

DAFTAR PUSTAKA

- Andriani, G., Djalali, A.M., & Sofiah, D. (2012). *Organizational Citizenship Behavior* dan Kepuasan Kerja Pada Karyawan. *Jurnal Penelitian Psikologi*. 3(1), 154-341.
- Anshari, dkk. (2018). Pengaruh Leader Member Exchange (LMX) dan Organizational Citizenship Behavior (OCB) Terhadap Innovative Work Behavior (IWB) untuk Meningkatkan Kinerja Organisasi: Studi pada PT. (Persero) Angkasa Pura I Bandar Udara Internasional Hasanuddin. *Jurnal Bisnis, Manajemen dan Informatika*. 14(3), 217-227
- Aini, T. K., & Tua, H. (2017). Kinerja PT. Pos Indonesia: Studi Kasus Pengiriman Paket Pos di Kota Pekanbaru. *Jurnal JOM FISIP*. 4(2), 1-16
- Allen, T. D., Barnard, S., Rush, M.. C., & Russell, J. E. A. (2000). Ratings of Organizational Citizenship Behavior: Does The Source Make A Difference?. *Human Resource Management Review*. 10(1), 97-114
- Asgari. (2008). The Relationship between Transformational Leadership Behaviors, Organizational Justice, Leader Member Exchange, Perceived Organizational Support, Trust in Management and Organizational Citizenship Behaviors. *European Journal of Scientific Research*. 23(2), 227-242.
- Azizollah, dkk. (2014). The Correlation Between Justice and Organizational Citizenship Behavior and Organizational Identity Among Nurses. *Global Journal of Health Science*. 6(6), 252-260
- Azwar, S. (2012). *Penyusunan Skala Psikologi Edisi 2*. Yogyakarta: Pustaka Pelajar
- Azwar, S. (2015). *Reliabilitas dan Validitas*. Yogyakarta: Pustaka Belajar
- Azwar, S. (2015). *Penyusunan Skala Psikologi*. Yogyakarta: Pustaka Belajar
- Beheshtifar, M & Hesani, G. R. (2013). Organizational Citizenship Behavior (OCB): A Factor to Decrease Organizational Conflict. *Interdisciplinary Jurnal Of Contemporary Research In Business*. 5(1), 214-222
- Darto, M. (2014). Peran Organizational Citizenship Behavior (OCB) dalam Meningkatkan Kinerja Individu di Sektor Publik: Sebuah Analisis Teoritis dan Empiris. *Jurnal Borneo Administrator*. 10(1), 10-34
- Dwianto, A. S. (2018). Upaya Kantor Pos Jakarta Utara Meningkatkan Daya Saing Pelayanan Publik Melalui Inovasi. *Jurnal Kajian Ilmiah*. 18(2), 110-11

- Djatmika, E. T. (2005). Pengaruh Variabel Hubungan Atasan-Bawahan terhadap Kepuasan Kerja dan Komitmen Organisasional. *Jurnal Eksekutif*. 2(2), 81-88
- Gabriel, S., & Gardner, W. L. (1999). Are There "his" and "hers" Types of Interdependence? The Implication of Gender Differences in Collective vs Relation Interdependence for Affect, Behavior, and Cognition. *Journal of Personality and Social Psychology*. 7, 698-709
- George, D., Carroll, P., Kersmick, R., & Calderon, K. (1998). Gender-Relatated Patterns of Helping Among Friends. *Psychology of Women Quarterly*, 22, 685-704
- Greenberg, J., & Baron, R. A. (2000). *Perilaku Organisasi*. Jakarta: Prentice Hall
- Graen, G. B & Liden, R. C. (1982). Short Notes: Role of Leadership in the Employee Withdrawl Process. *Journal of applied psychology*, 67, 868-872
- Graen, G. B., & Uhl-Bien, M. (1995). Development of leader-member exchange (LMX) theory of leadership over 25 years: Applying a multi-level multi-domain perspective. *Leadership Quarterly*, 6(2), 219 – 247
- Hadi, S. (2015). *Statistika*. Yogyakarta: Pustaka Pelajar
- Ibrahim, R., & Salleh, M. (2014), The Role of Leader Member Exchange in Elevating Local Government Employees organizational citizenship behavior: An Empirical Evidence from East Coast Malaysia. *International Journal of Business and Social Science*, 5, 6(1)161-170
- Ilham, M., & Herawati, J. (2017). Pengaruh Leader Member Exchange dan Motivasi Terhadap Organizational Citizenship Behavior pada Bank Central Asia Kantor Cabang Utama Yogyakarta. *Jurnal Manajemen Dewantara*. 1(2), 44-55
- Ivancevich, J. M., Konopaske, R., & Matteson, T. M. (2006). *Perilaku dan Manajemen Organisasi. Edisi 7. Jilid 2*. Jakarta:Erlangga
- Kambu, A., Troena, E. A., Surachman., & Setiawan, M. (2012). Pengaruh *Leader Member Exchange*, Persepsi Dukungan Organisasional, Budaya Etnis Papua dan *Organizational Citizenship Behavior*, terhadap Kinerja Pegawai pada Sekda Provinsi Papua. *Jurnal Aplikasi Manajemen*, 10(2), 262-272
- Kelana, L. (2009). Pengaruh Kepuasan Kerja dan Komitmen Organisasi terhadap Organizational Citizenship Behavior Sinergi, 11(1), 59-75
- Konovsky, M. A. & Pugh, S. D. 1994. Citizenship and social exchange. *Academy of management journal*, 37, 56-669.

- Konrad, A. M., Ritchie, J. E., Lieb, P., & Corrigall, E. (2000). Sex Differences and Similarities in Job Attribute Preferences: A Meta-Analysis. *Psychological Bulletin, 126*(4), 593-641
- Kusumajati, D. A. (2014). Organizational Citizenship Behavior (OCB) Karyawan pada Perusahaan. *Jurnal HUMANIORA, 5*(1), 62-70
- Lena, S. & Ratnasari, P. (2017). Perencanaan Strategis Sistem Informasi Pengiriman Barang dan Surat di PT. Pos Indonesia MPC Bandung. *Jurnal LPKIA, 10*(2), 19-24
- Liden, R. C., & Maslyn, J. M. (1998). Multidimensionality of Leader Member Exchange: An Empirical Assessment Through Scale Development. *Journal of Management, 24*(1), 43-72
- Morrow, P. C., Suzuki, Y., Crum, M. R., Ruben, R., & Pautsch, G. (2005). The role of leader-member exchange in high turnover work environments. *Journal of Managerial Psychology, 20*(8), 681-695.
- Muhdar. (2015). *Organizational Citizenship Behavior Perusahaan*. Gorontalo:Sultan Amai Press
- Murphy, S. M., Wayne, S. J., Liden, R. C. & Erdogan, B. (2003) Understanding Social Loafing: The Role Of Justice Perceptions and Exchange Relationships. *Human Relations, 56*(1), 61-84
- Novliadi, F. (2006). Organizational Citizenship Behavior Karyawan Ditinjau Dari Persepsi Terhadap Kualitas Interaksi Atasan-Bawahan Dan Persepsi Terhadap Dukungan Organisasional. *Jurnal PSIKOLOGIA, 2*(1), 39-46
- Novitri, A. 2016. Pengaruh Workplace Spirituality dan LMX terhadap OCB Dokter dan Perawat. *Skripsi*. UIN Jakarta
- Oktaviani, A. & Fauziah, N. (2017). Hubungan antara Kontrak Psikologis dengan Organizational Citizenship Behavior pada Karyawan Kantor Pos Besar Semarang. *Jurnal Empati, 6*(1), 21-26
- Organ, D. W., Podsakoff, P.M., & MacKenzie, S.B. (2006). *Organizational Citizenship Behavior: Its Nature, Antecedents, & Consequences*, SAGE Publications.
- Organ, D. W., & Ryan, K. (1995). A Meta-Analytic Review of Attitudinal and Dispositional Predictors of Organizational Citizenship Behavior. *Personnel Psychology, 48*(4), 775-802

- Oplatka., Izhar. (2009). Organizational Citizenship Behavior In Teaching: The Consequences For Teachers, Pupils, And The School. *The International Journal of Educational Management*, 23(5), 375-389
- Permatasari, E. Y. (2017). Inovasi Pelayanan Publik Di Kantor PT. Pos Indonesia Samarinda. *Jurnal Administrasi Negara*, 5(1), 5533-5543
- Podsakoff, Philip M. (1990). Transformational Leader Behavior and Their Effect on Follower trust Satisfaction and Organizational Citizenship Behavior. *Journal of Management*, 1, 107-142
- Podsakoff, P. M., Ahearne, M., & McKenzie, S. B. (1997). Organizational citizenship behavior and the Quantity and Quality of Work Group Performance. *Journal of Applied Psychology*, 82, 262-270
- Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational Citizenship Behavior: A Critical Review of the Theoretical and Empirical Literature and Suggestions for Future Research, *Journal of Management*, 26(3), 513-563
- Pos Indonesia. (n. d.). Sejarah Kantor Pos. Diakses 23 Maret 2019 dari <https://www.posindonesia.co.id/id/content/12>
- Prabawa, A. J., & Rozak, H. A. (2016). Pengaruh Leader Member Exchange dan Person-Organization Fit (Po-Fit) terhadap Organizational Citizenship Behavior dengan Komitmen Organisasional dan Kepuasan Kerja sebagai Variabel Intervening. *Jurnal Psikologi*, 566-582
- Purba, D. E., & Seniati. A. N. L. (2004). Pengaruh Kepribadian dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior*. *Makara, Sosial Humaniora*, 8(3), 105-111
- Robbins, P. S. 2006. *Perilaku Organisasi*. Edisi ke-10. Klaten: PT INDEKS Kelompok GRAMEDIA
- Robbins, S. P., & Judge, T. A. (2016). *Perilaku Organisasi: Organizational Behavior*. Edisi ke-16. Alih bahasa: Ratna Saraswati & Febriella Sirait. Jakarta: Salemba Empat
- Rocksthal, T., Dulebohn, J. H., Ang, S., & Shore, L. M. (2012). Leader Member Exchange (LMX) and Culture: A Meta-analysis of Correlates of LMX Across 23 Countries. *Journal of applied Psychology*, 1-90
- Rayner, J., Lawton, A. and Williams, H. M. (2012). Organizational Citizenship Behavior and Public Service Ethos: whiter the organization. *The Journal of Business Ethics*, 106(2), 117-130

- Salimah, N. R. & Nio, S. R. (2017). Hubungan Persepsi Kualitas Interaksi Atasan Bawahan dengan OCB Pegawai BNNP Sumatra Barat. *Jurnal RAP UNP*, 8(1), 36-47
- Shore, L. M., & Wayne, S. J. (1993). Comitment and employee behavior: Comparison of affective commitment and continuance commitment with perceived organizational support. *Journal of applied psychology*, 78(5),774-780
- Shweta, J., & Srirang, J. (2009). Determinants of Organizational Citizenship Behavior: A Review of Literature, *Journal of Management and Public Policy*, 1(2), 27-36
- Siagian, S. P. (2012). *Teori Pengembangan Organisasi*. Jakarta: Bumi Aksara
- Sloat, K. C. M. (1999). Organizational Citizenship: Does your firm inspire to be “good citizenship”? *Professional Safety*. 44(4), 20-23
- Sudarma, Ketut. 2011. Analisis Kesejahteraan Berbasis Kinerja melalui Competency dan Organizational Citizenship Behavior (OCB) pada Tenaga Administrasi. *Dinamika Sosial Ekonomi*. 7(1), Hal:1-10
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta.
- Sumiyarsih, W., Mujiasih, E., & Ariati, J. (2012). Hubungan antara Kecerdasan Emosional dengan Organizational Citizenship Behavior pada Karyawan CV. Aneka Ilmu Semarang. *Jurnal Psikologi Undip*, 11(1), 19-27
- Sweeney, Paul. D. & McFarlin, Dean B (2002). *Organizational Behavior: solution for management*. International Edition. McGraw Hill Inc.
- Truckenbrodt, Y. B. (2000). The relationship between leader-member exchange and commitment and organizational citizenship behavior. *Acquisition Review Quarterly-Summer*, 233-244.
- Ulrich, D. (1998). *A New Mandate For Human Resources*. London: Harvard Business Review
- Wahyuningsih, Siti. (2013). Pengembangan Layanan Jasa Pengiriman PT. Pos Indonesia untuk Kebutuhan Masyarakat di Kota Bandung. *Jurnal Penelitian Pos dan Informatika*, 3(1), 19-49
- 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, 80-111

- Wech, B. A. (2002). Trust context: Effect on organizational citizenship behavior, supervisory fairness and job satisfaction beyond the influence of leader member exchange. *Business and Society*, 41(3), 353-360
- Yunaida, E. (2017). Analisis Strategi Pemasaran untuk Meningkatkan Pendapatan Produk Surat dan Paket Kantor Pos Langsa. *Jurnal Manajemen dan Keuangan*, 6(1), 688-699