

## DAFTAR PUSTAKA

- Andersen, Lotte Bøgh, dan Anne Mette Kjeldsen. 2013. "Public Service Motivation, User Orientation, and Job Satisfaction: A Question of Employment Sector?" *International Public Management Journal* 16 (2): 252–74. <https://doi.org/10.1080/10967494.2013.817253>.
- Azhar, Aisha, dan Trui Steen. 2022. "Underlying Assumptions of Public Service Motivation: A View from the Developing World." *Asia Pacific Journal of Public Administration*, September, 1–21. <https://doi.org/10.1080/23276665.2022.2121294>.
- Bright, Leonard. 2007. "Does Person-Organization Fit Mediate the Relationship Between Public Service Motivation and the Job Performance of Public Employees?" *Review of Public Personnel Administration* 27 (4): 361–79. <https://doi.org/10.1177/0734371X07307149>.
- . 2008. "Does Public Service Motivation Really Make a Difference on the Job Satisfaction and Turnover Intentions of Public Employees?" *The American Review of Public Administration* 38 (2): 149–66. <https://doi.org/10.1177/0275074008317248>.
- Christensen, R. K., dan B. E. Wright. 2011. "The Effects of Public Service Motivation on Job Choice Decisions: Disentangling the Contributions of Person-Organization Fit and Person-Job Fit." *Journal of Public Administration Research and Theory* 21 (4): 723–43. <https://doi.org/10.1093/jopart/muq085>.
- Gould-Williams, J. S., A. M. S. Mostafa, dan P. Bottomley. 2015. "Public Service Motivation and Employee Outcomes in the Egyptian Public Sector: Testing the Mediating Effect of Person-Organization Fit." *Journal of Public Administration Research and Theory* 25 (2): 597–622. <https://doi.org/10.1093/jopart/mut053>.
- Hair, Joseph F. 2019. *Multivariate data analysis*. Eighth edition. Andover, Hampshire: Cengage.
- Harari, Michael B., David E. L. Herst, Heather R. Parola, dan Bruce P. Carmona. 2017. "Organizational Correlates of Public Service Motivation: A Meta-Analysis of Two Decades of Empirical Research." *Journal of Public Administration Research and Theory* 27 (1): 68–84. <https://doi.org/10.1093/jopart/muw056>.
- Homberg, Fabian, Dermot McCarthy, dan Vurain Tabvuma. 2015. "A Meta-Analysis of the Relationship between Public Service Motivation and Job Satisfaction." *Public Administration Review* 75 (5): 711–22. <https://doi.org/10.1111/puar.12423>.
- Jin, Myung H., Bruce McDonald, dan Jaehae Park. 2018. "Does Public Service Motivation Matter in Public Higher Education? Testing the Theories of Person–Organization Fit and Organizational Commitment Through a Serial Multiple Mediation Model." *The American Review of Public Administration* 48 (1): 82–97. <https://doi.org/10.1177/0275074016652243>.

- Kim, Sangmook. 2012. "Does Person-Organization Fit Matter in the Public - Sector? Testing the Mediating Effect of Person-Organization Fit in the Relationship between Public Service Motivation and Work Attitudes." *Public Administration Review* 72 (6): 830–40. <https://doi.org/10.1111/j.1540-6210.2012.02572.x>.
- . 2018. "Public Service Motivation, Organizational Social Capital, and Knowledge Sharing in the Korean Public Sector." *Public Performance & Management Review* 41 (1): 130–51. <https://doi.org/10.1080/15309576.2017.1358188>.
- Kim, Sangmook, Wouter Vandenberghe, Bradley E. Wright, Lotte Bøgh Andersen, Francesco Paolo Cerase, Robert K. Christensen, Céline Desmarais, dkk. 2013. "Investigating the Structure and Meaning of Public Service Motivation across Populations: Developing an International Instrument and Addressing Issues of Measurement Invariance." *Journal of Public Administration Research and Theory* 23 (1): 79–102. <https://doi.org/10.1093/jopart/mus027>.
- Kjeldsen, Anne Mette, dan Jesper Rosenberg Hansen. 2018. "Sector Differences in the Public Service Motivation–Job Satisfaction Relationship: Exploring the Role of Organizational Characteristics." *Review of Public Personnel Administration* 38 (1): 24–48. <https://doi.org/10.1177/0734371X16631605>.
- Kristof, Amy L. 1996. "Person-Organization Fit: an Integrative Review of Its Conceptualizations, Measurement, and Implications." *Personnel Psychology* 49 (1): 1–49. <https://doi.org/10.1111/j.1744-6570.1996.tb01790.x>.
- Kristof-Brown, Amy, dan Russell P. Guay. 2011. "Person–Environment Fit." Dalam *APA Handbook of Industrial and Organizational Psychology, Vol 3: Maintaining, Expanding, and Contracting the Organization.*, disunting oleh Sheldon Zedeck, 3–50. Washington: American Psychological Association. <https://doi.org/10.1037/12171-001>.
- Kristof-Brown, Amy., Ryan D. Zimmerman, dan Erin C. Johnson. 2005. "Consequences of Individuals' Fit at Work: a Meta-Analysis of Person-Job, Person-Organization, Person-Group, and Person-Supervisor fit." *Personnel Psychology* 58 (2): 281–342. <https://doi.org/10.1111/j.1744-6570.2005.00672.x>.
- Lauver, Kristy J., dan Amy Kristof-Brown. 2001. "Distinguishing between Employees' Perceptions of Person–Job and Person–Organization Fit." *Journal of Vocational Behavior* 59 (3): 454–70. <https://doi.org/10.1006/jvbe.2001.1807>.
- Lee, Geon, dan Do Lim Choi. 2016. "Does Public Service Motivation Influence the College Students' Intention to Work in the Public Sector? Evidence From Korea." *Review of Public Personnel Administration* 36 (2): 145–63. <https://doi.org/10.1177/0734371X13511974>.
- Locke, Edwin A. 1969. "What Is Job Satisfaction?" *Organizational Behavior and Human Performance* 4 (4): 309–36. [https://doi.org/10.1016/0030-5073\(69\)90013-0](https://doi.org/10.1016/0030-5073(69)90013-0).

- Locke, Edwin A. 1976. *The Nature and Causes of Job Satisfaction*. Vol. 1. Handbook of Industrial and Organizational Psychology.
- Mussagulova, Assel, dan Zeger Van der Wal. 2019. "Reforming While Maintaining Job Security: A Good Idea? The Case of the Kazakhstani Public Service." *Policy Design and Practice* 2 (4): 400–417. <https://doi.org/10.1080/25741292.2019.1679431>.
- Nauta, Margaret M. 2010. "The Development, Evolution, and Status of Holland's Theory of Vocational Personalities: Reflections and Future Directions for Counseling Psychology." *Journal of Counseling Psychology* 57 (1): 11–22. <https://doi.org/10.1037/a0018213>.
- O'Leary, Chris. 2019. "Public Service Motivation: A Rationalist Critique." *Public Personnel Management* 48 (1): 82–96. <https://doi.org/10.1177/0091026018791962>.
- Palma, Raffaella. 2016. "Public Service Motivation and Employee Outcomes in the Italian Public Sector: Testing the Mediating Effect of Person-Organization Fit." *Journal of Applied Quantitative Methods* 11 (2): 1–16.
- Perry, James L. 1997. "Antecedents of Public Service Motivation." *Journal of Public Administration Research and Theory* 7 (2): 181–97. <https://doi.org/10.1093/oxfordjournals.jpart.a024345>.
- Perry, James L., dan Annie Hondeghem. 2008. "Building Theory and Empirical Evidence about Public Service Motivation." *International Public Management Journal* 11 (1): 3–12. <https://doi.org/10.1080/10967490801887673>.
- Perry, James L., Annie Hondeghem, dan Lois Recascino Wise. 2010. "Revisiting the Motivational Bases of Public Service: Twenty Years of Research and an Agenda for the Future." *Public Administration Review* 70 (5): 681–90. <https://doi.org/10.1111/j.1540-6210.2010.02196.x>.
- Perry, James L., dan Wouter Vandenabeele. 2015. "Public Service Motivation Research: Achievements, Challenges, and Future Directions." *Public Administration Review* 75 (5): 692–99. <https://doi.org/10.1111/puar.12430>.
- Perry, James L., dan Lois Recascino Wise. 1990. "The Motivational Bases of Public Service." *Public Administration Review* 50 (3): 367. <https://doi.org/10.2307/976618>.
- Prysmakova, Palina. 2021. "Contact with Citizens and Job Satisfaction: Expanding Person-Environment Models of Public Service Motivation." *Public Management Review* 23 (9): 1339–58. <https://doi.org/10.1080/14719037.2020.1751252>.
- Scott, Patrick G., dan Sanjay K. Pandey. 2005. "Red Tape and Public Service Motivation: Findings from a National Survey of Managers in State Health and Human Services Agencies." *Review of Public Personnel Administration* 25 (2): 155–80. <https://doi.org/10.1177/0734371X04271526>.
- Sekaran, Uma, dan Roger Bougie. 2016. *Research Methods for Business: A Skill-Building Approach*. Seventh edition. Chichester, West Sussex, United Kingdom: John Wiley & Sons.

- Spector, Paul. 1997. *Job Satisfaction: Application, Assessment, Causes, and Consequences*. 2455 Teller Road, Thousand Oaks California 91320 United States: SAGE Publications, Inc. <https://doi.org/10.4135/9781452231549>.
- Steijn, Bram. 2008. "Person-Environment Fit and Public Service Motivation." *International Public Management Journal* 11 (1): 13–27. <https://doi.org/10.1080/10967490801887863>.
- Syamsir, Syamsir. 2014. "Public Service Motivation and Socio Demographic Antecedents among Civil Service in Indonesia." *Bisnis & Birokrasi Journal* 21 (1): 1–8. <https://doi.org/10.20476/jbb.v21i1.4038>.
- . 2015. "Public Service Motivation among Indonesian Employees: a Critical Review Toward the Psm Theory." *European Journal of Social Sciences Education and Research* 5 (1): 133. <https://doi.org/10.26417/ejser.v5i1.p133-142>.
- Van der Wal, Zeger. 2015. "'All Quiet on the Non-Western Front?' A Review of Public Service Motivation Scholarship in Non-Western Contexts." *Asia Pacific Journal of Public Administration* 37 (2): 69–86. <https://doi.org/10.1080/23276665.2015.1041223>.
- Vandenabeele, Wouter. 2007. "Toward a Public Administration Theory of Public Service Motivation: An Institutional Approach." *Public Management Review* 9 (4): 545–56. <https://doi.org/10.1080/14719030701726697>.
- . 2008. "Government Calling: Public Service Motivation as an Element in Selecting Government as an Employer of Choice." *Public Administration*, Juli, ???-??? <https://doi.org/10.1111/j.1467-9299.2008.00728.x>.
- . 2009. "The Mediating Effect of Job Satisfaction and Organizational Commitment on Self-Reported Performance: More Robust Evidence of the PSM—Performance Relationship." *International Review of Administrative Sciences* 75 (1): 11–34. <https://doi.org/10.1177/0020852308099504>.
- Wright, Bradley E., dan Sanjay K. Pandey. 2008. "Public Service Motivation and the Assumption of Person—Organization Fit: Testing the Mediating Effect of Value Congruence." *Administration & Society* 40 (5): 502–21. <https://doi.org/10.1177/0095399708320187>.
- . 2011. "Public Organizations and Mission Valence: When Does Mission Matter?" *Administration & Society* 43 (1): 22–44. <https://doi.org/10.1177/0095399710386303>.
- Zito, Margherita, Federica Emanuel, Monica Molino, Claudio Giovanni Cortese, Chiara Ghislieri, dan Lara Colombo. 2018. "Turnover Intentions in a Call Center: The Role of Emotional Dissonance, Job Resources, and Job Satisfaction." Disunting oleh Nikolaos Georgantzis. *PLOS ONE* 13 (2): e0192126. <https://doi.org/10.1371/journal.pone.0192126>.