

## DAFTAR REFERENSI

- Allen, N.J & Mayer (1997), Three Component Conceptualization of or Organization Commitment, (1 ed). *Human Resource Management Review*.
- Arnawa, G. (2014). Manajemen Koperasimenuju Kewirausahaan Koperasi. Widya Amerta *Jurnal Manajemen Fak. Ekonomi*, Vol. 1 No. 1 Maret.
- Asiedu, M., Sarfo, J.O., & Adjei, D. (2014). Organisational Commitment And Citizenship Behaviour: Tools To Improve Employee Performance; An Internal Marketing Approach. *European Scientific Journal February 2014 edition vol.10, No.4 ISSN: 1857 – 7881 (Print) e - ISSN 1857- 7431*
- Asrunputri, A.P. (2017). Pengaruh Kepuasan Kerja, Keterlibatan Kerja, dan Perceived Organizational Support Terhadap Komitmen Organisasional Pada Bank Syariah Mandiri. *Jurnal Dinamika Manajemen Dan Bisnis (JDMB) Vol No Maret.. E-ISSN:*
- Atteya, N.M. (2012). Testing the Impact of the Human Resource Management Practices on Job Performance: An Empirical Study in the Egyptian Joint Venture Petroleum Companies. *International Journal of Business and Social Science Vol. 3 No. 9; May*.
- Budiyanto, & Oetomo, H.W. (2011). The Effect of Job Motivation, Work Environment and Leadership on *Organizational citizenship behavior, Job satisfaction* and Public Service Quality in Magetan, East Java, Indonesia. *International Journal of Economics and Management Engineering Vol:5, No:3,*
- Choi, J.N., (2007). Change-oriented *organizational citizenship behavior*: effects of workenvironment characteristics andintervening psychological processes. *Journal of Organizational Behavior* J. Organiz. Behav. 28, 467–484 (2007) Published online 5 January 2007 in Wiley InterScience (www.interscience.wiley.com) DOI: 10.1002/job.433
- Cooper Donald R. & Pamela S. Schindler. (2003), “Business Research Method Eight Edition”. New York. McGraw Hill.
- Darmawan, K.A., & Satrya, I.G. (2018). Pengaruh Komitmen Organisasional, Kepuasan Kerja Dan Budaya Organisasional Terhadap Organizational Citizenship Behaviour Karyawan. *E-Jurnal Manajemen Unud*, Vol. 7, No. 5, 2018: 2508-2537 ISSN: 2302-8912 DOI: <https://doi.org/10.24843/EJMUNUD.2018.v7.i05.p09>

- Darmawati, A., & Indartono, S. (2015). Pengaruh Kepuasan Kerja Terhadap *Organizational citizenship behavior* Dengan Komitmen organisasional Sebagai variabel Mediasi. *Jurnal Ilmu Manajemen, Volume 12, Nomor 2, April*
- Din, S., Ishfaq, M. & Adeel, M. (2016). Investigating the Relationship of *Organizational citizenship behavior* with *Job satisfaction* , Organizational Commitment and Turnover Intention: Evidence from the Banking Sector of Pakistan. *Global Journal of Management and Business Research: A Administration and Management Volume 16 Issue 9 Version 1.0*
- Disorbo, B.(2017). *Job satisfaction* , Organizational Commitment, and Ethical Climate of Higher Education Administrators in Maryland Colleges and Universities. *Theses: East Tennessee State University Digital Commons @ East Tennessee State University.*
- Fassina, N.E., Jones, D.A., & Uggerslev, K.L. (2008). Relationship Clean-Up Time: Using Meta-Analysis and Path Analysis to Clarify Relationships Among *Job satisfaction* , Perceived Fairness, and Citizenship Behaviors. *Journal of Management, Vol. 34 No. 2, April 2008 161-188, DOI: 10.1177/0149206307309260*
- Foot, D.A. & Tang, T.L.P. (2014). *Job satisfaction* and *organizational citizenship behavior* (OCB). *Management Decision, Vol. 46 No. 6.*
- Gati, K., Mukhtar, M., & Sujanto, B. (2018). The Influence of Self Efficacy, *Job satisfaction* and Organizational Commitment Toward *Organizational citizenship behavior* (Ocb) of Teachers Of Private Vocational Schools in South Jakarta. *International Journal of Scientific Research and Management, <https://doi.org/10.18535/ijstrm/v6i6.el06>.*
- Ghozali, Imam, (2011). *Analisis Multivariate dengan Program IBM SPSS 19*. Semarang: Badan Penerbit Undip.
- Hair, J. F. J., Anderson, R. E., Tatham, R. L., and Black, W. C. (2006), *Multivariate Data Analysis: With Readings, 4th Ed.*, Englewood Cliffs, New Jersey: Prentice Hall.
- Hanaysha, J. (2016). Testing the Effects of Employee Engagement, Work Environment, and Organizational Learning on Organizational Commitment. *Procedia - Social and Behavioral Sciences 229 ( 2016 ) 289 – 297*
- Herjany, E., & Bernarto, I. (2018). Pengaruh Lingkungan Kerja, Kepuasan Kerja, dan Stres Kerja Terhadap Komitmen organisasional Guru TK dan SD pada Sekolah X di Jakarta Barat. *Jurnal Manajemen Indonesia (Vol. 18(2), pp. 154-164.*

- Hidayah, T., & Tobing, D.S.K. (2018). The Influence Of *Job satisfaction* , Motivation , And Organizational Commitment To Employee . *International Journal Of Scientific & Technology Research Volume 7, Issue 7, July*
- Huang, C.C., You, C.S. & Tsai, M.T. (2014). *A multidimensional analysis of ethical climate, job satisfaction , organizational commitment, and organizational citizenship behaviors. DOI: 10.1177/0969733011433923 Nurs Ethics 2012 19: 513*
- Huda, K. (2018). Pengaruh Kepuasan Kerja Terhadap *Organizational citizenship behavior* (Ocb) Komitmen organisasional Sebagai Variabel Intervening(Studi Kasus Pada Pt Citayasah Perdana). *Jurnal OPTIMA Volume II Nomor 1.*
- Ikkone, & N. Chinyere. (2013). *Job satisfaction* and *Organizational citizenship behavior* of Library Personnel in Selected Nigerian Universities. *International Journal of Science and Research (IJSR) ISSN (Online): 2319-7064, Index Copernicus Value (2013): 6.14 | Impact Factor.*
- Jahangir, N., Akbar, M.M., & Haq, m. (2004). *Organizational citizenship behavior: Its Nature And Antecedents. Brac University Journal, vol. 1, no. 2, 2004, pp. 75-85*
- Jain, R. & Kaur, S. (2014). Impact Of Work Environment On *Job satisfaction* . *International Journal of Scientific and Research Publications, Volume 4, Issue 1, January*
- Jordan, G., Miglic, G., Todorovic, I. 7 Maric, M. (2017). Psychological Empowerment, *Job satisfaction* and Organizational Commitment Among Lecturers in Higher Education: Comparison of Six CEE Countries. *Organizacija, Volume 50 Research Papers Number 1, February*
- Khaleh, L.A.B. & Naji, S. (2016). The relationship between organizational commitment components and *organizational citizenship behavior* in nursing staff. *International Journal of Medical Research & Health Sciences, 2016, 5, 5(S):173-179*
- Koning, L.F., & Kleef, G.A. (2015). How leaders' emotional displays shape followers' *organizational citizenship behavior*. *The Leadership Quarterly* 26 (2015) 489–501
- Kucukbayrak, R. (2010). An Integrative Model Of Transformational Leadership, Organizational Commitment, *Job satisfaction* And *Organizational citizenship behavior*. *Thesis: The Graduate School Of Social Sciences Of Middle East Technical University.*

- Kumara, B.J.G. (2014). Hubungan Antara Komitmen organisasional Dengan *Organizational citizenship behavior* (OCB). *Naskah Publikasi: Universitas Muhammadiyah Surakarta.*
- Lestari, E.R., & Ghaby, N.K.F. (2018). The Influence of *Organizational citizenship behavior* (OCB) on Employee's *Job satisfaction* and Performance. *Industria: Jurnal Teknologi dan Manajemen Agroindustri Volume 7 Nomor 2: 116-123.*
- Lind, A.D., Marchal, W.G., and Wathen, S.A. (2010). *Statistical Techniques in Business and Economics*, Fourteenth Edition. New York: McGraw-Hill.
- Magdalena, S.M. (2014). The effects of *organizational citizenship behavior* in the academic environment. *Procedia - Social and Behavioral Sciences* 127 (2014) 738 – 742.
- Maryanto. (2016). Pengaruh Kepemimpinan, Lingkungan Kerja, *Organizational citizenship behavior* (Ocb) Dan Komitmen organisasional Terhadap Kinerja Pegawai Di Kantor Kecamatan Gondangrejo Kabupaten Karanganyar. *Ji@P Vol. 3 No. 2 Agustus – Desember*
- Masharyono, M., Senen, S.H., & Yunita, N. (2017). The Effect of *Job satisfaction* on *Organizational citizenship behavior*. In *Proceedings of the 2nd Global Conference on Business, Management and Entrepreneurship (GCBME 2017) - Increasing Management Relevance and Competitiveness*, pages 87-91 ISBN: 978-989-758-333-9
- Morin, A., Vandenberghe, C., Boudrias, M., Morizot, & Tremblay, M. (2010). Affective commitment and citizenship behaviors across multiple foci. *Journal of Managerial Psychology* Vol. 26 No. 8, 2011 pp. 716-738.
- Motaung, T.L. & Radebe, P.Q. (2018). Organisational Commitment and *Job satisfaction* as Antecedents of Organisational Citizenship Behaviour. *Journal of Economics and Behavioral Studies (ISSN: 2220-6140) Vol. 10, No. 6A, pp. 109-122.*
- Muayanah, S., Haryono, A.T., & Wulan, H.S. (2016). Pengaruh Kompensasi, Lingkungan Kerja, Dan Komitmen organisasional Terhadap *Organizational citizenship behavior* Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi kasus pada karyawan PT. Fajar Lestari Sejati Semarang). Fakultas Ekonomi dan Bisnis, Universitas Pandanaran Semarang.
- Ng, T.W.H., & Feldman, D.C. (2011). Affective organizational commitment and citizenship behavior: Linear and non-linear moderating effects of organizational tenure. *Journal of Vocational Behavior* 79 (2011) 528–537.

- Novira, L., & Martono. (2015). Pengaruh Persepsi Dukungan Organisasi pada Perilaku Kewargaan Organasional dengan Kepuasan Kerja Sebagai Variabel Intervening. *Management Analysis Journal*, 4(3), 180–189.
- Nurdin, M.A., & Nawangsari, L.C. (2019). The Effect of Followership, Organizational Commitments, and *Job satisfaction* on Organizational Citizenship Behaviour (OCB) Indonesia Banking Development Institution. *International Journal of Scientific and Research Publications*, Volume 9, Issue 2, February.
- Nurbudiyani, I. (2016). The Effect of *Job satisfaction* and Work Environment to the Spirit of the Employees of the University of Muhammadiyah Palangka Raya. *Anterior Jurnal*, Volume 16 Nomor 1, Desember 2016, Hal 7 – 13
- Nurhidayah, A., Nurhattati, & Matin. (2016). Organizational Culture and Work Environment: Its Effect on Teachers *Organizational citizenship behavior* (OCB). *International Journal of Science and Research (IJSR) ISSN (Online): 2319-7064 Index Copernicus Value (2016): 79.57 | Impact Factor*.
- Organ, D. W., Poskadoff, P. M., & MacKenzie, S. B. 2006. Organizational citizenship behaviour: It's nature, antecedents, and consequences. Thousand Oaks, CA: Sage.
- Ozdem, G. (2012). The Relationship Between The *Organizational citizenship behaviors* And The Organizational And Professional Commitments Of Secondary School Teachers. *Journal Of Global Strategic Management | V. 6 | N. 2 | 2012-December 47-64 | DOI: 10.20460/JGSM.2012615773*
- Patra, A. & Aima, M.H. (2018). The Effect of Organizational Culture and *Job satisfaction* on Organizational Commitments and the Implementation on *Organizational citizenship behavior* in Employees of Pt. Bali Towerindo Sentra Tbk. *International Journal of Scientific and Research Publications*, Volume 8, Issue 12, December 2018 320, ISSN 2250-3153.
- Peng, J.C. & Chiu, S.F. (2010). An Integrative Model Linking Feedback Environment and *Organizational citizenship behavior*. *The Journal of Social Psychology*, 2010, 150(6), 582–607
- Pitaloka, E. & Sofia, I.P. (2014). The Affect Of Work Environment, *Job satisfaction* , Organization Commitment On Ocb Of Internal Auditors. *International Journal of Business, Economics and Law*, Vol. 5, Issue 2 (Dec.) ISSN 2289-1552.
- Prasetio, A.P., Yuniarsih, T., & Ahman, E. (2017). *Job satisfaction* , Organizational Commitment, and Organizational Citizenship Behaviour in State-owned Banking. *Universal Journal of Management* 5(1): 32-38, 2017 <http://www.hrpub.org>.

- Putra, I.P. A.K., & Sudibya, I.G.A. (2018). Pengaruh Kepuasan Kerja, Komitmen Organisasional Dan Motivasi Kerja Terhadap *Organizational citizenship behavior*. *E-Jurnal Manajemen Unud*, Vol. 7, No. 8, 2018: 4447-4474  
ISSN: 2302-8912, DOI: <https://doi.org/10.24843/EJMUNUD.2018.v7.i08.p15>.
- Rajagukguk, T. (2017). Pengaruh Perilaku Organisasi Terhadap Prestasi Karyawan Pada Pt. Perkebunan Nusantara Ii (Persero) Medan. *Jurnal Ilmiah Methonomi Vol. 3 No. 2 (Juli – Desember)*.
- Robbins, S.P., & Judge, T. (2017). *Organization Behavior 7Ed*. New York: Pearson.
- Robbins, S.P., and Judge, T.A. (2008). *Perilaku Organisasi*, Edisi Kedua belas, Jakarta: Salemba Empat.
- Sani, A. (2013). Role of Procedural Justice, Organizational Commitment and *Job satisfaction* on job Performance: The Mediating Effects of *Organizational citizenship behavior*. *International Journal of Business and Management*; Vol. 8, No. 15; 2013 ISSN 1833-3850 E-ISSN 1833-8119.
- Sekaran, U. (2013). *Research Methods for Business: A Skill-Building Approach*, John Wiley and Son, inc: London.
- Sekaran, Uma & Bougie, R., (2013), *Research Methods for Business: A Skill-Building Approach*, John Wiley and Son, inc: London.
- Soeharto, P., & Widiastuti, T. (2015). The Effect Of *Job satisfaction* , Job Environment And Organizational Commitment On *Organizational citizenship behavior* (Ocb) And Its Impact On Performance. *Journal of Management and Business Vol 14 No 2*.
- Sudarmom, T.I., & Wibowo, U.D.A. (2018). Pengaruh Komitmen Organisasional Dan Kepuasan Kerja Terhadap *Organizational citizenship behavior* (Ocb). *Psycho Idea, Tahun 16. No.1, Februari*
- Supartha, W.G., & Sintaasih, D.K. (2017). Pengantar Perilaku Organisasi, Teori, Kasus dan Aplikasi Penelitian. Program Studi Manajemen, Fakultas Ekonomi dan Bisnis Universitas Udayana.
- Utami, R.M., & Palupiningdyah. (2016). Pengaruh Kepuasan Kerja, Budaya Organisasi, Dan Keterlibatan Kerja Pada *Organizational citizenship behavior*. *Management Analysis Journal* 5 (4).
- Wang, Y. (2015). Examining *organizational citizenship behavior* of Japanese employees: a multidimensional analysis of the relationship to organizational commitment. *The International Journal of Human Resource Management*, 2015 Vol. 26, No. 4, 425–444, <http://dx.doi.org/10.1080/09585192.2011.560882>.

- Warsito, B. (2008). Pengaruh Budaya Organisasi Dan Lingkungan Kerja Terhadap *Organizational citizenship behavior*, Motivasi Dan Kinerja (Survey Pada Karyawan Hotel Berbintang Di Kota Malang Dan Batu). *Jurnal Ekonomi Modernisasi V 84 olume 4, Nomor 2, Juni*.
- Waspodo, A. & Minadaniati, L. (2012). Pengaruh Kepuasan Kerja Dan Iklim Organisasi Terhadap *Organizational citizenship behavior* (Ocb) Karyawan Pada Pt. Trubus Swadaya Depok. *Jurnal Riset Manajemen Sains Indonesia (JRMSI) /Vol. 3, No. 1*
- Wulandari, D.A., & Prayitno, A. (2017). Pengaruh Motivasi Kerja Dan Lingkungan Kerja Terhadap *Organizational citizenship behavior* Dengan Komitmen organisasional Sebagai Variabel Intervening. *Jurnal Penelitian Ekonomi dan Bisnis, 2 (1), 2017, Hal : 46 – 57*
- Wursanto. 2002. *Dasar-Dasar Ilmu Organisasi*. Yogyakarta: Andi Offset
- Yahaya, A., Yahaya, N., Ma'alip, H., Ramli, J., & Kamal, M. (2012). The Relationship Between the Occupational Stress, Organizational Commitment , and *Job satisfaction* With *Organizational citizenship behavior*. *Archives Des Sciences, ISSN 1661-464X, Vol 65, No. 3;Mar*
- Yang, X., Wang, W. (2013). Exploring the Determinants of *Job satisfaction* of Civil Servants in Beijing, China. *Public Personnel Management 42(4)* 566–587.
- Yasa, P.N. S., & Suandra, Y.K. (2017). The Influence of *Job satisfaction* on *Organizational citizenship behavior* through the Mediation of Organizational Commitment (A Case Study in the Westin Resort Nusa Dua, Bali). *Journal of Law, Policy and Globalization [www.iiste.org](http://www.iiste.org) ISSN 2224-3240 (Paper) ISSN 2224-3259 (Online) Vol.57*.
- Zhang, D. (2011). Organisational Citizenship Behaviour.
- Zayas, M., Colon, O.R.E.M.P. (2015). Relationship Between Organizational Commitment and Organizational Citizenship Behaviour in a Sample of Private Banking Employees. *Journal of Sociology and Social Policy, 35(1/2)*.