

- Ackfeldt, A-L., & Wong, V. 2006. The antecedents of prosocialservice behaviours: An empirical investigation. *The Service Industries Journal*, 26 (7): 727–745.
- Adams, J.S. 1963. Toward an understanding of inequity. *Journal of Abnormal and Social Psychology*, 67(5): 422-436.
- Adams, J.S. 1965. Inequity in social exchange In L Berkowitz(Ed), *Advances in experimental social psvchology*. Vol. 2. New York Academic Press.
- Allen,T.D., Barnard, S., Rush, M.C., & Russell, J. 2000. Ratings of organizational citizenship behavior: Does the source make a difference?. *Human Resource Management Review*, 10(1):97–114.
- Ambrose, M. L., &Schminke, M. 2003. Organization structure as a moderator of the relationship between procedural justice, interactional justice, POS and supervisory trust. *Journal of Applied Psychology*, 88: 295-305.
- Aquino, K. 1995. Relationships among pay inequity, perceptions of procedural justice, and organizational citizenship. *Employee Responsibilities and Rights Journal*, 8:21–33.
- Ariani, D.W. 2011. *Perilakukewargaanorganisasional: Tinjauanteoritisdanempiris*. UniversitasAtma Jaya Yogyakarta.
- Aryee, S., Budhwar, P. S., & Chen, Z. X. 2002. Trust as a mediator ofthe relationship between organizational justice and work outcomes: Testof a social exchange model. *Journal of Organizational Behavior*, 23: 267–285.
- Aselage, J., &Eisenberger, R. 2003. Perceived organizational support and psychological contracts: A theoretical integration. *Journal of OrganizationalBehavior*, 24:491–509.
- Asgari, A., Silong, A. D., Ahmad, A., &Samah, B.A. 2008a.The relationship between leader-member exchange,organizational inflexibility, perceived organizational support, interactional justice and organizational citizenship behavior. *African Journal of Business Management*, 2(8); 138-145, August.
- Asgari, A., Silong, A. D., Ahmad, A., &Samah, B.A. 2008b. The relationship betweentransformational leadership behaviors, organizational justice, leader-member exchange, perceived organizational support.*European Journal of Scientific Research*, 23(2): 227-242.
- Bandura, A. 1986. *Social foundations for thought and action: A social cognitive theory*. Englewood Cliffs, NJ: Prentice Hall.
- Bandura, A. 1977. Self-efficacy: Toward a unifying theory of behavioral change.*Psychological Review*, 84:191-215.

- Barker, R.G. 1968. *Ecological psychology: Concepts and methods for studying the environment of human behavior*. Stanford, CA: Stanford University Press.
- Barnard, C. I. 1938. *The functions of the executive*. Cambridge, MA: Harvard University Press.
- Baron, R. M., & Kenny, D. A. 1986. The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51:1173–1182.
- Belcher, D. W., & Atchison, T. J. 1976. Compensation for work. In R. Dubin (Ed.), *Handbook of work, organization and society* (pp. 567–611). Chicago: Rand McNally
- Berger, P. L., & Luckmann, T. 1967. *The social construction of reality*. London: Penguin.
- Bettencourt, L.A. 2004. Change-oriented organizational citizenship behaviors: the direct and moderating influence of goal orientation. *Journal of Retailing*, 80 : 165–180
- Bettencourt, L.A., & Brown, S.W. 1997. Contact employees: relationships among workplace fairness, job satisfaction and prosocial service behaviours. *Journal of Retailing*, 73(1): 39–61.
- Bettencourt, L. A., Brown, S. W., & MacKenzie, S.B. 2005. Customer-oriented boundary-spanning behaviors: Test of a social exchange model of antecedents. *Journal of Retailing*, 81(2): 141–157.
- Bettencourt, L. A., & Gwinner, K. P. 1996. Customization of the service experience: The role of the frontline employee. *International Journal of Service Industry Management*, 7(2), 3–13.
- Bettencourt, L.A., Gwinner, K.P., & Meuter, M.L. 2001. A comparison of attitude, personality, and knowledge predictors of service-oriented organisational citizenship behaviours. *Journal of Applied Psychology*, 86(1): 29–41.
- Biddle, B.J. 1979. *Role theory: Expectations, identities, and behaviors*. New York: Academic Press.
- Bienstock, C. C., DeMoranville, C. W., & Smith, R. K. 2003. Organizational citizenship behavior and service quality. *Journal of Services Marketing*, 17(4): 357– 378.
- Bies, R. J., & Moag, J. F. 1986. Interactional justice: The communication criteria of fairness. In R. J. Lewicki, B. H. Sheppard, & M. H. Bazerman (Eds.). *Research on negotiation in organizations*. Vol. 1: 43–55. Greenwich, CT: JAI.
- Badan Pusat Statistik. 2014. *Statistik Daerah Istimewa Yogyakarta 2014*. Yogyakarta
- Bitner, M.J., Booms B.H. and Tetreault, M.S. 1990). The service encounter: diagnosing favorable and unfavorable incidents. *Journal of Marketing*, 54: 71–84.

- Blakely, G.L., Andrews, M.C., & Moorman, R.H. 2005. The moderating effects of equity sensitivity on the relationship between organizational justice and organizational citizenship behaviors. *Journal of Business and Psychology*, 20(2): 259-273.
- Blau, P. M. 1964. *Exchange and power in social life*. New York: John Wiley & Sons
- Bolino, M. C. 1999. Citizenship and impression management: Good soldiers or good actors? *Academy of Management Review*, 24, 82–98.
- Borman, W. C., & Motowidlo, S. J. 1993. Expanding the criterion domain to include elements of contextual performance. In N. Schmitt, & W. C. Borman (Eds.), *Personnel selection in organizations* (pp. 71-98). San Francisco: Jossey-Bass.
- Bowen, D.E., Gilliland, S.W., & Folger, R. 1999. HRM and service fairness: How being fair with employees spills over to customers. *Organizational Dynamics*, Winter: 7–23.
- Bowen, D. E., & Schneider, B. 1985. Boundary-spanning role employees and the service encounter: Some guidelines for future management and research. In John Czepiel, Michael R. Solomon, & Carol F. Surprenant (Eds.), *The service encounter* (pp. 127–147). New York: Lexington Books.
- Bowen, D. E., & Schneider, B. 1988. Services marketing and management: Implications for organizational behavior. In B. M. Staw & L. L. Cummings (Eds.), *Research in organizational behavior*, Vol. 10: 43-80. Greenwich. CT: JAI Press.
- Brockner, J., Siegel, P. A., Daly, J., Tyler, T. R. & Martin, C. 1997. When trust matters: The moderating effect of outcome favorability. *Administrative Science Quarterly*, 42: 558–583.
- Brown, M. E., & Treviño, L. K., 2006. Ethical leadership: A review and future directions. *Leadership Quarterly*, 17: 595-616.
- Burke, P. J. 1980. The self: Measurement implications from a symbolic interactionist perspective. *Social Psychology Quarterly*, 43, 18-29.
- Burke, P. J., & Tully, J. 1977. The measurement of role/identity. *Social Forces*, 55, 881-897.
- Camerman, J., Cropanzano, R., & Vandenberghe, C. 2007. The benefits of justice for temporary workers. *Group and Organisational Management*, 32(2), 176-207.
- Cappelli, P., & Sherer, P. D. 1991. The missing role of context in OB: The need for a meso level approach. In L. L. Cummings & B. M. Staw (Eds.), *Research in organizational behavior*, vol. 13: 55-110, Greenwich, CT: JAI Press.
- Carrell, M.R., & Dittrich, J.E. 1978. Equity theory: The recent literature, methodological considerations, and new directions. *Academy of Management Review*, April, 202-210.

Chadwick-Jones, J.K. 1976. *Social exchange theory: Its structure and influence in social psychology*. N.Y.: AcademicPress.

Chan, D. 1998. Functional relations among constructs in the same content domain at different levels of analysis: A typology of composition models. *Journal of Applied Psychology*, 83(2): 234-246.

Chang, C.S. 2015. *Relationships of organizational justice and organizational constraints with performance: A meta-analysis*. A Dissertation. https://etd.ohiolink.edu/!etd.send_file?accession=bgsu1429212007&disposition=inline.

Chen, X., Lam, S. S. K., Naumann, S. E, &Schaubroeck, J. 2005. Group citizenship behaviour:Conceptualization and preliminary tests of its antecedents and consequences.*Management and Organization Review*, 1: 273-300.

Cho, S., &Johanson, M.M. 2008. Organizational citizenship behavior and employee performance: A moderating effect of work status in restaurant employees. *Journal of Hospitality & Tourism Research*, 32(3):307-326.

Cohen, A.,&Avrahami, A. 2006. The Relationship between individualism, collectivism, the perception of justice, demographic characteristics and organisationalcitizenship behavior. *The Service Industries Journal*, 26 (8): 889–901.

Cohen, S. G., & Bailey, D. E. 1997. What makes teamwork: Group effectiveness research from the shop floor to the executive suite. *Journal of Management*,23: 239–290.

Cohen-Charash, Y., & Spector, P. E. 2001. The role of justice in organizations:A meta analysis. *Organizational Behavior and Human Decision Processes*, 86:278–321.

Collett,J.L., &Morrissey, C.A. 2007. The social psychology of generosity: The state of current interdisciplinary research. The Science of Generosity.https://generosityresearch.nd.edu/assets/11794/social_psycho/social_psychology_of_generosity.pdf

Colquitt, J. A. 2001. On the dimensionality of organizational justice: A construct validation of a measure. *Journal of Applied Psychology*, 86: 386-400.

Colquitt, J. A. 2004. Does the justice of the one interact with the justice of the many? Reactions to procedural justice in teams. *Journal of Applied Psychology*, 89: 633-646.

Colquitt, J. A., Conlon, D. E., Wesson, M. J., Porter, C. O. L. H., & Ng, K. Y. 2001. Justice at the millennium: A meta-analytic review of 25years or organizational justice research. *Journal of Applied Psychology*,86:425–445.

Colquitt, J.A., Noe, R.A., &Jackson, C.L. 2002. Justice in teams: Antecedents and consequencesof procedural justice climate. *Personnel Psychology*, 55, 83–109.