3), 209–230. <https://doi.org/10.5430/ijhe.v6n3p209>.
- Santoso, T. (2022). *Penelitian Kualitatif*. CV Saga Jawadwipa Pustaka Saga.
- Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences*. SAGE Publications, Inc. <https://doi.org/10.4135/9781452231549>.
- Sugiyono (2018). *Metode Penelitian Pendidikan Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Syarifuddin, Ilmi, Z., & Adhimursandi, D. (2021). Job satisfaction's effect on the performance of regional office employees of the East Kalimantan Province's Ministry of Religion with moderating variable international journal of multicultural and multireligious understanding job satisfaction's effect. *International Journal of Multicultural and Multireligious Understanding*, 8(11), 600–614. <http://dx.doi.org/10.18415/ijmmu.v8i11.3196>
- Tahir, T., Ilyas, M., & Tahir, T. (2023). The contribution of the work environment and

motivation on the success in performance of the employees mediated by job satisfaction. *Journal of Research in Business and Management*, 11(3), 148–159.

Yoon, Y., Yan, W., & Kim, E. (2019). Towards Sustainable Human Resource Development of Convention Project Managers: Job Characteristics and Related Differences in Core Competency. *Sustainability*, 12(19), 7898. <https://doi.org/10.3390/su12197898>

Zboja, J. J., Jackson, R. W., & Grimes-Rose, M. (2020). An expectancy theory perspective of volunteerism: The roles of powerlessness, attitude toward charitable organizations, and attitude toward helping others. *International Review on Public and Nonprofit Marketing*, 17(4), 493–507. <https://doi.org/10.1007/s12208-020-00260-5>.

Zhu, T., Park, S. K., Tu, R., & Ding, Y. (2022). Does Emotional Labor Trigger Turnover Intention? The Moderating Effect of Fear of COVID-19. *Sustainability*, 15(21), 15336. <https://doi.org/10.3390/su152115336>