

DAFTAR PUSTAKA

- Ainiyah, N., Deliar, A., & Virtriana, R. (2016). The classical assumption test to driving factors of land cover change in the development region of northern part of West Java. *International Archives of the Photogrammetry, Remote Sensing and Spatial Information Sciences*, 150(6), 205-210.
- Anderson, P., & Pulich, M. (2001). Managing workplace stress in a dynamic environment. *Health Care Manager*, 19(3), 1-10.
- Bahrami, M.A., Montazeralfaraj, R., Gazar, S.H., & Tafti, AD. (2014). Relationship between organizational perceived justice and organizational citizenship behavior among an iranian hospital's employees, 2013. *Electron Physician*, 6 (2), 838-44.
- Bhatti, M., Akram, U., Hashim, M., & Akram, Z. (2016). Relationship between job stress and organizational commitment: An empirical study of banking sector. *E3 Journal of Business Management and Economics*, 7, 29-37.
- Bolino, M. C., & Turnley, W. H. (2005). The personal costs of citizenship behavior: The relationship between individual initiative and role overload, job stress, and work-family conflict. *Journal of Applied Psychology*, 90(4), 740-748.
- Bragger, Jennifer & Rodriguez-Srednicki, Ofelia & Kutcher, Eugene & Indovino, Lisa & Rosner, Erin. (2005). Work-family conflict, work-family culture, and organizational citizenship behavior among teachers. *Journal of Business and Psychology*. 20, 303-324.
- Chahal, H. (2010). Antecedents and consequences of organisational citizenship behaviour (OCB). *A Conceptual Framework In Reference To Health Care Sector*, 10, 25-44.
- Colligan, T., Higgins, E. & Box, P. (2005). Workplace stress: Etiology and consequences. *Journal of Workplace Behavioral Health*, 21, 774-780.

- Cropanzano, R. & Greenberg, J. (1997). Progress in organizational justice: Tunneling through the maze.
- Dagget, T. T., Molla, A., & Belachew, T. (2016). Job related stress among nurses working in Jimma Zone public hospitals, South West Ethiopia: A cross sectional study. *BMC Nursing*, 15, 145-161.
- Dekker, I., & Barling, J. (1995). Workforce size and work-related role stress. *Work and Stress*, 9, 45–54.
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of perceived organizational support. *Journal of Applied Psychology*, 86 (1), 42-51.
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71, 500-507.
- Eisenberger, R., Rhoades, L., & Cameron, J. (1999). Does pay for performance increase or decrease perceived self-determination and intrinsic motivation? *Journal of Personality and Social Psychology*, 77, 1026–1040.
- Greenhaus, J. H., & Parasuraman, S. (1986). A work-nonwork interactive perspective of stress and its consequences. *Journal of Organizational Behavior Management*, 8(2), 37–60.
- Hajjar B Al. (2013). Occupational stress among hospital nurses in Gaza-Palestine. *University of Manchester*, 1–289.
- Helm, R. & Mark, A. (2012). Analysis and evaluation of moderator effects in regression models - State of art, alternatives and empirical example. *Review of Managerial Science*, 6, 711-732.
- Hesketh, Ian & Cooper, Cary & Ivy, Jonathan. (2015). Well-being, austerity and policing: Is it worth investing in resilience training?. *The Police Journal*, 3, 924-992.

- Ho, W.H., Chang, C., Shih, Y.L., & Liang, A. (2009). Effects of job rotation and role atress among nurses on job satisfaction and organizational commitment. *BMC health services research*, 9(8), 393-404.
- House, J. S. (1981). *Work stress and social support*. Manchester: Addison-Wesley.
- HSE. *Stress and Psychological Disorders*, 2011. <http://www.hse.gov.uk/statistics/causdis/stress/stress.pdf> (diakses tanggal 10 Desember 2019).
- Jain, A., Giga, S. & Cooper, C. (2013), Perceived organizational support as a moderator in the relationship between organisational stressors and organizational citizenship behaviors, *International Journal of Organizational Analysis*, 21 (3), 313-334.
- Jones, B., Flynn, D.M., & Kelloway, E.K. (1995). Perception of support from the organization in relation to work stress, satisfaction, and commitment.
- Jordan, T. R., Khubchandani J., & Wiblishauser, M. (2016). The impact of perceived stress and coping adequacy on the health of nurses. *Nursing Research and Practice*, 16, 191-202.
- Kahn, R. L., Wolfe, D. M., Quinn, R. P., Snoek, J. D., & Rosenthal, R. A. (1964). *Organizational stress: Studies in role conflict and ambiguity*. New York: John Wiley.
- Kaihatu, T. & Djati, S. (2016). Organizational citizenship behavior (OCB), service quality, and patient satisfaction: A case study of the nurses in private hospitals of Surabaya. *MIX: Jurnal Ilmiah Manajemen*, 6, 213-227.
- Katz, D., & Kahn, R. L. (1978). *The social psychology of organizations*. New York: Wiley.
- Kottke, J. L., & Sharafinski, C. E. (1988). Measuring perceived supervisory and organizational support. *Educational and Psychological Measurement*, 48, 1075-1079.

- Kurtessis, J.M., Eisenberger R., Ford, M.T., Buffardi, L.C., Stewart, L.C., & Adis, C.S. (2015). Perceived organizational support: A meta-analytic evaluation of organizational support theory. *Journal of Management*, 43(6), 1854-1884.
- Leather, P., Lawrence, C., Beale, D., Cox, T., & Dickson, R. (1998). Exposure to occupational violence and the buffering effects of intra-organizational support. *Work and Stress - WORK STRESS*, 12., 161-178.
- Levin-Epstein, M. (2002). Tackle workplace stress to improve productivity, reduce absenteeism. *Staff Leader*, 15(12), 510-557.
- Organ, D. W. (1988). *Organizational Citizenship Behavior: The Good Soldier Syndrome*. Lexington, MA: Lexington Books.
- Organ, D. W. (1997). Organizational citizenship behavior: It's construct clean-up time. *Human Performance*, 10, 85-97.
- Organ, D. W., Podsakoff, P.M., & Scott, B. M. (2005). *Organizational citizenship behaviour: Its nature, antecedents, consequence*. Sage: Thousand Oaks.
- Piko, B. (2006). Burnout, role conflict, job satisfaction and psychosocial health among Hungarian health care staff: A questionnaire survey. *International journal of nursing studies*, 43, 311-318.
- Podsakoff, P. M., Ahearne, M., & MacKenzie, S. B. (1997). Organizational citizenship behavior and the quantity and quality of work group performance. *Journal of Applied Psychology*, 82(2), 262-270.
- 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, 513-563.

- Pohl, S., Dal Santo, L., & Battistelli, A. (2012). Perceived organizational support, job characteristics and intrinsic motivation as antecedents of organizational citizenship behaviours of nurses. *Revue Internationale de Psychologie Sociale*, 25 (3-4), 39–52.
- Pohl, S.. & Paillé P. (2011). The impact of perceived organizational commitment and leader commitment on organizational citizenship behaviour. *International Journal of Organization Theory and Behavior*, 14, 145-161.
- Primantara, S. K. (2017). *Hubungan antara organizational justice dan organizational citizenship behavior pada karyawan toko ritel di Yogyakarta* (Unpublished undergraduate thesis). University of Gadjah Mada, Indonesia.
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714.
- Robbins, S.P. & Judge, T.A. (2013). *Organisational Behavior. (15th ed.)*. Boston: Pearson.
- 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, 393-404.
- Sekaran, U., & Bougie, R. (2010). *Research Methods for Business – A Skill Building Approach, 5th ed.* New York: John Wiley and Sons, Inc.
- Shore, L. M., & Shore, T. H. (1995). Perceived organizational support and organizational justice.
- 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.
- Singh, A.K., & Singh, A. (2010). Role of stress and organizational support in predicting organizational citizenship behavior.

- Sommers, S. M., Bae, S. H. & Luthans, F. (1996). Organizational commitment across cultures: the impact of antecedents on Korean employees. *Human Relation*, 49, 977-993.
- Suryanti, R. & Sastrowijoto, S. (2011) *Pelimpahan wewenang dokter kepada perawat dalam tindakan medis di Ruang Rawat Inap RSUD Kabupaten Badung sebagai upaya pencegahan terjadinya kelalaian* (Unpublished doctoral dissertation). University of Gadjah Mada, Indonesia.
- Sveinsdóttir, H., Biering, P., & Ramel, A. (2006). Occupational stress, job satisfaction, and working environment among Icelandic nurses: A cross-sectional questionnaire survey. *International journal of nursing studies*, 43, 875-89.
- Swansburg, C.R. & Swansburg, J.R. (2000). *Introduction Management and Leadership for Nurse: an interactive text. 2nd Ed.* Toronto: Jones and Bartlett Publisher.
- Undang-Undang Republik Indonesia Nomor 38 Tahun 2014 *Keperawatan*. 17 Oktober 2014. Lembaran Negara Republik Indonesia Tahun 2014 Nomor 307. Jakarta.
- Van Scotter, J., Motowidlo, S. J., & Cross, T. C. (2000). Effects of task performance and contextual performance on systemic rewards. *Journal of Applied Psychology*, 85(4), 526–535.
- Wayne, S. J., Shore, L. M., & Liden., R. C. (1997). Perceived organizational support and leader-member exchange: A social exchange perspective. *Academy of Management Journal*, 40, 82–111.
- Werner, J. M. (1994). Dimensions that make a difference: Examining the impact of in-role and extrarole behaviors on supervisory ratings. *Journal of Applied Psychology*, 79(1), 98-107.
- Zhang, D. (2011). Organizational Citizenship Behavior, *PSYCH761 White Paper (OCB)*, 1-13.