

## DAFTAR PUSTAKA

- Abid, H. R., Gulzar, A., & Hussain, W. (2015). The Impact of Servant Leadership on Organizational Citizenship Behaviors with the Mediating Role of Trust and Moderating Role of Group Cohesiveness; A Study of Public Sector of Pakistan. *International Journal of Academic Research in Business and Social Sciences*. 5(3), 234-242.
- Asgari, A., Silong, A. D., Ahmad, A., & Samah, B. A. (2008). The Relationship between Transformational Leadership Behaviors, Organizational Justice, Leader Member Exchange, Perceived Organizational Support, Trust in Management and Organizational Citizenship Behaviors. *European Journal of Scientific Research*. 23(2), 227-242.
- Avolio, B. J., Zhu, W., Koh, W., & Bhatia, P. (2004). Transformational Leadership and Organizational Commitment: Mediating role of Psychological Empowerment and Moderating Role of Structural Distance. *Journal of Organizational Behavior*. 25(8), 951-968.
- Awamleh, R., & Gardner, W. L. (1999). Perceptions of Leader Charisma And Effectiveness: The Effects of Vision Content, Delivery, and Organizational Performance. *The Leadership Quarterly*. 10(3), 345-373.
- Bambale, J. A. (2014). Relationship between Servant Leadership and Organizational Citizenship Behaviors: Review of Literature and Future Research Directions. *Journal of Marketing and Management*. 5(1), 1-16.
- Bandura. (1971). *Social Learning Theory*. New York: General Learning Press.
- Barbuto, J. E., & Wheeler, D. W. (2006). Scale Development and Construct Clarification of Servant Leadership. *Group & Organization Management*. 31(3), 300-326.
- Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Consideration. *Journal of Personality and Social Psychology*. 51, 1173-1182.
- Bateman, T. S., & Organ, D. W. (1983). Job Satisfaction and The Good Soldier: The Relationship Between Affect and Employee Citizenship. *Academy of Management Journal*. 26(4), 587-595.
- Blau. (1964). *Exchange and Power in Social Life*. New Brunswick (U.S.A.) and London (U.K.): Transaction Publishers.

- Bobbio, A., Van Dierendonck, D., & Manganelli, A. M. (2012). Servant Leadership in Italy and Its Relation to Organizational Variables. *Leadership*. 8 (3), 229-243.
- Burke, C. S., Sims, D. E., Lazzara, E. H., & Salas, E. (2007). Trust in Leadership: A Multi-Level Review and Integration. *The Leadership Quarterly*. 18(6), 606-632.
- Butarbutar, I. D., Sendjaya, S., & Härtel, C. E. (2010). The Mediating Effects of Ethical Climate on the Relationship between Servant Leadership and Organizational Citizenship Behaviour. In *24th ANZAM Conference 2010*. ANZAM, 1-22.
- Casimir, G., Waldman, D. A., Bartram, T., & Yang, S. (2006). Trust and the relationship between leadership and follower performance: Opening the black box in Australia and China. *Journal of Leadership & Organizational Studies*. 12(3), 68-84.
- Chahal, H., & Mehta, S. (2010). Antecedents and Consequences of Organisational Citizenship Behaviour (OCB): A Conceptual Framework in Reference to Health Care Sector. *Journal of Services Research*. 10(2), 25-44.
- Chan, S. C. H., & Mak, W. M. (2014). The Impact of Servant Leadership and Subordinates' Organizational Tenure on Trust in Leader and Attitudes. *Personnel Review*. 43(2), 272-287.
- Chatbury, A., Beaty, D., & Kriek, H.S. (2011). Servant Leadership, Trust, and Implications for the "Base of the Pyramid" Segment in South Africa. *S. Afr. Bus. Manage*. 42 (4), 57-61.
- Chen, X. P., Eberly, M. B., Chiang, T. J., Farh, J. L., & Cheng, B. S. (2014). Affective Trust in Chinese Leaders Linking Paternalistic Leadership to Employee Performance. *Journal of Management*. 40(3), 796-819.
- Chen, Z., Eisenberger, R., Johnson, K. M., Sucharski, I. L., & Aselage, J. (2009). Perceived Organizational Support and Extra Role Performance: Which Leads to Which?. *The Journal of Social Psychology*. 149(1), 119-124.
- Choudhary, A. I., Akhtar, S. A., & Zaheer, A. (2013). Impact of Transformational and Servant Leadership on Organizational Performance: A Comparative Analysis. *Journal of Business Ethics*. 116(2), 433-440.
- Cooper, R. D., & Schindler, S.P. (2014). *Business Research Methods 12th*. New York: McGrawHill.

- DeCoster, J., & Claypool, H. (2004). Data analysis in SPSS. *Retrieved August, 29th, and 2016. downloaded this file from <http://www.stat-help.com/notes.html>.*
- Deluga, R. J. (1995). The Relation between Trust in the Supervisor and Subordinate Organizational Citizenship Behavior. *Military Psychology*. 7 (1), 1-16.
- Dennis, R. S., & Bocarnea, M. (2005). Development of the Servant Leadership Assessment Instrument. *Leadership & Organization Development Journal*. 26(8), 600-615.
- Den Hartog, D. N., & Belschak, F. D. (2012). When Does Transformational Leadership Enhance Employee Proactive Behavior? The Role of Autonomy and Role Breadth Self-Efficacy. *Journal of Applied Psychology*. 97(1), 194-202.
- Dirks, K. T. (2000). Trust in Leadership and Team Performance: Evidence From NCAA Basketball. *Journal of Applied Psychology*. 85(6), 1004-1012.
- Dirks, K. T., & Ferrin, D. L. (2001). The Role of Trust in Organizational Settings. *Organization Science*. 12(4), 450-467.
- Dirks, K. T., & Ferrin, D. L. (2002). Trust in Leadership: Meta-Analytic Findings and Implications for Research and Practice. *Journal of Applied Psychology*. 87(4), 611-628.
- Dixon, D. L. (2013). *Relationships Among Servant Leadership, Organizational Citizenship Behavior, and School Climate in Alabama High Schools*. A Dissertation. The University of Alabama TUSCALOOSA.
- Dulebohn, J. H., Bommer, W. H., Liden, R. C., Brouer, R. L., & Ferris, G. R. (2012). A Meta-Analysis of Antecedents and Consequences of Leader-Member Exchange Integrating The Past With An Eye Toward The Future. *Journal of Management*. 38(6), 1715-1759.
- Ehrhart, M. G. (2004). Leadership and Procedural Justice Climate As Antecedents of Unit Level Organizational Citizenship Behavior. *Personnel Psychology*. 57(1), 61-94.
- Eisenberger, R., Fasolo, P., & Davis-LaMastro, V. (1986). Perceived Organizational Support. *Journal of Applied Psychology*. 71(3), 500-507.
- Erdogan, B., & Enders, J. (2007). Support From the Top: Supervisors Perceived Organizational Support as a Moderator of Leader Member Exchange to Satisfaction and Performance Relationships. *Journal of Applied Psychology*. 92 (2), 321-330.

- Fiedler, F. E. (1964). A Contingency Model of Leadership Effectiveness. *Advances in Experimental Social Psychology*. 1 (1), 149-190.
- Graham, J. W. (1991). Servant Leadership in Organizations: Inspirational and Moral. *The Leadership Quarterly*. 2(2), 105-119.
- Greenleaf, R. K. (1977). *Servant Leadership: A Journey into the Nature of Legitimate Power and Greatness*. New York: Paulist Press.
- Güçel, C., & Begeç, S. (2012). The Effect of The Servant Leadership on Organizational Citizenship Behavior: Case Study of A University. *International Journal of Social Sciences and Humanity Studies*. 4(1), 107-116.
- Gudono. (2014). *Teori Organisasi* (Edisi Ketiga). Yogyakarta: Badan Penerbit Fakultas Ekonomi Universitas Gadjah Mada.
- Hair, F. J., Black, C. W., Babin, J. B., & Anderson, E. R. (2014). *Multivariate Data Analysis*. London: Pearson Education Limited.
- Harwiki, W. (2013). Influence of Servant Leadership to Motivation, Organization Culture, Organizational Citizenship Behavior (OCB), and Employee's Performance in Outstanding Cooperatives East Java Province, Indonesia. *IOSR Journal of Business and Management (IOSR-JBM)*. 8(5), 50-58.
- Hunter, E. M., Neubert, M. J., Perry, S. J., Witt, L. A., Penney, L. M., & Weinberger, E. (2013). Servant Leaders Inspire Servant Followers: Antecedents and Outcomes for Employees and The Organization. *The Leadership Quarterly*. 24(2), 316-331.
- Jung, D. I., & Avolio, B. J. (2000). Opening the Black Box: An Experimental Investigation of The Mediating Effects of Trust and Value Congruence on Transformational and Transactional Leadership. *Journal of Organizational Behavior*. 21(8), 949-964.
- Joseph, E. E., & Winston, B. E. (2005). A Correlation of Servant Leadership, Leader Trust, and Organizational Trust. *Leadership & Organization Development Journal*. 26(1), 6-22.
- JR Maertz, C. P., Griffeth, R. W., Campbell, N. S., & Allen, D. G. (2007). The Effects of Perceived Organizational Support and Perceived Supervisor Support on Employee Turnover. *Journal of Organizational Behavior*. 28, 1059-1075.

- Katz, D. (1964). The Motivational Basis of Organizational Behavior. *Behavioral Science*. 9(2), 131-146.
- Kozlowski, S. W., & Doherty, M. L. (1989). Integration of Climate and Leadership: Examination of A Neglected Issue. *Journal of Applied Psychology*. 74(4), 546-553.
- Laub, J. A. (1999). *Assessing the Servant Organization*. A Dissertation. Florida Atlantic University.
- Lavelle, J. J., Brockner, J., Konovsky, M. A., Price, K. H., Henley, A. B., Taneja, A., & Vinekar, V. (2009). Commitment, Procedural Fairness, and Organizational Citizenship Behavior: A Multifoci Analysis. *Journal of Organizational Behavior*. 30, 337-357.
- Lee, K., & Allen, N. J. (2002). Organizational Citizenship Behavior and Workplace Deviance: The Role of Affect and Cognitions. *Journal of Applied Psychology*. 87, 131-142.
- Liden, R. C., Wayne, S. J., Zhao, H., & Henderson, D. (2008). Servant Leadership: Development of a Multidimensional Measure and Multi-Level Assessment. *The Leadership Quarterly*. 19(2), 161-177.
- Liden, R. C. (2012). Leadership Research in Asia: A Brief Assessment and Suggestions for The Future. *Asia Pacific Journal of Management*. 29(2), 205-212.
- Liu, J., Siu, O. L., & Shi, K. (2010). Transformational Leadership and Employee Well-Being: The Mediating Role of Trust in The Leader and Self-Efficacy. *Applied Psychology*. 59(3), 454-479.
- Mathur, G., & Negi, P. (2014). Servant Leadership and Organizational Citizenship Behaviour Among Employees of Service Sector. *American International Journal of Research in Humanities, Arts, and Social Sciences*. 191-196.
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An Integrative Model of Organizational Trust. *Academy of Management Review*. 20(3), 709-734.
- McAllister, D. J. (1995). Affect-and Cognition-based Trust as Foundations for Interpersonal Cooperation in Organizations. *Academy of Management Journal*. 38(1), 24-59.
- Muller, D., Judd, C. M., & Yzerbyt, V. Y. (2005). When Moderation is Mediated and Mediation is Moderated. *Journal of Personality and Social Psychology*. 89(6), 852-863.

- Neubert, M. J., Kacmar, K. M., Carlson, D. S., Chonko, L. B., & Roberts, J. A. (2008). Regulatory Focus as a Mediator of the Influence of Initiating Structure and Servant Leadership on Employee Behavior. *Journal of Applied Psychology*. 93(6), 1220-1233.
- Neuman, L. W. (2014). *Social Research Methods: Qualitative and Quantitative Approaches 7th edition*. London: Pearson Education Limited.
- Newman, A., Schwarz, G., Cooper, B., & Sendjaya, S. (2015). How Servant Leadership Influences Organizational Citizenship Behavior: The Roles of LMX, Empowerment, and Proactive Personality. *Journal of Business Ethics*. 1-14.
- Ng, K. Y., Ang, S., & Chan, K. Y. (2008). Personality and Leader Effectiveness: A Moderated Mediation Model of Leadership Self-Efficacy, Job Demands, and Job Autonomy. *Journal of Applied Psychology*. 93(4), 733-743.
- Organ, D. W. (1988). A Restatement of the Satisfaction-Performance Hypothesis. *Journal of Management*. 14(4), 547-557.
- Organ, D. W., & Ryan, K. (1995). A Meta-Analytic Review of Attitudinal and Dispositional Predictors of Organizational Citizenship Behavior. *Personnel Psychology*. 48(4), 775-802.
- Pekerti, A. A., & Sendjaya, S. (2010). Exploring Servant Leadership Across Cultures: Comparative Study in Australia and Indonesia. *The International Journal of Human Resource Management*. 21(5), 754-780.
- Petrella, M. V. (2013). *The Effects of Trust on Organizational Citizenship Behaviors: A Meta-Analysis*. Thesis. Bowling Green State University.
- Pillai, R., Schriesheim, C. A., & Williams, E. S. (1999). Fairness Perceptions and Trust as Mediators for Transformational and Transactional leadership: A Two-Sample Study. *Journal of Management*. 25(6), 897-933.
- Podsakoff, P. M., MacKenzie, S. B., Moorman, R. H., & Fetter, R. (1990). Transformational Leader Behaviors and Their Effects on Followers' Trust in Leader, Satisfaction, and Organizational Citizenship Behaviors. *The Leadership Quarterly*. 1(2), 107-142.
- Podsakoff, P. M., MacKenzie, S. B., & Bommer, W. H. (1996). Transformational Leader Behaviors and Substitutes for Leadership as Determinants of Employee Satisfaction, Commitment, Trust, and Organizational Citizenship Behaviors. *Journal of Management*. 22(2), 259-298.



- Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational Citizenship Behaviors: A Critical Review of the Theoretical and Empirical Literature and Suggestions for Future Research. *Journal of Management*. 26(3), 513-563.
- Podsakoff, P. M., MacKenzie, S. B., & Podsakoff, N. P. (2012). Sources of Method Bias in Social science Research and Recommendations on How to Control It. *Annual Review of Psychology*, 63, 539-569.
- Randall, M. L., Cropanzano, R., Bormann, C. A., & Birjulin, A. (1999). Organizational Politics and Organizational Support as Predictors of Work Attitudes, Job Performance, and Organizational Citizenship Behavior. *Journal of Organizational Behavior*. 20, 159-174.
- Reinke, S.J. (2003). Does the Form Really Matter? Leadership, Trust, and Acceptance of the Performance Appraisal Process. *Review of Public Personnel Administration*, 23(1), 23-37.
- Reinke, S.J. (2004). Service Before Self: Towards A Theory of Servant Leadership. *Global Virtue Ethics Review*, 5(3), 30-57.
- Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective Commitment to the Organization: The Contribution of Perceived Organizational Support. *Journal of Applied Psychology*. 86(5), 825-836.
- Riggle, R. J., Edmondson, D. R., & Hansen, J. D. (2009). A Meta-Analysis of the Relationship Between Perceived Organizational Support and Job Outcomes: 20 Years of Research. *Journal of Business Research*. 62(10), 1027-1030.
- Rousseau, D. M., Sitkin, S. B., Burt, R. S., & Camerer, C. (1998). Not So Different After All: A Cross-Discipline View of Trust. *Academy of Management Review*. 23(3), 393-404.
- Sekaran, U., & Bougie, R. (2009). *Research Method for Business: A Skill Building Approach*. Fifth Edition. United Kingdom: John Wiley dan Sons Ltd.
- Sendjaya, S., Sarros, J. C., & Santora, J. C. (2008). Defining and Measuring Servant Leadership Behaviour in Organizations. *Journal of Management Studies*. 45(2), 402-424.
- Sendjaya, S., & Pekerti, A. (2010). Servant Leadership as Antecedent of Trust in Organizations. *Leadership & Organization Development Journal*. Vol. 31, No.7, 643-663.

- Sepdiningtyas, R. (2015). *Pengaruh Leader Member Exchange terhadap Kinerja Individual dengan Pemeditasi Work Engagement dan Pemoderasi Dukungan Rekan Kerja*. Tesis. Universitas Gadjah Mada.
- Shore, L.M., & Tetrick, L.E. (1991). A Construct Validity Study of the Survey of Perceived Organizational Support. *Journal of Applied Psychology*, 76(5), 637-643.
- Shore, L. M., & Wayne, S.J. (1993). Commitment and Employee Behavior: Comparison of Affective Commitment and Continuance Commitment with Perceived Organizational Support. *Journal of Applied Psychology*. 78(5), 774-780.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational Citizenship Behavior: Its Nature and Antecedents. *Journal of Applied Psychology*. 68(4), 653-663.
- Smith, B. N., Montagno, R. V., & Kuzmenko, T. N. (2004). Transformational and servant leadership: Content and contextual comparisons. *Journal of Leadership & Organizational Studies*. 10(4), 80-91.
- Spears, L. C. (Ed.). (1995). *Reflections on leadership: How Robert K. Greenleaf's theory of servant-leadership influenced today's top management thinkers*. Wiley.
- Stone, G. A., Russell, F. R., & Patterson, K. (2004). Transformational vs Servant Leadership: A Difference in Leader Focus. *The Leadership & Organization Development Journal*. 25(4), 349-361.
- Sun, L. Y., Aryee, S., & Law, K. S. (2007). High Performance Human Resources Practices, Citizenship Behavior, and Organizational Performance: A Relational Perspective. *Academy of Management Journal*. 50(3), 558-577.
- Tan, H. H., & Tan, C. S. (2000). Toward the Differentiation of Trust in Supervisor and Trust in Organization. *Genetic, Social, and General Psychology Monographs*, 126(2), 241-260.
- Tansky, J. W., & Cohen, D. J. (2001). The Relationship between Organizational Support, Employee Development, and Organizational Commitment: An Empirical Study. *Human Resource Development Quarterly*. 12(3), 285-300.
- Trivers, G. A. (2009). *Servant Leadership Effects on Trust and Organizational Citizenship Behaviors*. A Dissertation. Argosy University Seattle.



- Van Dierendonck, D. V., & Nuijten. (2010). The Servant Leadership Survey: Development and Validation of a Multidimensional Measure. *Journal Business Psychology*. 26, 249-267.
- Van Dierendonck, D. (2011). Servant Leadership: A Review and Synthesis. *Journal of Management*. 37(4), 1228-1261.
- Van Dyne, L., & LePine, J.A. (1998). Helping and Voice Extra-Role Behaviors: Evidence of Construct and Predictive Validity. *Academy of Management Journal*. 41(1), 108-119.
- Vonday, M. (2010). The Relationships Among Servant Leadership, Organizational Citizenship Behavior, Person-Organization Fit, and Organizational Identification. *International Journal of Leadership Studies*. 6(1), 3-27.
- Walumbwa, F. O., Hartnell, C. A., & Oke, A. (2010). Servant Leadership, Procedural Justice Climate, Service Climate, Employee Attitudes, and Organizational Citizenship Behavior: A Cross-Level Investigation. *Journal of Applied Psychology*. 95(3), 517-529.
- Wang, H., Law, K. S., Hackett, R. D., Wang, D., & 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.
- Weiss, H. M., & Cropanzano, R. (1996). *Affective events theory: A theoretical discussion of the structure, causes and consequences of affective experiences at work*.
- Williams, W. A. (2012). *The Impact of Servant Leadership on Follower Outcomes: Testing The Mediating Roles of Stewardship Climate and Trust*. A Dissertation. University of Mississippi.
- Wu, L. Z., Tse, E. C. Y., Fu, P., Kwan, H. K., & Liu, J. (2013). The Impact of Servant Leadership on Hotel Employees Servant Behavior. *Cornell Hospitality Quarterly*, 54(4), 383-395.
- Zehir, C., Akyuz, B., Eren, M. S., & Turhan, G. (2013). The Indirect Effects of Servant Leadership Behavior on Organizational Citizenship Behavior and Job Performance: Organizational Justice as a Mediator. *International Journal of Research in Business and Social Science*. 2(3), 1, 2147-4478.