

## DAFTAR PUSTAKA

- Abbas, & Khaliq. (2014). Effectiveness of performance appraisal on performance of employees. *IOSR Journal of Business and Management*, 16(6), 173–178. <https://doi.org/10.9790/487X-1662173178>
- Achilladelis, B., & Antonakis, N. (2001). The dynamics of technological innovation: the case of the pharmaceutical industry. *Research Policy*, 30(4), 535–588. [https://doi.org/10.1016/S0048-7333\(00\)00093-7](https://doi.org/10.1016/S0048-7333(00)00093-7)
- Aguenza Benjamin, & Som, M. A. P. (2018). Motivational Factors of Employee Retention and Engagement in Organizations. *International Journal of Advances in Management and Economics*, 1(6), 88–95. [www.managementjournal.info](http://www.managementjournal.info)
- Al Mehrzi, N., & Singh, S. K. (2016). Competing through employee engagement: a proposed framework. *International Journal of Productivity and Performance Management*, 65(6), 831–843. <https://doi.org/10.1108/IJPPM-02-2016-0037>
- Alexander Hilda. (2023, November 3). *Sektor Farmasi Nasional Melambat, Phapros Siapkan Langkah Strategis*. Kompas.Com. <https://lestari.kompas.com/read/2023/11/03/120000086/sektor-farmasi-nasional-melambat-phapros-siapkan-langkah-strategis>
- Alias, N. E., Sehat, N. S., Othman, R., Marmaya, N. H., & Koe, W.-L. (2019). Determinants of Job Stress in Affecting Employees' Life: A Study on the Malaysian Manufacturing Sector. *International Journal of Academic Research in Business and Social Sciences*, 9(7). <https://doi.org/10.6007/IJARBS/v9-i7/6224>
- Al-Omar, H. A., Arafah, A. M., Barakat, J. M., Almutairi, R. D., Khurshid, F., & Alsultan, M. S. (2019). The impact of perceived organizational support and resilience on pharmacists' engagement in their stressful and competitive workplaces in Saudi Arabia. *Saudi Pharmaceutical Journal*, 27(7), 1044–1052. <https://doi.org/10.1016/j.jsps.2019.08.007>
- Alrawahi, S., Sellgren, S. F., Altouby, S., Alwahaibi, N., & Brommels, M. (2020). The application of Herzberg's two-factor theory of motivation to job satisfaction in clinical laboratories in Omani hospitals. *Heliyon*, 6(9), e04829. <https://doi.org/10.1016/j.heliyon.2020.e04829>
- Alvi, A. K., Abdus, D., Abbasi, S., & Haider, R. (2014). Relationship of Perceived Organizational Support and Employee Engagement. *Sci.Int.(Lahore)*, 26(2), 949–952.
- Amalia, E. (2019). Good Governance for Zakat Institutions in Indonesia: A Confirmatory Factor Analysis. *Social Sciences & Humanities*, 27(3), 1–14.
- Andrić, B., Priyashantha, K. G., & De Alwis, A. C. (2023). Employee Engagement Management in the COVID-19 Pandemic: A Systematic Literature Review. *Sustainability*, 15(2), 987. <https://doi.org/10.3390/su15020987>
- Appelbaum, N. P., Lockeman, K. S., Orr, S., Huff, T. A., Hogan, C. J., Queen, B. A., & Dow, A. W. (2020). Perceived influence of power distance, psychological safety, and team cohesion on team effectiveness. *Journal of Interprofessional Care*, 34(1), 20–26. <https://doi.org/10.1080/13561820.2019.1633290>

- Aprillia, F., Harry, A., Pengaruh, M. :, Kerja, L., Perceived, D., & Mukti, A. H. (2018). Pengaruh Lingkungan Kerja dan Perceived Organizational Support (POS) Terhadap Kepuasan Kerja dan Dampaknya Terhadap Retensi Karyawan. In *Jurnal Ilmiah Bisnis, Pasar Modal, dan UMKM* (Vol. 1, Issue 1). <https://ibn.e-journal.id/index.php/JIBPU/article/view/104>
- Arasanmi, C. N., & Krishna, A. (2019). Employer branding: perceived organisational support and employee retention – the mediating role of organisational commitment. *Industrial and Commercial Training*, 51(3), 174–183. <https://doi.org/10.1108/ICT-10-2018-0086>
- Arnold, E. (2005). Managing Human Resources to Improve Employee Retention. *The Health Care Manager*, 24(2), 132–140. <https://doi.org/10.1097/00126450-200504000-00006>
- Astari, K., Kadiyono, A., & Batubara, M. (2022). Adaptasi Alat Ukur The Employee Engagement Scale (EES). *Jurnal Ekonomi Dan Bisnis*, 11(1), 511–520.
- Bakker, A. B., Albrecht, S. L., & Leiter, M. P. (2011). Key questions regarding work engagement. *European Journal of Work and Organizational Psychology*, 20(1), 4–28. <https://doi.org/10.1080/1359432X.2010.485352>
- Balakrishnan, C., Masthan, D., & Chandra, V. (2013). Employee Retention Through Employee Engagement-A Study At An Indian International Airport. In *International Journal of Business and Management Invention ISSN* (Vol. 2). [www.ijbmi.org](http://www.ijbmi.org)
- Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. In *Journal of Personality and Social Psychology* (Vol. 51, Issue 6).
- Basnyat, S., & Clarence Lao, C. S. (2019). Employees' perceptions on the relationship between human resource management practices and employee turnover. *Employee Relations: The International Journal*, 42(2), 453–470. <https://doi.org/10.1108/ER-04-2019-0182>
- Bedarkar, M., & Pandita, D. (2014). A Study on the Drivers of Employee Engagement Impacting Employee Performance. *Procedia - Social and Behavioral Sciences*, 133, 106–115. <https://doi.org/10.1016/j.sbspro.2014.04.174>
- Binekasri Romys. (2023, August 19). *Kimia Farma Pamer Kinerja, Karyawan Malah Tagih Gaji*. CNBC Indonesia. <https://www.cnbcindonesia.com/market/20230819093631-17-464273/kimia-farma-pamer-kinerja-karyawan-malah-tagih-gaji>
- Birt, M., Wallis, T., & Winternitz, G. (2004). Talent retention in a changing workplace: An investigation of variables considered important to South African talent. *South African Journal of Business Management*, 35(2), 25–32. <https://doi.org/10.4102/sajbm.v35i2.654>
- Blau, P. M. (1964). *Justice in Social Exchange*.
- Bohassan, R., & Muhammad, F. A. A. (2021). Impact of Perceived Organizational Support on Employee Retention in Educational Organization, Jeddah. *Journal Of Archaeology Of Egypt/Egyptology*, 18(14), 635–645. <https://archives.palarch.nl/index.php/jae/article/view/8397>

- Bohle, S. A. L., Chambel, M. J., Medina, F. M., & Da Cunha, B. S. (2018). The role of perceived organizational support in job insecurity and performance. *RAE Revista de Administracao de Empresas*, 58(4), 393–404. <https://doi.org/10.1590/S0034-759020180405>
- BPS. (2022, October 10). *Produk Domestik Bruto Indonesia Triwulanan 2018-2022*. BPS. <https://www.bps.go.id/id/publication/2022/10/10/8cc1ae509d93e0f7a1f8f6d7/produk-domestik-bruto-indonesia-triwulanan-2018-2022.html>
- Brown, S. P., & Leigh, T. W. (1996). A New Look at Psychological Climate and Its Relationship to Job Involvement, Effort, and Performance. In *Journal of Applied Psychology* (Vol. 81, Issue 4).
- Bukaliya, R. (2012). The Potential Benefits and Challenges of Internship Programmes in an ODL Institution: A Case For The Zimbabwe Open University. In *International Journal on New Trends in Education and Their*. [www.ijonte.org](http://www.ijonte.org)
- Busser, J. A., & Shulga, L. V. (2019). Involvement in consumer-generated advertising. *International Journal of Contemporary Hospitality Management*, 31(4), 1763–1784. <https://doi.org/10.1108/IJCHM-10-2017-0685>
- Caroline Martins, E., & Meyer, H. W. J. (2012). Organizational and behavioral factors that influence knowledge retention. *Journal of Knowledge Management*, 16(1), 77–96. <https://doi.org/10.1108/13673271211198954>
- Chatzoglou, Demetriades, E., Theriou, & Maditinos. (2005). *Knowledge Assets and Firm Performance: An Empirical Approach Examining the Causal Ambiguity Paradox*.
- Chiang, C. F., & Hsieh, T. S. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior. *International Journal of Hospitality Management*, 31(1), 180–190. <https://doi.org/10.1016/j.ijhm.2011.04.011>
- Chopra, A., Sahoo, C. K., & Patel, G. (2024). Exploring the relationship between employer branding and talent retention: the mediation effect of employee engagement. *International Journal of Organizational Analysis*, 32(4), 702–720. <https://doi.org/10.1108/IJOA-02-2023-3638>
- Claudianty, G. S., & Suhariadi, F. (2021). The Effect of Perceived Organizational Support on Employee Engagement. *FENOMENA*, 29(2). <https://doi.org/10.30996/fn.v29i2.4752>
- Cropanzano, R., & Mitchell, M. S. (2005). Social exchange theory: An Interdisciplinary review. In *Journal of Management* (Vol. 31, Issue 6, pp. 874–900). <https://doi.org/10.1177/0149206305279602>
- Curtis, S., & Wright, D. (2001). Retaining employees – the fast track to commitment. *Management Research News*, 24(8/9), 59–64. <https://doi.org/10.1108/01409170110782964>
- Dahri, A. S., Ahmed, A., & Qureshi, M. A. (2017). *A Review of Antecedents of Employee Retention and Moderating Role of Work Meaningfulness*. 03(01).
- Darmika, N. K. A. P., & Sriathi, A. A. A. (2019). Pengaruh Pengembangan Karier, Komitmen Organisasional dan Perceived Organizational Support Terhadap Retensi Karyawan. *E-Jurnal Manajemen Universitas Udayana*, 8(7), 4153. <https://doi.org/10.24843/EJMUNUD.2019.v08.i07.p06>

- Das, B. L., & Baruah. (2013). Employee Retention: A Review of Literature. *IOSR Journal of Business and Management*, 14(2), 08–16. <https://doi.org/10.9790/487X-1420816>
- Diah, A. M., Hasiara, L. O., Ramli, & Irwan, M. (2020). Employee retention of pharmaceutical firms in Indonesia: Taking investment in employee development and social and economic exchange as predictors. *Systematic Reviews in Pharmacy*, 11(1), 564–572. <https://doi.org/https://doi.org/10.5530/SRP.2020.1.70>
- Egan, T. M., Yang, B., & Bartlett, K. R. (2004). The Effects of Organizational Learning Culture and Job Satisfaction on Motivation to Transfer Learning and Turnover Intention. *Human Resource Development Quarterly*, 15(3).
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of perceived organizational support. *Journal of Applied Psychology*, 86(1), 42–51. <https://doi.org/10.1037/0021-9010.86.1.42>
- Eisenberger, R., Fasolo, P., & Davis-Lamastro, V. (1990). Perceived Organizational Support and Employee Diligence, Commitment, and Innovation. In *Journal of Applied Psychology* (Vol. 75, Issue 1).
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500–507. <https://doi.org/10.1037/0021-9010.71.3.500>
- Eisenberger, R., Rhoades Shanock, L., & Wen, X. (2020). Perceived Organizational Support: Why Caring About Employees Counts. *Annual Review of Organizational Psychology and Organizational Behavior*, 7(1), 101–124. <https://doi.org/10.1146/annurev-orgpsych-012119-044917>
- Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: Contributions to perceived organizational support and employee retention. *Journal of Applied Psychology*, 87(3), 565–573. <https://doi.org/10.1037/0021-9010.87.3.565>
- Eviana, N. (2024). The Role of Perceived Organizational Support (POS) and Employee Satisfaction to Enhance Employee Engagement: Does Gender and Tenure Matter? *Jurnal Manajemen Bisnis*, 15(1), 13–31. <https://doi.org/10.18196/mb.v15i1.19529>
- Fletcher, K. A., Friedman, A., & Piedimonte, G. (2019). Transformational and Transactional Leadership in Healthcare Seen Through the Lens of Pediatrics. *The Journal of Pediatrics*, 204, 7-9.e1. <https://doi.org/10.1016/j.jpeds.2018.10.007>
- Galan, N. (2023). Knowledge loss induced by organizational member turnover: a review of empirical literature, synthesis and future research directions (Part II). *The Learning Organization*, 30(2), 137–161. <https://doi.org/10.1108/TLO-09-2022-0108>
- Garg, S., & Dhar, R. L. (2014). Effects of stress, LMX and perceived organizational support on service quality: Mediating effects of organizational commitment. *Journal of Hospitality and Tourism Management*, 21, 64–75. <https://doi.org/10.1016/j.jhtm.2014.07.002>
- 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>

- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23* (8th ed.). Badan Penerbit Universitas Diponegoro.
- Giauque, D., Renard, K., Cornu, F., & Emery, Y. (2022). Engagement, Exhaustion, and Perceived Performance of Public Employees Before and During the COVID-19 Crisis. *Public Personnel Management*, 51(3), 263–290. <https://doi.org/10.1177/00910260211073154>
- Govaerts, N., Kyndt, E., Dochy, F., & Baert, H. (2011). Influence of learning and working climate on the retention of talented employees. *Journal of Workplace Learning*, 23(1), 35–55. <https://doi.org/10.1108/13665621111097245>
- Gravetter, & Forzano. (2012). *Research Method for Behavioural Science* (4th Edition). Cengage Learning.
- Gupta, S., Bhasin, J., & Mushtaq, S. (2021). Employer brand experience and organizational citizenship behavior: mediating role of employee engagement. *Asia-Pacific Journal of Business Administration*, 13(3), 357–382. <https://doi.org/10.1108/APJBA-08-2020-0287>
- Haar, J. M., De Fluiter, A., & Brougham, D. (2016). Abusive supervision and turnover intentions: The mediating role of perceived organisational support. *Journal of Management and Organization*, 22(2), 139–153. <https://doi.org/10.1017/jmo.2015.34>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Issue 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hakim, L. (2021). Survei Tingkat Kepatuhan Masyarakat Melaksanakan Protokol Kesehatan Covid-19 Pasca Penyuluhan. *JMM (Jurnal Masyarakat Mandiri)*, 5, 1329–1345. <https://www.researchgate.net/publication/354249350>
- Han, J. W. (2022). A review of antecedents of employee turnover in the hospitality industry on individual, team and organizational levels. *International Hospitality Review*, 36(1), 156–173. <https://doi.org/10.1108/IHR-09-2020-0050>
- Harrington, & Donna. (2009). *Confirmatory Factor Analysis*.
- Harris, J. (2019). *Challenges of Nursing Faculty Retention*. <https://www.proquest.com/scholarly-journals/challenges-nursing-faculty-retention/docview/2220724932/se-2>
- Hassan, K. (2023). Leveling up employee engagement: uncovering the new pillars of an employee retention blueprint. *Strategic HR Review*, 22(6), 195–200. <https://doi.org/10.1108/SHR-08-2023-0048>
- Hawthorne, N., & Anderson, C. (2009). The global pharmacy workforce: a systematic review of the literature. *Human Resources for Health*, 7(1), 48. <https://doi.org/10.1186/1478-4491-7-48>
- Herman, R. E. (2005). HR managers as employee-retention specialists. *Employment Relations Today*, 32(2), 1–7. <https://doi.org/10.1002/ert.20058>
- Hiltrop, J.-M. (1999). The quest for the best: human resource practices to attract and retain talent. *European Management Journal*, 17(4), 422–430. [https://doi.org/10.1016/S0263-2373\(99\)00022-5](https://doi.org/10.1016/S0263-2373(99)00022-5)
- Houssein, A., Singh, J., & Arumugam Thilageswary. (2020). Retention of Employees through Career Development, Employee Engagement and Work-life Balance: An Empirical Study among Employees in the Financial Sector in

- Djibouti, East Africa. In *An International Journal* (Vol. 12, Issue 3). <https://www.proquest.com/scholarly-journals/retention-employees-through-career-development/docview/2825885194/se-2>
- Hussi, T. (2004). Reconfiguring knowledge management – combining intellectual capital, intangible assets and knowledge creation. *Journal of Knowledge Management*, 8(2), 36–52. <https://doi.org/10.1108/13673270410529091>
- International Pharmaceutical Federation. (2021). *FIP Development Goals*. FIP Development Goals. <https://developmentgoals.fip.org>
- Ivana, D. (2020). Human resource practices in improving employee retention. *Virgil Madgearu Review of Economic Studies and Research*, 13(1), 33–43. <https://doi.org/10.24193/RVM.2020.13.50>
- Joo, B., & Park, S. (2010). Career satisfaction, organizational commitment, and turnover intention: The effects of goal orientation, organizational learning culture and developmental feedback. *Leadership & Organization Development Journal*, 31(6), 482–500. <https://doi.org/10.1108/01437731011069999>
- Kahn, W. A. (1990). Psychological Conditions of Personal Engagement and Disengagement at Work. In *Source: The Academy of Management Journal* (Vol. 33, Issue 4).
- Kassim, N. M. (2006). Telecommunication industry in Malaysia: Demographics effect on customer expectations, performance, satisfaction and retention. *Asia Pacific Business Review*, 12(4), 437–463. <https://doi.org/10.1080/13602380600571401>
- Kazi, A., & Chandani, S. (2021). Local companies underperform: a comparative study of industries in Pakistan. *Independent Journal of Management & Production*, 12(4), 1087–1106. <https://doi.org/10.14807/ijmp.v12i4.1330>
- Kemnaker. (2020, February 6). *Menaker: Masih Minim, Jumlah Perusahaan Yang Memberi Pelatihan Kerja Bagi Karyawannya*. Kemnaker News. <https://kemnaker.go.id/news/detail/menaker-masih-minim-jumlah-perusahaan-yang-memberi-pelatihan-kerja-bagi-karyawannya>
- Kgomo, F. L., & Swarts, I. (2010). Staff Retention Factors Affecting The Contact Centre Industry in South Africa. In *Journal of Contemporary Management DoE* (Vol. 7).
- Kim, E.-J., & Park, S. (2020). Transformational leadership, knowledge sharing, organizational climate and learning: an empirical study. *Leadership & Organization Development Journal*, 41(6), 761–775. <https://doi.org/10.1108/LODJ-12-2018-0455>
- Koçak, D., & Kerse, G. (2022). How Perceived Organizational Obstruction Influences Job Satisfaction: The Roles of Interactional Justice and Organizational Identification. *SAGE Open*, 12(1). <https://doi.org/10.1177/21582440221079933>
- Kompaso, S. M., & Sridevi, M. S. (2010). Employee Engagement: The Key to Improving Performance. *International Journal of Business and Management*, 5(12). <https://doi.org/10.5539/ijbm.v5n12p89>
- Kurtessis, J. N., Eisenberger, R., Ford, M. T., Buffardi, L. C., Stewart, K. A., & Adis, C. S. (2017). Perceived Organizational Support: A Meta-Analytic Evaluation of Organizational Support Theory. *Journal of Management*, 43(6), 1854–1884. <https://doi.org/10.1177/0149206315575554>

- Kyndt, E., Dochy, F., Michielsen, M., & Moeyaert, B. (2009). Employee Retention: Organisational and Personal Perspectives. *Vocations and Learning*, 2(3), 195–215. <https://doi.org/10.1007/s12186-009-9024-7>
- Li, Z., Liu, J., Li, H., Huang, Y., & Xi, X. (2023). Primary Healthcare Pharmacists' Perceived Organizational Support and Turnover Intention: Do Gender Differences Exist? *Psychology Research and Behavior Management*, 16, 1181–1193. <https://doi.org/10.2147/PRBM.S406942>
- Lorenz, J., Carrascosa-Lopez, C., Perello-Marin, M. R., & Müller, M. (2023). Understanding Organizational Knowledge Loss (OKL): A Bibliometric Analysis. *European Conference on Knowledge Management*, 24(2), 1709–1713. <https://doi.org/10.34190/eckm.24.2.1231>
- Lynch, P. D., Eisenberger, R., & Armeli, S. (1999). Perceived Organizational Support: Inferior Versus Superior Performance by Wary Employees. In *Journal of Applied Psychology* (Vol. 84, Issue 4).
- Macey, W. H., & Schneider, B. (2008). The Meaning of Employee Engagement. *Industrial and Organizational Psychology*, 1(1), 3–30. <https://doi.org/10.1111/j.1754-9434.2007.0002.x>
- Macleod, D., & Clarke, N. (2009). *Engaging for Success: enhancing performance through employee engagement A report to Government by*. [www.bis.gov.uk](http://www.bis.gov.uk)
- Malerba, F. (2002). Innovation and market structure in the dynamics of the pharmaceutical industry and biotechnology: towards a history-friendly model. *Industrial and Corporate Change*, 11(4), 667–703. <https://doi.org/10.1093/icc/11.4.667>
- Martin, J. E., Laulié, L., & Lelchook, A. M. (2019). Antecedents of union member retention in Right-to-Work environments. *Personnel Review*, 48(5), 1281–1298. <https://doi.org/10.1108/PR-08-2018-0281>
- Martinussen, P. E., Magnussen, J., Vrangbæk, K., & Frich, J. C. (2020). Should i stay or should i go? The role of leadership and organisational context for hospital physicians' intention to leave their current job. *BMC Health Services Research*, 20(1). <https://doi.org/10.1186/s12913-020-05285-4>
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2000). *JOB BURNOUT*. [www.annualreviews.org](http://www.annualreviews.org)
- Massingham, P. R. (2018). Measuring the impact of knowledge loss: a longitudinal study. *Journal of Knowledge Management*, 22(4), 721–758. <https://doi.org/10.1108/JKM-08-2016-0338>
- McShane, S. L., Von Glinow, & M.A.Y. (2020). *Organizational Behavior: Emerging Knowledge, Global Reality* (9th ed.). McGraw-Hill Education. <https://books.google.co.id/books?id=ZezDyGACAAJ>
- Meilianti, S., Smith, F., Kristianto, F., Himawan, R., Ernawati, D. K., Naya, R., & Bates, I. (2022). A national analysis of the pharmacy workforce in Indonesia. *Human Resources for Health*, 20(1), 71. <https://doi.org/10.1186/s12960-022-00767-4>
- Mujiasih, E. (2015). Hubungan Antara Persepsi Dukungan Organisasi (Perceived Organizational Support) dengan Keterikatan Karyawan (Employee Engagement). In *Jurnal Psikologi Undip* (Vol. 14, Issue 1).
- Mxenge, N. S., Dywili, N. N., & Bazana, S. (2014). An exploratory study of factors influencing employee engagement in the South African banking sector. *Mediterranean Journal of Social Sciences*, 5(20), 2342–2349.

- Nargotra, M., & Sarangal, R. K. (2023). Perceived Organizational Support and Intention to Stay: The Mediating Effect of Employee Engagement. *FIIB Business Review*, 12(3), 317–327. <https://doi.org/10.1177/23197145211042521>
- O'higgins, N. (2018). *Interns and outcomes: Just how effective are internships as a bridge to a stable employment?* <https://www.researchgate.net/publication/326957442>
- Park, K. A., & Johnson, K. R. (2019). Job satisfaction, work engagement, and turnover intention of CTE health science teachers. *International Journal for Research in Vocational Education and Training*, 6(3), 224–242. <https://doi.org/10.13152/IJRVET.6.3.2>
- Parmar, B. L., Keevil, A., & Wicks, A. C. (2019). People and Profits: The Impact of Corporate Objectives on Employees' Need Satisfaction at Work. *Journal of Business Ethics*, 154(1), 13–33. <https://doi.org/10.1007/s10551-017-3487-5>
- Payán-Sánchez, B., Belmonte-Ureña, L. J., Plaza-Úbeda, J. A., Vazquez-Brust, D., Yakovleva, N., & Pérez-Valls, M. (2021). Open Innovation for Sustainability or Not: Literature Reviews of Global Research Trends. *Sustainability*, 13(3), 1136. <https://doi.org/10.3390/su13031136>
- Phaprosnews. (2023, October 31). *The pharmaceutical sector is slowing down nationally, Phapros prepares a strategy to continue growing throughout 2023.* Phaprosnews. <https://www.phapros.co.id/the-pharmaceutical-sector-is-slowing-down-nationally-phapros-prepares-a-strategy-to-continue-growing-throughout-2023>
- PMMC News. (2020, November 1). *Kondisi Industri Farmasi dan Polemik Vaksin Covid 19.* GP Farmasi. <https://www.gpfarmasi.id/detailpost/kondisi-industri-farmasi-dan-polemik-vaksin-covid-19>
- Preetha, Kaliyaperumal, M., Sudhakaran, P., & Raihana. (2023). *An Impact on Factors Influencing the Employee Retention of Fishery Companies-A Factor Analysis.* <https://doi.org/https://doi.org/10.17762/sfs.v10i2S.374>
- Rich, B. L., Lepine, J. A., & Crawford, E. R. (2010). *Job Engagement: Antecedents and Effects on Job Performance.*
- Rini M, & Abdul Holik Holis. (2020). Kebijakan Industri Farmasi pada Masa Pandemi COVID-19. *Jurnal Farmasi Udayana*, 72. <https://doi.org/10.24843/JFU.2020.v09.i02.p02>
- Robbins, S. P., & Judge, T. A. (2021). *Organizational Behavior, Updated Global Edition.* Pearson Education. <https://books.google.co.id/books?id=574zEAAAQBAJ>
- Rozsa, Z., Formánek, I., & Maňák, R. (2019). Determining The Factors Of The Employees' Intention To Stay or Leave in The Slovak's SMES. *International Journal of Entrepreneurial Knowledge*, 7(2). <https://doi.org/10.37335/ijek.v7i2.94>
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600–619. <https://doi.org/10.1108/02683940610690169>
- Saks, A. M., & Gruman, J. A. (2014). What Do We Really Know About Employee Engagement? *Human Resource Development Quarterly*, 25(2), 155–182. <https://doi.org/10.1002/hrdq.21187>



- Saks, A. M., Gruman, J. A., & Zhang, Q. (2022). Organization engagement: a review and comparison to job engagement. *Journal of Organizational Effectiveness: People and Performance*, 9(1), 20–49. <https://doi.org/10.1108/JOEPP-12-2020-0253>
- Saleem, M., & Affandi, H. (2014). HR Practices and Employees Retention, an empirical analysis of Pharmaceutical sector of Pakistan. *IOSR Journal of Business and Management*, 16(6), 111–116. <https://doi.org/10.9790/487X-1661111116>
- Shahid, S. A. M., Harun, S., Othman, A. K., Jani, S. H. M., Rahman, M. K. B. A., & Mohamed R.N. (2020). *Organisational Justice and Its Implications on Non-Academic Staff Intention to Stay: Evidence from Private Higher Learning Institutions in Malaysia*. <https://www.researchgate.net/publication/344469189>
- Shahid, S. A. M., Rahman, M. K. B. A., Harun, S., Othman, A. K., & Naina, R. (2018). *Assessing the Influence of HRM Practices in Improving Employees Intention to Stay in One Malaysian Medical College: A Pilot Study*. <https://www.researchgate.net/publication/333563249>
- Shahzad, M. A., Jun, D., Hassan, Q., Zubair, R. A., & Iqbal, T. (2020). Employee's performance affected by the alignment of interest and capacity building. *Industria Textila*, 71(05), 473–481. <https://doi.org/10.35530/IT.071.05.1718>
- Shanock, L. R., & Eisenberger, R. (2006). When supervisors feel supported: Relationships with subordinates' perceived supervisor support, perceived organizational support, and performance. *Journal of Applied Psychology*, 91(3), 689–695. <https://doi.org/10.1037/0021-9010.91.3.689>
- Shuck, B., Adelson, J. L., & Reio, T. G. (2016). The Employee Engagement Scale: Initial Evidence for Construct Validity and Implications for Theory and Practice. *Human Resource Management*, 56(6), 953–977. <https://doi.org/10.1002/hrm.21811>
- Shuck, B., Reio, T. G., & Rocco, T. S. (2011). Employee engagement: An examination of antecedent and outcome variables. *Human Resource Development International*, 14(4), 427–445. <https://doi.org/10.1080/13678868.2011.601587>
- Shuck, B., Twyford, D., Reio, T. G., & Shuck, A. (2014). Human resource development practices and employee engagement: Examining the connection with employee turnover intentions. *Human Resource Development Quarterly*, 25(2), 239–270. <https://doi.org/10.1002/hrdq.21190>
- Shuck, B., & Wollard, K. (2010). Employee engagement and HRD: A seminal review of the foundations. In *Human Resource Development Review* (Vol. 9, Issue 1, pp. 89–110). <https://doi.org/10.1177/1534484309353560>
- Smith, C. K., Spears-Jones, C., Acker, C., & Dean, H. D. (2020). Supporting Public Health Employee Engagement and Retention: One U.S. National Center's Analysis and Approach. *Workplace Health & Safety*, 68(8), 366–373. <https://doi.org/10.1177/2165079920911564>
- Soomro Sanam, Korejo Naseer Erum, Hussain Asma, Channa Ahmed Khalil, & Korejo Saleem Muhammad. (2023). Perceived Organizational Support and employer branding approach towards employee retention: Evidence from banking industry. *Journal of Management Info*, 10(4), 316–331. <https://doi.org/https://doi.org/10.31580/jmi.v10i4.2875>

- Stone, M., & Liyanearachchi, D. (2007). Managing retention — Who does it well? *Journal of Database Marketing & Customer Strategy Management*, 14(2), 90–103. <https://doi.org/10.1057/palgrave.dbm.3250042>
- Subramaniam, C., Choo, L. S., & Johari, J. (2019). What makes employees want to stay? A study in the Malaysian manufacturing sector. *Global Business and Organizational Excellence*, 38(5), 33–43. <https://doi.org/10.1002/joe.21949>
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabet.
- Sun, Y. (2019). The influence of perceived organizational support on employee engagement: The mediating role of perceived supervisor support. *International Journal of Business and Management*, 14(7), 159–171.
- Tlaiss, H. A., Martin, P., & Hofaidhllaoui, M. (2017). Talent retention: evidence from a multinational firm in France. *Employee Relations*, 39(4), 426–445. <https://doi.org/10.1108/ER-07-2016-0130>
- 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>
- Walker, J. H. (2001). The Measurement of Word-of-Mouth Communication and an Investigation of Service Quality and Customer Commitment as Potential Antecedents the primary focus of these studies is not on measure devel. In *Journal of Service Research* (Vol. 4, Issue 1).
- Wen, C. H., Tan, K. S., Yen, Y. Y., & Lai, K. P. (2023). Factors Influencing Employee Retention Among Executive Employees in Semiconductor Industry in Malaysia. *Atlantis Press*, 272–282. [https://doi.org/10.2991/978-2-38476-196-8\\_25](https://doi.org/10.2991/978-2-38476-196-8_25)
- Wen, Z., Skehan, P., Biedron, A., & Li, S. (2019). *Language aptitude: Advancing theory, testing, research and practice*. 1–12.
- Whitt, W. (2006). The impact of increased employee retention on performance in a customer contact center. *Manufacturing and Service Operations Management*, 8(3), 235–252. <https://doi.org/10.1287/msom.1060.0106>
- WHO. (2021). *WHO guideline on health workforce development, attraction, recruitment and retention in rural and remote areas*. WHO. <https://www.who.int/publications/i/item/9789240024229>
- Wijayanti, C., & Nurtjahjanti, H. (2015). *Perceived Organizational Support dan Retensi Pada Karyawan PKWT Proyek Dermaga Petikemas PT.PP (Persero) Jakarta* (Vol. 4, Issue 1). <https://doi.org/https://doi.org/10.14710/empati.2015.13089>
- Yadama, G. N., & Pandey, S. (1995). Effect of sample size on goodness-fit of-fit indices in structural equation models. *Journal of Social Service Research*, 20(3–4), 49–70. [https://doi.org/10.1300/J079v20n03\\_03](https://doi.org/10.1300/J079v20n03_03)
- Zambon, S. (2003). Study on the Measurement of Intangible Assets and Associated Reporting Practices. *Commission of the European Communities, Enterprise Directorate General*, 1(1), 277–277. <https://hdl.handle.net/11392/1189136>
- Zigarmi, D., Nimon, K., Houson, D., Witt, D., & Diehl, J. (2009). Beyond engagement: Toward a framework and operational definition for employee work passion. *Human Resource Development Review*, 8(3), 300–326. <https://doi.org/10.1177/1534484309338171>