

DAFTAR PUSTAKA

- Ahmed, M., & Shafiq, S. (2014). The Impact of Organizational Culture on Organizational Performance: A Case Study of Telecom Sector. *Global Journal of Management and Business Research: An Administration and Management*, 14 (3), 21-29.
- Alsharah, A. M. (2014). Rewards and Incentives Impact on Job Satisfaction of Saudi Banks Employees. *European Journal of Business and Management*, 6 (38), 70-81.
- Anderson, N., & Schalk, S. (1998). The Psychological Contract in Retrospect and Prospect. *Journal of Organizational Behaviour*, 19, 637-647.
- Angle, H., & Perry, J. (1983). Organizational Commitment: Individual and Organizational Influences. *Work and Occupation*, 10, 123-146.
- Argentero, P., Cortese, C. G., & Ferreti, M. S. (2008). An Evaluation of Organizational Citizenship Behavior: Psychometric Characteristics of the Italian Version of Podsakoff et al's Scale. *TPM*, 15 (2), 61-75.
- Arifin. (2010). *Kinerja Pegawai (Fungsi dari Kemampuan Motivasi dan Lingkungan)*. Yogyakarta: Penerbit Teras.
- Atkinson, d. (1999). *Pengantar Psikologi Jilid 2 Edisi 8*. Jakarta: Erlangga.
- Aycan, Z., Kanungo, R. N., & Sinha, J. (1999). *Organizational Culture and Human Resource Management Practices: The Model of Culture Fit*. *Journal of Cross-Cultural Psychology*: 30 (4), 501-526.
- Azwar, S. (2011). *Metode Penelitian*. Yogyakarta: Pustaka Pelajar.
- Barbuto, J. E., & Story, J. S. (2011). Work Motivation and Organizational Citizenship Behaviors. *Journal of Leadership Studies*, 5 (1), 23-34.
- Baron, R. A., & Byrne, D. (2005). *Psikologi Sosial Jilid 2 Edisi Kesepuluh*. Jakarta: Erlangga.
- Basirudin, N. B., Basiruddin, R., Mokhber, M., Rasid, S. Z., & Zamil, N. A. (2016). 376Organizational Citizenship Behaviour in Public Sector: Does Job

Satisfaction Play a Role. *International Journal of Economics and Financial Issues*, 6 (8), 376-381.

Belwakar, S., Vohra, V., & Pandey, A. (2018). The Relationship Between Workplace Spirituality, Job Satisfaction and Organizational Citizenship Behaviour An Empirical Study. *Social Responsibility Journal*, 14 (2), 410-430.

Bond, R., & Smith, P. B. (1996). Culture and Conformity: A Meta-Analysis of Studies Using Asch's (1952b, 1956) Line Judgment Task. *Psychological Bulletin*, 119 (1), 111-137.

Bose, S., & Agarwal, M. (2003). Work Environment and Perceived Fulfillment of Psychological Contract: A Study of Private and Public Sector Organisations. *Indian Journal of Industrial Relation*, 38 (4), 460-479.

Budiharjo, A. (2011). *Menuju Pencapaian Kinerja Optimum*. Jakarta: Prasetya Mulya Publishing.

Cahyo, A. D. (2015). Kontrak Psikologis dan Motivasi Kerja Karyawan PT. Bahtera Bersaudara Krian. *Psikologia*, 3 (1), 75-81.

Cameron, K. S. (2006). *Diagnosing and Changin Organizational Culture*. San Fransisco: Jossey-Bass.

Cameron, S. K., & Quinn, E. R. (2011). *Diagnosing and Changin Organizational Culture based on The Competing Values Framework*. USA: Addison-Wesley Publishing Company.

Chadrakumara, A. (2012). Impact of Work Values and Individual Attributes on Citizenship and Task Performance: A Test in a Developing Country Context. *Journal for the Advancement of Developing*, 1 (2), 26-46.

Chaiklin, H. (2011). Attitudes, Behavior, and Social Practice. *Journal of Sociology & Social Welfare*, 38 (1), 31-54.

Chelagat, L. J., Kiprop, C. P., & Kemboi, A. (2015). Effect of Organizational Citizenship Behavior on Employee Performance in Banking Sector, Nairobi County, Kenya. *International Journal of Business, Humanities and Technology*, 5 (4), 55-61.

Cohen, A. (2012). The Relationship between Individual Values and Psychological Contracts. *Journal of Managerial Psychology*, 27 (3), 283-301.

Cooper-Hakim, A., & Viswesvaran, C. (2005). The Construct of Work Commitment: Testing and integrative framework. *Psychological Bulletin*, 131 (2), 241-259.

- Creswell, J. W. (2012). *Educational Research Planning, Conductiong, and Evaluating Quantitative and Qualitative Research*. Boston, MA: Edward Brothers Inc.
- Daniels, D., Joireman, J., Falvy, J., & Kamdar, D. (2006). Organizational Citizenship Behavior as Function of Empathy Consideration of Future Consequences and Employee Time Horizon: An Initial Exploration Using In-Basket Simulation of OCBs. *Journal of Applied Social Pscyhology*, 36 (9), 2266-2292.
- DeMeuse, K., & Tornow, W. (1990). The tie that binds - has become very, very frayed. *Human Resource Planning*, 13, 203-213.
- Doyle, P., & Wong, V. (1998). Marketing and Competitive Performance: An Empirical Study. *European Journal of Marketing*, 3 (2), 514-535.
- Ebrahimpour, H., Zahed, A., Khaleghkhah, A., & Sepehri, M. B. (2011). A Survey Relation between Organizational Culture and Organizational Citizenship Behaviour. *Procedia Social and Behavioral Sciences*, 30, 1920-1925.
- Eisenberger, R., Stinglhamamber, F., Vandenberghe, C., & Sucharski, L. (2002). Perceived Supervisor Support: Conributions to Perceived Organizational Support and Employee Retention. *Journal of Applied Psychology*, 8, 565-57.
- Elst, D. v., & Meurs, D. (2015). Positive Management: The Relationship Between the Psychological Contract, Employee Engagement and Organizational Commitment. *Journal of Positive Management*, 6 (4), 30-52.
- Field, S., Hoffman, A., & Posch, M. (1997). Self-Determination During Adolescence. *Remedial and Special Education*, 18 (5) 285-293.
- Foote, D. A., & Tang, T. L.-P. (2008). Job satisfaction and organizational citizenship behavior (OCB): Does team commitment make a difference in self-directed teams? *Management Decision*, 46 (6), 933-947.
- Frengki, Hubeis, A. V., & Affandi, M. J. (2017). The Influence of Incentive towards their Motivation and Discipline (A Case Study at Rectorate of Andalas University, West Sumatra, Indonesia). *Journal of Education and e-Learning Research*, 4 (4), 122-128.
- Graham, J. W. (1991). An essay on organizational citizenship behavior. *Employee Responsibilities and Rights Journal*, 4 (4), 249-270.
- Gunay, G. Y. (2018). Relationship between Job Satisfaction, Organizational Citizenship Behavior and Employee Performance: Sample of Edirne Financial Office Employees in Turkey. *American International Journal of Contemporary Research*, 8 (1), 64-74.

- Hall, D., Schneider, B., & Nygren, H. (1970). Personal factors in organizational identification. *Administrative Science Quarterly*, 176-189.
- Harwiki, W. (2016). The Impact of Servant Leadership on Organization Culture, Organizational Commitment, Organizational Citizenship Behaviour (OCB) and Employee Performance in Women Cooperatives. *Procedia Social and Behavioral Sciences*, 219, 283-290.
- Husodo, Y. R. (2018). Pengaruh Budaya Organisasi terhadap Organizational Citizenship Behavior (OCB) dengan Kepuasan Kerja sebagai Variabel Intervening pada PT. Jatim Indonesia. *Agora*, 6 (1), 1-8.
- Ibrahim, M. A., & Aslinda. (2014). The Effect of Motivation on Organizational Citizenship Behavior (OCB) at Telkom Indonesia in Makasar. *International Journal of Administrative Science & Organization*, 21 (2), 114-120.
- IMD. (2018). *IMD World Competitiveness Rankings 2018 Results*. Retrieved 5 14, 2019, from International Institute for Management Development: <https://www.imd.org/wcc/world-competitiveness-center-rankings/world-competitiveness-ranking-2018/>
- Jahangir, N., Akbar, M. M., & Haq, M. (2004). Organizational Citizenship Behavior: Its Nature and Antecedents. *BRAC University Journal*, 1 (2), 75-85.
- Jain, V. (2014). 3D Model of Attitude. *International Journal of Advanced Research in Management and Social Science*, 3 (3), 1-12.
- K.J., L., & Lyngdoh, W. S. (2016). Psychological Contract and Job Satisfaction among HR Professionals in Start-up Service Sector. *The International Journal of Indian Psychology*, 3 (2), 129-136.
- Kaifi, B. A., Nafei, W. A., Khanfar, M. N., & Kaifi, M. M. (2012). A multi-generation workforce: managing and understanding millenials. *International Journal of Business & Management*, 7 (24), 88-93.
- Kamel, B., Amine, B. M., & Abdeljalil, M. (2015). Relationship between Job Satisfaction and Organizational Citizenship Behavior in the National Company for Distribution Electricity and Gas. *European Journal of Business and Management*, 7 (30), 1-6.
- Kickul, J., & Lester, S. (2001). Broken Promises: Equity Sensitivity as a Moderator Between Psychological Contract Breach and Employee Attitudes and Behavior. *Journal of Business and Psychology*, 16, 191-217.
- Kinicki, A., & Fugate, M. (2016). *Organizational Behaviour: A Practicel, Problem-Solving Approach*. New York: McGraw-Hill.

- Kreitner, R., & Kinicki, A. (2005). *Perilaku Organisasi (Organizational Behavior)*. Jakarta: Salemba Empat.
- Kusku, F. (2001). Dimensions of Employee Satisfaction: A State University Example. *Metu Studies in Development*, 28 (3-4), 399-430.
- Kusumajati, D. A. (2014). Organizational Citizenship Behavior (OCB) Karyawan pada Perusahaan. *Humaniora*, 5 (1), 62-70.
- Langton, N., Robbins, S. P., & Judge, T. A. (2010). *Fundamentals of Organizational Behaviour Fourth Canadian Edition*. Canada: Pearson Education Canada.
- Lee, K., & Allen, N. J. (2002). Organizational citizenship behavior and workplace deviance: the role of affect and cognitions. *Journal of Applied Psychology*, 87 (1), 131-142.
- Leng, G. E., & Chin, M. L. (2016). Person-Job Fit, Personality, Organizational Commitment, and Intention to Stay among Employees in Marketing Departments. *Jurnal Psikologi Malaysia*, 30 (1), 80-89.
- Li, J., & Dai, L. (2015). A Review of Psychological Contract. *Psychology*, 6, 1539-1544.
- Li, J., Mizerski, D., Lee, A., & Liu, F. (2009). The Relationship between Attitude and Behavior: An Empirical Study in China. *Asia Pacific journal of marketing and logistics*, 21 (2), 232-242.
- Li, L. K. (2012). A Study of the Attitude, Self-efficacy, Effort and Academic Achievement of CityU Students towards Research Methods and Statistics. *Discovery-SS Student E-Journal*, 1, 154-183.
- Lub, X. D., Blomme, R. J., & Bal, P. M. (2011). Psychological Contract and Organizational Citizenship Behavior: A New Deal for New Generations? *Advances in Hospitality and Leisure*, 8 (1), 109-130.
- Luthans, F. (2008). *Organizational Behaviour Edisi-9*. New York: McGraw Hill.
- Mahdi, M. R., Djudi, M., & Iqbal, M. (2015). Pengaruh Kompensasi dan Kepuasan Kerja terhadap Kinerja Karyawan (Studi di PT. PLN (Persero) Distribusi Jawa Timur Area Malang). *Jurnal Administrasi Bisnis (JAB)*, 28 (1), 79-83.
- Malhotra, N. K. (2005). Attitude and Affect: New Frontiers of Research in the 21st Century. *Journal of Business Research*, 58, 477-482.
- McCullough, M. E. (2002). Savoring Life, Past and Present: Explaining What Hope and Gratitude Share in Common. *Psychological Inquiry*, 13 (4), 302-304.

- Miao, R.-T. (2011). Perceived Organizational Support, Job Satisfaction, Task Performance, and Organizational Citizenship Behaviour in China. *Journal of Behavioural and Applied Management*, 105-127.
- Newell, H., & Dopson, S. (1996). Muddle in the middle: organisational restructuring and middle management careers. *Personal Review*, 25 (4).
- Nio, S. R., Mariatin, E., & Novliadi, F. (2018). Perbedaan Organizational Citizenship Behavior (OCB) Ditinjau dari Karakter Kepribadian Big-Five dan Komitmen Organisasi. *Jurnal RAP UNP*, 9 (1), 105-117.
- Nisa, N. U., & Fayaz, F. (2018). Role of Organizational Culture in Enhancing the Organizational Citizenship Behaviour of Employees-A Review of Literatur. *International Journal of Management Studies*, 3 (4), 64-73.
- Oktaviani, A., & Fauziah, N. (2017). Hubungan antara Kontrak Psikologis dengan Organization Citizenship Behavior pada Karyawan Kantor Pos Besar Semarang. *Jurnal Empati*, 7 (1), 21-26.
- Opatlaka, I. (2009). Organizational Citizenship Behaviour in Teaching: The Consequences for Teachers, Pupils, and the School. *The International Journal of Educational Mangement*, 23 (5), 375-389.
- Organ, D. W. (1988). *Organizational citizenship behavior: The good soldier syndrome*. Lexington, MA: Lexington.
- Organ, D. W., & Ryan, K. (1995). A Meta-Analytic Review of Attitudinal and Dispositional Predictors of Organizational Citizenship Behavior. *Personnel Psychology*, 48, 775-802.
- Organ, D., Podsakoff, P. M., & MacKenzie, S. B. (2006). *Organizational citizenship behavior: Its nature, antecedents, and consequences*. Thousand Oaks: Sage Publication.
- Owens, R. (1987). *Organizational Behaviour in Education*. New Jersey: Prentice-Hal.
- Palupi, T., & Sawitri, D. R. (2017). Relationship between Attitude and Pro-Environmental Behavior from the Perspective of Theory of Planned Bheavior. *Proceeding Biology Education Conference*, 14 (1), 214-217.
- Patra, A., & Aima, M. H. (2018). The Effect of Organizational Culture and Job Satisfaction on Organizational Commitment and the Implementation on Organizational Citizenship Behavior in Employees of PT. Bali Towerindo Sentra Tbk. *International Journal of Scientific and Research Publication*, 8 (2), 321-328.

- Pavalache-Ilie, M. (2014). Organizational Citizenship Behaviour, Work Satisfaction, and Employee's Personality. *Procedia Social and Behaviour*, 127, 489-493.
- Podsakoff, N. P., Blume, B. D., Whiting, S. W., & Podsakoff, P. M. (2009). Individual-and Organizational-Level Consequences of Organizational Citizenship Behaviors: A Meta-Analysis. *Journal of Applied Psychology*, 94 (1), 122-141.
- Podsakoff, N., Podsakoff, P., MacKenzie, S., Maynes, T., Trevor, M., & Spoelma, T. (2014). Consequences of unit-level organizational citizenship behaviors: a review and recommendations for future research. *Journal of Organizational Behaviour*, 35 (S1), S87-S119.
- Podsakoff, P., MacKenzie, S., Paine, J., & Bachrach, D. (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.
- Poncheri, R. (2006). *The Impact of Work Context on the Prediction of Employee Performance*. North Carolina: Nacoste.
- Pratiwi, V. R., & Riyono, B. (2017). Peran Ketidakpuasan Kerja terhadap Intensi Turnover Karyawan dengan Stabilitas Anchor sebagai Moderator. *Gadjah Mada Journal of Psychology*, 3 (1), 45-58.
- Pricelia, V., & Handoyo, Y. (2015). Pengaruh persepsi dukungan organisasi (POS) terhadap pemenuhan kontrak psikologis dengan kepercayaan pada organisasi sebagai variabel mediator pada karyawan PT. Bank X. *Jurnal Psikologi Industri dan Organisasi*, 4 (2).
- Putri, I. G. (2012). Pengaruh Budaya Organisasi terhadap Kinerja dalam Perspektif Balanced Scorecard. *Jurnal Akuntansi Multiparadigma*, 3 (3), 462-470.
- Rigotti, T., Otto, K., & Mohr, G. (2007). East-West Differences in Employment Relations, Organizational Justice and Trust: Possible Reasons and Consequences. *Economic and Industrial Democracy*, 28 (2), 212-238.
- Ristanti, A. J., & Dihan, F. N. (2016). Pengaruh Kualitas Kehidupan Kerja dan Kepuasan Kerja terhadap Kinerja Karyawan PT. Pertamina Persero RU IV Cilacap. *Jurnal Akuntansi dan Pendidikan*, 5 (1), 53-63.
- Riyono, B. (2011). *Motivasi dengan Perspektif Psikologi Islam*. Yogyakarta: Quality Publishing.

- Riyono, B., Citrawati, Y., Rahmenda, T., & Zahra, I. (2013). *"Backbone Organization Model" (BOM) sebagai Kerangka Pikir Komprehensif untuk Memahami Organisasi*. Yogyakarta: Universitas Gadjah Mada.
- Riyono, B., Himam, F., & Subandi. (2012). In Search for Anchors The Fundamental Motivational Force in Compensating for Human Vulnerability. *Gadjah Mada International Journal of Business*, 14 (3), 229-252.
- Robbins, S. P. (2006). *Perilaku Organisasi Edisi kesepuluh*. Jakarta: PT. Indeks Kelompok Gramedia.
- Robbins, S. P. (2008). *Perilaku Organisasi Edisi 12*. Jakarta: Salemba Empat.
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behaviour (15th Edition)*. New Jersey: Prentice Hall.
- Rosseau, D. M. (1989). Psychological and implied contracts in organisations. *Employer Responsibilities and Rights Journal*, 2, 121-139.
- Rousseau, D. M. (1990). New hire perceptions of their own and their employer's obligations: A study of psychological contract. *Journal of Organizational Behavior*, 11, 389-400.
- Rousseau, D. M. (2000). *Psychological Contract Inventory Technical Report*. Pennsylvania: Carnegie Bosch Institute.
- Rousseau, D. M., Tomprou, M., & Montes, S. D. (2013). *Eyclopedia of Management Theory Psychological Contract Theory*. Thousand Oaks: SAGE Publications, Inc.
- Saphiro, C., Jacqueline, A., I, A. K., & Purcell, J. (2004). *Exploring organizationally directed citizenship behaviour: reciprocity or 'it's my employee'?* *Journal of Management Studies*: 41(1), 102-115.
- Savarimuthu, & Rachael, J. (2017). Psychological Contract - A Conceptual Framework. *International Journal of Management*, 8 (5), 101-110.
- Schau, C., Stevens, J., Dauphinee, T. L., & Vecchio, A. D. (1995). The Development and Validation of the Survey of Attitudes Towards Statistics. *Educational and Psychological Measurement*, 55 (5), 868-875.
- Schein, E. (1978). *Career Dynamics: Matching Individuals and Organizational Needs*. Addison-Wesley: Reading.
- Schein, E. (2004). *Organizational Culture and Leadership*. San Fransisco: Jossey-Bass.

- Schein, E. H. (1965). *Organizational Psychology*. Englewood Cliffs, NJ: Prentice-Hall.
- Shim, D. C., & Rohrbaugh, J. (2013). An Explanation of Differences between Government Offices in Employees' Organizational Citizenship Behaviour. *Public Management Review*, 16 (6), 807-829.
- Smith, C. A., Organ, W., & Chermack, J. (1983). Organizational Citizenship Behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68, 655-663.
- Smith, T. J., & Nichols, T. (2015). Understanding the Millenials Generation. *Journal of Business Diversity*, 15 (1), 39-47.
- Snyder, C. (2002). Hope Theory: Rainbow in the Mind. *Psychological Inquiry*, 13 (4), 140-275.
- Steers, R. M. (1977). Antecedents and outcomes of organizational commitment. *Administrative Science Quarterly*, 22, 46-56.
- Stringer, C., Didham, J., & Theivananthampillai, P. (2011). Motivation, Pay Satisfaction, and Job Satisfaction of Front-line Employees. *Qualitative Research in Accounting & Management*, 8 (2), 161-179.
- Sugiyono. (2012). *Metodologi Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Suharyani, T. (2017). Hubungan Karakteristik Individu dan Faktor Pekerjaan pada Karyawan PT. Garuda Indonesia Airlines. *Skripsi Perpustakaan Universitas Airlangga*, 1-100.
- Sumida, K. (2014). Junya Fujimoto. *Sport, Business, and Management: An International Journal*, 4 (2), 109-124.
- Suwibawa, A., Agung, A. G., & Sapta, I. K. (2018). Effect of Organizational Culture and Organizational Commitment to Employee Performance through Organizational Citizenship Behaviour (OCB) as Intervening Variables (Study on Bappeda Libang Bali). *International Journal of Contemporary Research and Review*, 9 (8), 20997-21013.
- Suyasa, P. T., & Coawanta, J. A. (2004). Sikap terhadap Budaya Organisasi dan Komitmen Organisasi. *Jurnal Psikologi*, 4 (1), 1-21.
- Tanaka, K. (2013). Organizational Citizenship Behavior in Contemporary Workplace in Japan. *Japan Labor Review*, 10 (3), 5-18.

- Taurisa, C. M., & Ratnawati, I. (2012). Analisis Pengaruh Budaya Organisasi dan Kepuasan Kerja terhadap Komitmen Organisasional dalam Meningkatkan Kinerja Karyawan (Studi pada PT. Sido Muncul Kaligawe Semarang). *Jurnal Bisnis dan Ekonomi*, 9 (2), 170-187.
- Trisia, A., & Sakapurnama, E. (2014). Pengaruh Budaya Organisasi terhadap Organizational Citizenship Behavior (OCB) Pegawai Tetap di Kantor Pusat PT. Garuda Indonesia (Persero) TBK. *Jurnal Fisip UI*, 1-24.
- Vertikallini, H., & Wibowo, U. D. (2014). Kepuasan Kerja dan Organizational Citizenship Behavior (OCB) pada Karyawan. *Psycho Idea*, 12 (2), 6-11.
- Vos, A. D., Buyes, D., & Schalk, R. (2003). Psychological Contract Development during Organizational Socialization: Adaptation to Reality and the Role of Reciprocity. *Journal of Organizational Behavior*, 24, 537-559.
- Wardhani, A. R. (2018). Pengaruh Kontrak Psikologis Terhadap Intensi Keluar dengan Komitmen Afektif Sebagai Variabel Mediator. *Jurnal Aplikasi Manajemen dan Bisnis*, 4 (3), 464-473.
- Wati, D. M., & Surjanti, J. (2018). Pengaruh Kecerdasan Emosional, Organizational Citizenship Behavior (OCB) dan Kepuasan Kerja terhadap Kinerja Karyawan pada PT. PLN (Persero) Area Bojonegoro. *Jurnal Ilmu Manajemen*, 6 (4), 386-393.
- Widodo, U. (2006). Analisis Pengaruh Gaya Kepemimpinan dan Kepuasan Kerja terhadap Kinerja Bawahan (Studi Empiris pada Perguruan Tinggi Swasta di Kota Semarang). *Fokus Ekonomi*, 1 (2), 92-108.
- Yaseen, A., Liaquat, M., Ibn-e-Hassan, & Hassan, M. u. (2015). Impact of Organizational Culture and Social Influence on Organizational Citizenship Behavior with Mediating Effect of Interactional Justice. *Sci. Int. (Lahore)*, 27 (3), 2332-2450.
- Zeyada, M. (2018). Organizational Culture and its Impact on Organizational Citizenship Behavior. *International Journal of Academic Research in Business and Social Sciences*, 8 (3), 418-429.
- Zheng, W., Zhang, M., & Li, H. (2012). Performance Appraisal Process and Organizational Citizenship Behaviour. *Journal of Managerial Psychology*, 27 (7), 732-752.