

DAFTAR PUSTAKA

- Amba, J. (2019). *Mindset therapy*. Jawa Tengah: Caesar Media Pustaka.
- Anugerahanto, N. C., Herbowo, N., & Rinaldi, I. (2020). Langkah polisi dinanti. *Diakses Tanggal 05 April 2023*. <https://www.kompas.id/baca/hukum-polhuk/2020/06/03/langkah-polisi-dinanti/>
- Azwar, S. (2015). *Reliabilitas dan Validitas (Edisi 4)*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2016). *Penyusunan skala psikologi*. Yogyakarta: Pustaka Belajar.
- Azzura, S. N. (2015). Mengapa polisi malas tanggapi laporan kejahatan dari warga. *Diakses Tanggal 23 Maret 2023*. <https://www.merdeka.com/peristiwa/mengapa-polisi-malas-tanggapi-laporan-kejahatan-dari-warga.html>
- Bachrach, D. G., Bendoly, E., & Podsakoff, P. M. (2001). Attributions of the “causes” of group performance as an alternative explanation of the relationship between organizational citizenship behavior and organizational performance. *Journal of Applied Psychology*, 86(6), 1285–1293. <https://doi.org/10.1037/0021-9010.86.6.1285>
- Campbell, A. (2019). *Effects of growth and fixed mindset on leaders' behavior during interpersonal interactions*. Theses and Dissertations: The Graziadio Business School Pepperdine University.
- Charlotte, C. M. (2020). *The growth mindset: how to use mind mapping and visual maps for business success + develop emotional intelligence through mindfulness and mindful practice paperback*. US: Independently published.
- Cropanzano, R. S., Rupp, D. E., Thornton, M. A., & Shao, R. (2016). *Organizational justice and organizational citizenship*. UK: The Oxford Handbook of Organizational Citizenship Behavior.
- Dipboye, R. L. (2018). *The emerald review of industrial and organizational psychology*. UK: Emerald Publishing Limited.
- Dpmptsp. (2023). Yogyakarta, kota istimewa dengan sejuta kenangan dan keunikan. *Diakses Tanggal 05 April 2023*. https://pmperizinan.jogjakota.go.id/web/detail/74/yogyakarta,_kota_istimewa_dengan_sejuta_kenangan_dan_keunikan
- Cázares, F.L. (2012). *Organizational citizenship behaviors among public*

employees: A structural equation modeling approach. Jalisco, Mexico :
Universited De Guadalajara.

- Fadilla, A., & Haryadi, M. (2023). KOMPOLNAS terima 308 keluhan masyarakat sejak Januari 2023, mayoritas soal pelayanan buruk. *Diakses Tanggal 23 Maret 2023*. <https://www.tribunnews.com/nasional/2023/03/10/kompolnas-terima-308-keluhan-masyarakat-sejak-januari-2023-mayoritas-soal-pelayanan-buruk>
- Faqih, F. (2013). Ombudsman: Pelayanan administrasi di kepolisian buruk! *Diakses Tanggal 23 Maret 2023*. <https://www.merdeka.com/peristiwa/ombudsman-pelayanan-administrasi-di-kepolisian-buruk.html>
- George, J. M., & Jones, G. R. (2000). *Essentials of managing organizational behavior*. US: Prentice Hall.
- Hadi, S. (2015). *Metodologi riset*. Yogyakarta: Pustaka Pelajar.
- Halvorson, H. G., Cox, C., & Rock, D. (2016). Organizational growth mindset. *Diakses Tanggal 23 Maret 2023*. <https://davidrock.net/portfolio-items/organizational-growth-mindset/>
- Hanson, J. (2017). *Manage your mindset: maximize your power of personal choice*. UK: Rowman & Littlefield Publishers.
- Hildrew, C. (2018). *Becoming a growth mindset school: the power of mindset to transform teaching, leadership and learning*. UK: Taylor & Francis.
- Imran, N., Akbar, W., Khan, S., Usman, A., & Mansoor, M. (2020). Does growth mindset escalate organizational citizenship behavior and goal achievement? A mediating role of work engagement and a moderating role of transformational leadership. *International Journal of Psychosocial Rehabilitation*, 24(6), 3187–3205.
- Ingrams, A. (2020). Organizational Citizenship Behavior in the Public and Private Sectors: A Multilevel Test of Public Service Motivation and Traditional Antecedents. *Review of Public Personnel Administration*, 40(2), 222–244. <https://doi.org/10.1177/0734371X18800372>
- Kim, H. (2023). The impact of employees' growth mindset on organizational citizenship behavior in small and medium-sized enterprises (smes): focusing on the mediating effect of authentic leadership. *Korean Journal of Career Entrepreneurship Management*, 7(1), 25–36.
- Kohan, A., & Mazmanian, D. (2003). Police Work, Burnout, and Pro-Organizational Behavior: A Consideration of Daily Work Experiences.

Criminal Justice and Behavior, 30(5), 559–583.
<https://doi.org/10.1177/0093854803254432>

Maulani, V. H., Widiartanto, & Dewi, R. S. (2015). Pengaruh budaya organisasi dan komitmen organisasi terhadap kinerja karyawan melalui organizational citizenship behavior (OCB) sebagai variabel intervening (Studi kasus pada karyawan PT Masscom Graphy Semarang). *Jurnal Ilmiah Akuntansi Dan Bisnis (JIAB)*, 4(3), 1–12.

Morgan, S. (2017). *Success Through Mindset*. Yogyakarta : Andi Offset.

Narni, A. (2021). Hubungan antara growth mindset dengan grit pada mahasiswa yang kuliah sambil bekerja. *Skripsi, Universitas Mercu Buana Yogyakarta*.

Newstrom. (2007). *Organizational behavior: human behavior at work*. New York: McGraw-Hill.

Niqab, M., Hanson, J., Bangert, A., Kannan, S., Sharma, S., & Ghaffar, A. (2019). Measuring Organizational Citizenship Behaviors (OCB) in Secondary Schools in Pakistan and a Comparison with Factors of a School Growth Mindset Culture. *International Journal of Learning and Development*, 9(2), 83–116. <https://doi.org/10.5296/ijld.v9i2.14919>

Oren, L., Tziner, A., Nahshon, Y., & Sharoni, G. (2013). Relations between ocb, organizational justice, work motivation and self-efficacy. *Amfiteatru Economic Journal*, 15(34), 505–517.

Organ, D. W. (2006). *Organizational citizenship behavior: the good soldier syndrome*. Lexington. MA: Lexington Books.

Podsakoff, N. P., MacKenzie, S. B., & Podsakoff, P. M. (2018). *The oxford handbook of organizational citizenship behavior*. UK : Oxford University Press.

Prakoso, T. (2020). Hubungan antara grit dengan organizational citizenship behavior (OCB) pada mahasiswa yang bekerja paruh waktu di universitas x Yogyakarta. *Skripsi, Universitas Mercu Buana Yogyakarta*.

Prasetyo, D. (2021). *Ilmu dan teknologi kepolisian*. Yogyakarta: PT. Raja Grafindo Persada.

Qureshi, H. (2015). A Study of OCB and its antecedents in an Indian Police Agency. *Dissertation Submitted in Partial Fulfillment of the Requirements, University of Cincinnati, Ohio, USA*.

Rahardjo, S. (2007). *Membangun polisi sipil: perspektif hukum, sosial, dan*

kemasyarakatan. Jakarta : Penerbit Buku Kompas.

- Rostiawati, E. (2022). *Komitmen tugas dan organizational citizenship behavior pada pegawai negeri sipil*. Pekalongan, Jawa Tengah : NEM.
- Setiani, R. A., & Manurung, A. D. R. (2020). Work engagement as a mediator authentic personal branding and growth mindset on organizational citizenship behavior. *Dinasti International Journal of Education Management And Social Science*, 1(1), 1–12. <https://doi.org/10.31933/dijemss.v1i16.460>
- Sugiyono. (2016). *Metode penelitian kuantitatif, kualitatif dan R&D*. Bandung: Alfabeta.
- Tamunomiebi, M. D., & Owere, O. G. (2019). Organizational citizenship behaviour: a critical review of its development in a diversity driven workplace. *Journal of Business & Change Management*, 6(1), 41–60.
- Utomo, D., & Aldinary, G. (2022). 18 unit polisi di indonesia, ada yang kerja bareng anjing. *Diakses Tanggal 23 Maret 2023*. <https://sampaijauh.com/unit-polisi-di-indonesia-20057>
- Wardani, A. K., & Suseno, M. N. (2012). Faktor Kepribadian Dan Organizational Citizenship Behavior pada Polisi Pariwisata. *Jurnal Humanitas*, 9(2), 193–204. <https://doi.org/10.26555/humanitas.v9i2.345>
- Wawan, J. H. (2023). Viral lagi klitih di yogyakarta, 6 pelaku diburu polisi. *Diakses Tanggal 05 April 2023*. <https://20.detik.com/detikupdate/20230209-230209036/viral-lagi-klitih-di-yogyakarta-6-pelaku-diburu-polisi>
- Weikamp, J. G., & Göritz, A. S. (2016). Organizational Citizenship Behaviour And Job Satisfaction: The Impact Of Occupational Future Time Perspective. *Human Relations*, 6(11), 2091–2115.