

DAFTAR KEPUSTAKAAN

- Amin Widjaja Tunggal, *Outsourcing Konsep dan Kasus*, Jakarta: Harvarindo, 2008
- Anwar Prabu Mangkunegara (2002) *Manajemen Sumber Daya Manusia* (Bandung: PT. Remaja Rosda Karya, 2002
- Bhatnagar, Yotsna, (2012) Management of innovation: role of psychological empowerment, work engagement and turnover intention in the Indian context. *The International Journal of Human Resource Management* Volume 23, Issue 5, 2012 , pp 928-951
- Chaplin, JP (2004) *Kamus Lengkap Psikologi*. Jakarta: PT Raja Grafindo Perkasa
- Christian Vandenberghe *, Alexandra Panaccio and Ahmed Khalil Ben Ayed, *Continuance commitment and turnover: Examining the moderating role of negative affectivity and risk aversion*, *Journal of Occupational and Organizational Psychology*, [Volume 84, Issue 2](#), pages 403–424, June 2011
- Chun Hui, Alfred Wong and Dean Tjosvold, (2007), Turnover intention and performance in China: The role of positive affectivity, Chinese values, perceived organizational support and constructive controversy, *Journal of Occupational and Organizational Psychology* Volume 80, Issue 4, The British Psychological Society pages 735–751, December 2007
- Dessler, Gary. *Human Resource Management*. Upper Saddle River, N.J.: Prentice Hall, 2003. Print.
- Dian Wijayanto (2012), *Pengantar Manajemen* Jakarta: PT Gramedia Pustaka Utama
- Ellen F. Jackofsky, (1984), Turnover and Job Performance: An Integrated Process Model, *ACAD MANAGE REV* January 1, 1984 9:1 pp.74-83
- Fernando Jaramillo, Jay Prakash Mulki & Paul Solomon, The Role of Ethical Climate on Salesperson's Role Stress, Job Attitudes, Turnover Intention, and Job Performance, *The Role of Ethical Climate on Salesperson's Role Stress, Job Attitudes, Turnover Intention, and Job Performance*
- Fang, Yongqing, Baba, Vishwanath, (1993), Stress and Turnover Intention, [International Journal of Comparative Sociology](#), [Volume 34, Issue 1](#), pages 24 – 38
- Flippo, Edwin (2000), *Manajemen Sumber Daya Manusia*, Jakarta
- Geum-Suk Yoon and Souk Young Kim, (2010), Influences of Job Stress and Burnout on Turnover Intention of Nurses, *Journal of Korean Academy of Nursing Administration*. 4:507-516

Ghozali, Imam (2011) Aplikasi analisis multivariate dengan program IBM SPSS 19 (edisi lima) Semarang: Universitas Diponegoro

Grant Kent, David W. Cravens, George S. Low and William C. Moncrief, 2001, "The Role of Satisfaction With Territory Design on the Motivation, Attitudes, and Work Outcomes of Salespeople," *Journal of the Academy of Marketing Science*, Volumen 29, No. 2, P. 165-178

Grotberg, Edith. (1999). Countering depression with the five building blocks of resilience. *Reaching Today's Youth* 4(1, Fall): 66-72.

James B. Avey, Fred Luthans and Susan M. Jensen, (2009) *Psychological capital: A positive resource for combating employee stress and turnover*, *Human Resource Management* [Volume 48, Issue 5, pages 677–693](#)

Jogiyanto, (2010), *Analisis & Disain*, Yogyakarta: Penerbit Andi

Kamus Besar Bahasa Indonesia (KBBI) Online, diakses pada 12 Juni 2015

Karasek R (1979). "Job Demands, Decision Latitude and Mental Strain." *Administrative Science Quarterly* 24: 285-305.

Karasek, R. A., & Theorell, T. (1990). *Healthy work: stress, productivity and the reconstruction of working life*. New York: Basic Books.

Maddi, S.R. (2005). *Resilience at work: How to succeed no matter what life throws at you*. New York, NY: Amacom.

Manurung, Adler Haymans.2008.*Financial Planner: Panduan Praktis Mengelola Keuangan Keluarga*. Jakarta: Penerbit Buku Kompas

Mondy, R. W., Noe, R. M., Premeneaux, S. R. 1993. "Human Resource anagement". Massachusetts :Allyn and Bacon.

Mor Barak, M.E., Levin, A., Nissly, J.A., Lane, C.J. (2006). Why do they leave? Modeling child welfare workers' turnover intentions. *Children and Youth Services Review*, 28, 548-577.

Muthohari, Nisrina.2012.*Panduan Praktis membeli & Menjual Asuransi*, Yogyakarta: Buku Pintar

Reivich, K & Shatte, A.2002*The resilience factor; 7 essential skills for overcoming life's inevitable obstacles*. New York: Broadway Books, New York.

Robbins, Stephen P. dan Mary Coulter (2010), *Manajemen*, Edisi 10 jilid I Jakarta: Erlangga

Robbins, Stephen P. (2001) *Organizational Behavior*. Prentice Hall, New York

Ronan Carbery, Thomas N. Garavan, Fergal O'Brien, Joe McDonnell, (2003) "Predicting hotel managers' turnover cognitions", *Journal of Managerial Psychology*, Vol. 18 Iss: 7, pp.649 – 679

Sarafino, Edward. P, 2002. *Health Psychology Biopsychological Interaction*. 2nd ed. New John Wiley and Sons Inc.

Stoner, Charles Wankel (2010). *Perencanaan & Pengembalian Keputusan Dalam Manajemen*, Jakarta: PT RINEKA CIPTA.

Solihin, Ismail (2009) *Pengantar Manajemen* Jakarta: Erlangga

Subekti (1977) *Aneka Perjanjian*, Bandung : Alumni Bandung

Susanto, Heru.2008.*Menjual Asuransi itu Gampang!*.Jakarta: PT. Bhuana Ilmu Populer

Sugiyono (2010) *Metode penelitian kuantitatif kualitatif & RND*. Bandung: Alfabeta

Sugiyono (2011) *Metode Penelitian Kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta

Wang, H., Law, K. S., Wang, D. X., & Chen, Z. X. (2005). Leader-member exchange as a mediator of the relationship between transformational leadership and followers' performance and organizational citizenship behavior. *Academy of Management Journal*, 48(3), 420–432.

Widodo,Sugeng.2011.*Mindset Sukses Agen Asuransi: Cara Cerdas Sukses, Kaya, dan Terpuji*.Jakarta:PT. Gramedia Pustaka Utama

DAFTAR REFERENSI

<http://www.infobanknews.com/2015/03/pendapatan-premi-asuransi-jiwa-rp16776-triliun/>

<http://keuangan.kontan.co.id/news/asing-kuasai-pertumbuhan-premi-asuransi>

<http://www.neraca.co.id/article/28575/merek-asing-kuasai-pasar-indonesia>

<http://finansial.bisnis.com/read/20150112/215/390137/penetrasi-asuransi-ditargetkan-naik-20>

<http://www.cnnindonesia.com/ekonomi/20150616120747-92-60294/premi-prudential-tumbuh-20-persen-saat-ekonomi-indonesia-lesu/>

<http://www.riauterkini.com/usaha.php?arr=32712>

http://www.prudential.co.id/corp/prudential_in_id/header/press/pressreleases/2015/20150430.html

<http://intisari-online.com/read/inilah-perusahaan-asuransi-terbesar-di-indonesia-menurut-aaji>

<http://swa.co.id/business-strategy/management/agen-asuransi-indonesia-mayoritas-dari-prudential>

