

DAFTAR PUSTAKA

- Andriani, G., Djalali, M. A., & Sofiah, D. (2012). Organizational citizenship behavior dan kepuasan kerja pada karyawan. *Jurnal Penelitian Psikologi*, 3(1), Hal 341-354
- Azwar, S. (2012). *Metode Penelitian*. Yogyakarta : Pustaka Pelajar
- Azwar, S. (2019). *Penyusunan skala psikologi (Edisi 2)*. Yogyakarta : Pustaka Pelajar.
- Azwar, S. (2018). *Reliabilitas dan validitas (Edisi 4)*. Yogyakarta : Pustaka Belajar.
- Badan Pusat Statistik. (2020). Tingkat pengangguran terbuka (TPT) sebesar 4,99 persen
- Bakker, A. B. (2011). An evidence-based model of work engagement. *Current Directions in Psychological Science*, 20(4), 265-269.
- Bakker, A. B., Albrecht, S. L., & Leiter, M.P. (2011). Key questions regarding work engagement. *European Journal of Work and Organizational Psychology*, 12(4), 393-417.
- Bowles, D & Cooper, C. (2009). *Employee morale: Driving performance in challenging times*. Basingstoke: Palg
- Cahyani, P.R & Hendryadi. (2018). Hubungan dukungan organisasi, kepuasan kerja, dan organizational citizenship behavior: Pendekatan partial least square. *Jurnal Manajemen Strategi dan Aplikasi Bisnis*, 1(1), 47-58.
- Chalofsky, N. & Krishna, V. (2009). Meaningfulness, commitment, and engagement: The intersection of a deeper level of intrinsic motivation. *Advances in Developing Human Resources*, 2(2), 189-203.
- Cran, C. (2014). *101 tips mengelola generasi X, Y, zoomer di tempat kerja*. PT. Gramedia.
- Dale, C. (2017). Hanya 25 persen millennials yang setia pada perusahaan. Diakses tanggal 07 November 2020 dari <https://www.dalecarnegie.id/sumberdaya/media/mediacoverage/hanya-25-persen-millennials-yang-setia-kepada-perusahaan>
- Darto, M. (2014). Peran organizational citizenship behavior (OCB) dalam peningkatan kinerja karyawan dan kepuasan konsumen di Hotel Sheraton Surabaya. *Jurnal Manajemen Perhotelan*, 1(2), 120-133.

- Erturk, A. (2007). Increasing organizational citizenship behaviors of Turkish academicians mediating role of trust in supervisor on the relationship between organizational justice and citizenship behaviors. *Journal of Managerial Psychology*, 22(3), 257-270.
- Fatima, A., dkk. (2015). Impact of organizational silence on organizational citizenship behavior: Moderating role of procedural justice. *Journal of Economics, Business and Management*, 3(9), 846-850.
- Gani, J., & Amalia, M. (2015). *Alat analisis data: aplikasi untuk penelitian bidang ekonomi dan social*. Yogyakarta: Andi Offset.
- Gong dkk. (2018). Millennials and organizational citizenship behavior: *The Role of Job Crafting and Career Anchor on Service*
- Hadi, S. (2017). *Metodologi riset*. Yogyakarta: Pustaka Pelajar.
- Handayani, D. A. (2016). Hubungan antara work engagement dengan organizational citizenship behavior pada karyawan kontrak. *Jurnal Ilmiah Psikologi*, 9(1)
- Herzberg, F. (2003). One more time: How do you motivate employees. *Harvard Business Review*, 81(1), 87-96.
- Jang, J., & Juliana, J. (2020). Pengaruh persepsi dukungan organisasi dan kepuasan kerja terhadap komitmen kerja dan organizational citizenship behavior generasi milenial di industri pendidikan. *Jurnal Ilmiah MEA (Manajemen, Ekonomi, & Akuntansi)*, 4(1), 141-160.
- Khan, W. A. (1990). Psychological conditions of personal engagement and disengagement at work. *Academy of Management Journal*. 33 (4), 692 – 724.
- Karimi, F., Enayati, F. & Shahtalebi, B. (2014). The relationship between work engagement and organizational citizenship behavior of staff in Bank Sepah. *Advances in Environmental Biologi*, 8(7), 3482-3487
- Kurniyadi, Wicaksana. S. A., & Asrunputri, A. P. (2020). Hubungan big five personality dengan OCB pada PNS gen Y di Instansi X. *Jurnal Ilmiah Manajemen Fakultas Ekonomi*, 6(1), 13-30.
- Kurniawati, I. D. (2014). Masa kerja dengan job engagement pada karyawan. *Jurnal Ilmiah Psikologi Terapan*, 2(2), 311-324.
- Kusumajati, D. A. (2014). Organizational citizenship behavior (OCB) pada karyawan perusahaan. *Jurnal Humaniora*, Vol. 5(1), 62-10.

- Limawandoyo, E. A. & Simanjuntak, A. (2013). Pengelolaan dan pengembangan sumber daya manusia pada PT. Aneka Sejahtera Engineering. *Jurnal Manajemen Bisnis Petra*, Vol 1(2).
- Little, L.M. dkk. (2010). Integrating attachment style, vigor, at work, and extra-role performance. *Journal of Organizational Behavior*, 32, 464-484.
- Luntungan, I. (2014). Strategi pengelolaan gen Y di Industri. *Jurnal Manajemen Teknologi*, 13(2)
- Macey, A. B. dan Schneider, B. (2008). The meaning of employee engagement. *Society For Industrial and Organizational Science*, 20, 265-269.
- Mangkunegara, A. P. (2009). *Manajemen sumber daya manusia*. Bandung: Remaja Rosdakarya
- Martha, D. (2014). Hubungan antara iklim organisasi dengan organizational citizenship behavior (OCB) di Universitas Muhammadiyah Surakarta. *Jurnal Ilmu Ekonomi dan Manajemen*, 1(3), 59-79.
- Mathumbu, D., & Dodd, N. (2013). Perceived organisational support, work engagement, and organisational citizenship behaviour of nurses at Victoria Hospital. *Journal of Psychology*, 4(2), 87-93.
- Mishra, S., Yavagal, A., & Bagwe, P. (2018). Organizational citizenship behaviour :Millenial's perspective. *International Journal Research in Business Manajement (IMPACT: IJRBM)*, 6(4), 35-44.
- Mustofa, M. S. H. (2017). Hubungan antara work engagement dengan organizational citizenship behavior (OCB) pada karyawan.
- Newstrom, J. W. (2007). *Organizational behavior (12th Ed.)*. New Delhi: Tata McGraw.
- Novitri, A. (2016). Pengaruh workplace spirituality dan LMX terhadap OCB dokter dan perawat. *Skripsi*. Jakarta: Universitas Islam Negeri Syarif Hidayatullah Jakarta.
- Nurhasan, Rohimat. (2017). "Kepuasan kerja dan loyalitas generasi-Y."Kepuasan Kerja dan Loyalitas generasi y 17.
- Oktariani, D., Hubeis, A. V. S., & Sukandar, D. (2017). Kepuasan kerja generasi X dan generasi Y terhadap komitmen kerja di Bank Mandiri Palembang. *Jurnal Aplikasi Bisnis Dan Manajemen*, 3(1).
- Organ, D. W., Podsakoff, P. M & MacKenzie, S. B. (2006). *Organizational citizenship behavior: Its nature, antecedents, and consequences*. California: Sage Publications.

- Ortiz, M. Z., Rosaria, E., Marquez, E. & Colon G. P. (2014). Relationship between organizational commitment and organizational citizenship behavior in a sample of private banking employees. *International Journal of Sociology and Social Policy*, 35(1/2), 91-106.
- Pourgaz, A. W., Naruei, A. G., & Jenaabadi, H. (2015). Examining the relationship of organizational citizenship behavior with organizational commitment and equity perception of Secondary School Administrators. *Psychology*, 6, 800-807.
- Prakoso, R. I. (2020). Hubungan antara employee engagement dengan organizational citizenship behavior pada karyawan PT. Primissima. *Skripsi*. Yogyakarta: Universitas Mercu Buana Yogyakarta.
- Pri, R. & Zamralita. (2017). Gambaran work engagement pada karyawan di PT EG (Manufacturing Industry). *Jurnal Muara Ilmu Sosial, Humaniora, dan Seni*, 1(2), 295-303
- Robbins, S. P., & Timothy A. J. (2015). *Perilaku organisasi edisi 16*. Diterjemahkan oleh Ratna Saraswati dan Febriella Sirait. Jakarta: Salemba Empat.
- Saks, A. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 600-619
- Schaufeli, W. (2012). Work engagement. What do we know and where do we go? *Romanian Journal of Applied Psychology*, 14(1), 3-10.
- Schaufeli, W & Bakker, A. (2004). UWES, utrecht work engagement scale preliminary manual version 1.1. Netherland: Occupational health psychology unit utrecht University
- Schaufeli, W. dkk. (2002). The measurement and burnout; A two sample confirmatory factor analytic approach. *Journal of Happiness, Studies*. 3, 71-92.
- Schaufeli, W., Bakker, A. and Salanova, M. (2006) The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66, 701-716.
- Saputra, Y. A., (2019) Hubungan antara iklim organisasi dengan organizational citizenship behavior pegawai pada sebuah Unit Pelaksana Teknis Pendidikan Di Yogyakarta. *Naskah Publikasi Program Studi Psikologi*.
- Sedarmayanti. (2009). *Tata kerja dan produktivitas kerja*. Jakarta: Mandarmaju
- Soegandhi, V. M., Sutanto, E. M., & Setiawan, R. (2013). Pengaruh kepuasan kerja dan loyalitas kerja terhadap organizational citizenship behavior pada karyawan PT. Surya Timur Sakti Jatim. *Agora*, 1(1).

Sridhar, A., & Thiruvankadam, T. (2014). Impact of employee engagement on organizational citizenship behaviour. *BVIMSR's Journal of Management Research*, 6(2), 147-155.

Sugiyono. (2016). *Metode penelitian kuantitatif, kualitatif dan R&D*. Bandung: PT Alfabeta