

DAFTAR PUSTAKA

- Alshaabani, A., Naz, F., Magda, R., & Rudnák, I. (2021). Impact of *Perceived Organizational Support* on OCB in the Time of COVID-19 Pandemic in Hungary: Employee Engagement and Affective Commitment as Mediators. *Sustainability*, 13(14), 7800. <https://doi.org/10.3390/su13147800>
- Andriyanti, N. P. V., & Supartha, I. W. G. (2021). Effect of *Perceived Organizational Support* on *Organizational Citizenship Behavior* with job satisfaction as mediating variables. *American Journal of Humanities and Social Sciences Research (AJHSSR)*, 5(1), 46–55.
- Asih, N. P. A. W., Dharmanegara, I. B. A., & Putra, I. B. U. (2023). The Role of Organizational Commitment as Mediating the Effect of *Perceived Organizational Support* and Job Satisfaction on *Organizational Citizenship Behavior*. *International Journal of Social Science and Education Research Studies*, 03(02), 244–250. <https://doi.org/10.55677/ijssers/V03I2Y2023-04>
- Aprianti, R., Eliyana, A., Basuki, J., Basseng, Asropi, Anggraini, R. D., ... & Yazid, Z. (2023). *Organizational Citizenship Behavior* among prison managers: An empirical study in Indonesian Nusakambangan correctional institutions. *Cogent Business & Management*, 10(3), 2258615.
- Bunyamin, A. (2021). Komitmen Kerja, Budaya Kerja Islami, dan Kepuasan Kerja sebagai Faktor Determinan *Organizational Citizenship Behavior*. *JURNAL IDAARAH*, 5(2), 160-175.
- Dewanggana, B. D., Paramita, P. D., & Haryono, A. T. (2016). Pengaruh komitmen organisasi, kepuasan kerja, budaya organisasi terhadap *Organizational Citizenship Behavior* (OCB) yang berdampak pada prestasi kerja karyawan (Studi pada PT. PLN APP Semarang). *Journal of Management*, 2(2).
- Dewi, R. P., Hermanto, & Suryatni, M. (2022). The Effect Of Leadership, *Perceived Organizational Support*, And Job Satisfaction On *Organizational Citizenship Behavior* With Organizational Commitment As Intervening Variables. (Study On Civil Servants At The Regional Secretariat Of West Nusa Tenggara. *International Journal of Innovative Science, Engineering & Technology*, 09(03), 145–156.
- Das, L., & Mohanty, S. (2021). *Organizational Citizenship Behavior: A review and research agenda*. *Organizational Citizenship Behavior: A Review and Research Agenda Laxmipriya*, 25(5), 4801–4813. <https://www.annalsofrscb.ro/index.php/journal/article/view/5932%0Ahttp://annalsofrscb.ro>

- Ghozali, Imam., & Latan, H. (2020). *Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0* (2nd ed.). Badan Penerbit - Undip.
- Iba, Z., & Wardhana, A. (2024). *Riset Manajemen Menggunakan SPSS dan SMART-PLS: Implementasi pada Manajemen SDM, Pemasaran, Keuangan, Pendidikan, Kesehatan, Pemerintahan, & Kewirausahaan.*
- Hasibuan, Malayu. 2020. *Manajemen Sumber Daya Manusia*. Jakarta: Penerbit Bumi Aksara
- Kao, J.-C., Cho, C.-C., & Kao, R.-H. (2023). *Perceived Organizational Support and Organizational Citizenship Behavior—A study of the moderating effect of volunteer participation motivation, and cross-level effect of transformational leadership and organizational climate*. *Frontiers in Psychology*, 14(February), 1–15. <https://doi.org/10.3389/fpsyg.2023.1082130>
- Ndoja, K., & Malekar, S. (2020). *Organisational citizenship behaviour: a review*. *International Journal of Work Organisation and Emotion*, 11(2), 89-104.
- Narwastu, Debora & Roy (2023). *Pengaruh Perceived Organizational Support (POS) terhadap Organizational Citizenship Behavior (OCB) melalui Employee Development (ED) dan Organizational Commitment (OC) sebagai Variabel Mediasi pada Tenaga Kependidikan di Salah Satu Perguruan Tinggi Swasta (PTS) di Surabaya.*
- Nasution, D. A., Hasan, M., & Efendi, R. A. (2024). *The Role Of Work Motivation In Influence Organizational Citizenship Behavior (Ocb) With Job Satisfaction As An Intervening Variable*. *Jurnal Comparative: Ekonomi dan Bisnis*, 6(1), 50-61.
- Nijhawan, G., Gujral, H. K., & Singh, K. (2023). *Perceived Organizational Support and Job Performance: Mediating Role of Organizational Citizenship Behavior*. *Journal for ReAttach Therapy and Developmental Diversities*, 6(4s), 139-151
- Pelealu, D. R. (2022). *The Effect of Perceived Organizational Support, Psychological Well-Being, and Person Job Fit on Organizational Commitment through Organizational Citizenship Behavior (OCB) as Variable Intervening in Automotif Companies*. *Scholars Journal of Economics, Business and Management*, 9(4), 81–94. <https://doi.org/10.36347/sjebm.2022.v09i04.003>.
- Putri, N. I. D. (2024). *Pengaruh gaya kepemimpinan dan lingkungan kerja terhadap kinerja karyawan melalui motivasi kerja sebagai variabel intervening pada Puskesmas Kecamatan Kebayoran Lama [Skripsi, Universitas Satya Negara Indonesia]*.

- Qurtubi, A. (2022). The Effects Of Transformational Leadership And *Organizational Citizenship Behavior* (Ocb) On Islamic School Teachers' Satisfaction. *Journal of Positive School Psychology*, 6(7), 2744-2753.
- Qiu, S., & Dooley, L. (2022). How servant leadership affects *Organizational Citizenship Behavior*: the mediating roles of perceived procedural justice and trust. *Leadership & Organization Development Journal*, 43(3), 350–369.
- Rizaie, M. E., Horsey, E. M., Ge, Z., & Ahmad, N. (2023). The role of *Organizational Citizenship Behavior* and patriotism in sustaining public health employees' performance. *Frontiers in psychology*, 13, 997643.
- Robbani, R. I. (2021). *Analisis Pengaruh Kualitas Pelayanan Terhadap Loyalitas Pelanggan dengan Kepuasan Pelanggan sebagai Variabel Mediasi (Studi pada Klinik Ibunda)* (Skripsi, Universitas Islam Negeri Maulana Malik Ibrahim Malang).
- Rohayati, A. (2014). Pengaruh Kepuasan Kerja Terhadap *Organizational Citizenship Behavior*. *Jurnal Study and Management Research*, 11(1), 20-38.
- Sari, N. I. P., Junita, A., & Ritonga, I. M. (2021). Hubungan Kepemimpinan Melayani Terhadap Perilaku OCB dengan Pemberdayaan Pekerja dan Interaksi Atasan Bawahan Sebagai Pemediasi serta Gender Sebagai Pemodelasi. *Jurnal Administrasi Bisnis*, 10(1), 65–76. <https://doi.org/10.14710/jab.v10i1.36131>
- Sari, S. D. M., Kurniawan, I. S., & Kusuma, N. T. (2024). Mediasi Job Satisfaction Pada Pengaruh Leader-Member Exchange Dan *Perceived Organizational Support* Terhadap *Organizational Citizenship Behavior* PDAM Sleman. *Jurnal Manajerial*, 11(01), 45-62
- Salsabila, A. (2024). Pengaruh Self Efficacy, Organizational Justice, Dan *Perceived Organizational Support* Terhadap *Organizational Citizenship Behavior* Pada Karyawan Perusahaan Uno. Co. *IKRAITH-EKONOMIKA*, 7(2), 122-133.
- Soetjipto, N., Priyohadi, N., Sulastri, S., & Riswanto, A. (2021). The effect of company climate, organization citizenship behavior, and transformational leadership on work morale through employee job satisfaction. *Management Science Letters*, 11(4), 1197-1204
- Seriwati Ginting, 2023. *Membangun Budaya Organisasi Membentuk Karakter Tangguh*. Penerbit: Ideas Publishing
- Sumardjo, M., & Supriadi, Y. N. (2023). Perceived organizational commitment mediates the effect of *Perceived Organizational Support* and

- organizational culture on *Organizational Citizenship Behavior*. *Calitatea*, 24(192), 376-384.
- Singal, B. C. (2024). Pengaruh Perceived Organizational Support (Pos) Terhadap *Organizational Citizenship Behavior* (Ocb) Pada Karyawan Jnt Express Cabang Gpi Kota Manado. *Baku Beking Pande (B2P)*, 1(2), 60-66.
- Sugianingrat, I. A. P. W., Yasa, N. N. K., dan Sintaasih, D. K. (2021). Peningkatan Kinerja Karyawan Melalui Employee Engagement Dan *Organizational Citizenship Behavior*. Bandung: CV Media SainsIndonesia.
- Sugiyono. (2019). Metode Penelitian Kuantitati Kualitattif R&D. Bandung: Alfabeta.
- Tetteh, S., Wu, C., Opata, C. N., Asirifua Agyapong, G. N. Y., Amoako, R., & Osei-Kusi, F. (2020). Perceived organisational support, job stress, and turnover intention: The moderation of affective commitments. *Journal of Psychology in Africa*, 30(1), 9-16.
- Yoga, T. C., & Yuliharsi, Y. (2021). Pengaruh *Perceived Organizational Support*, Prosedural Justice Terhadap *Organizational Citizenship Behavior* dengan Kepuasan Kerja Sebagai Variabel Mediasi Pada Perawat Rsud Rasydin Padang. *Jurnal Menara Ekonomi: Penelitian dan Kajian Ilmiah Bidang Ekonomi*, 7(1).
- Zagenczyk, T. J., Purvis, R. L., Cruz, K. S., Thoroughgood, C. N., & Sawyer, K. B. (2020). Context and Social Exchange: Perceived Ethical Climate Strengthens the Relationships Between *Perceived Organizational Support* and Organizational Identification and Commitment. *International Journal of Human Resource Management*, 1–20. <https://doi.org/10.1080/09585192.2019.1706618>