

DAFTAR PUSTAKA

- Adestyani, F. A., & Nurtjahjanti, H. (2013). Hubungan psychological capital dengan organizational citizenship behavior pada karyawan PT. PLN (Persero) distribusi Jawa Tengah dan Daerah Istimewa Yogyakarta. *Jurnal Empati Fakultas Psikologi*, 2(3).
- Ahdiyana, M. (2009). Dimensi Organizational Citizenship Behavior (OCB) dalam Kinerja Organisasi. In *Jurnal Ilmu Administrasi* (Vol. 4, Issue 2, pp. 109–184).
- Aldag, R., & Reschke, W. (1997). Employee value added: measuring discretionary effort and its value to the organization. *Center for Organizational Effectiveness*.
- Alkerdawy, M. M. A. (2014). The Mediating Effects of Duty Orientation on the Relationship between Perceived Organizational Support and Organizational Citizenship Behavior in the Public Banks of Egypt. *International Journal of Business and Management*, 9(8), 155. <https://doi.org/10.5539/ijbm.v9n8p155>
- Allen, M. W., & Brady, R. M. (1997). Total quality management, organizational commitment, perceived organizational support, and intraorganizational communication. *Management Communication Quarterly*, 10(3), 316–341. <https://doi.org/10.1177/0893318997010003003>
- Alshaabani, A., Naz, F., Magda, R., & Rudnák, I. (2021). Impact of perceived organizational support on ocb in the time of covid-19 pandemic in hungary: Employee engagement and affective commitment as mediators. *Sustainability (Switzerland)*, 13(14). <https://doi.org/10.3390/su13147800>
- Altuntas, S., & Baykal, U. (2010). Relationship between nurses' organizational trust levels and their organizational citizenship behaviors. *Journal of Nursing Scholarship*, 42(2), 186–194.
- Arshadi, N., & Hayavi, G. (2011). The Effect of Perceived Organizational Support on Affective Commitment and Job Performance: Mediating Role of OBSE. *Procedia - Social and Behavioral Sciences*, 84, 739–743. <https://doi.org/10.1016/j.sbspro.2013.06.637>
- Avey, J. B., Avolio, B. J., & Luthans, F. (2011). Experimentally analyzing the impact of leader positivity on follower positivity and performance. *Leadership Quarterly*, 22(2), 282–294. <https://doi.org/10.1016/j.lequa.2011.02.004>
- Avey, J. B., Reichard, R. J., Luthans, F., & Mhatre, K. H. (2011). Meta-analysis of the impact of positive psychological capital on employee attitudes, behaviors, and performance. *Human Resource Development Quarterly*, 22(2), 127–152.
- Avey, J. B., & Youssef, C. M. (2010). The additive value of positive psychological capital in predicting work attitudes and behaviours. *Journal of Management*, 36(2), 430–452.
- Azwar, S. (2005). *Sikap manusia: teori dan pengukurannya*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2015). *Penyusunan skala psikologi*, Edisi 2. Yogyakarta: Pustaka Belajar.
- Azwar, S. (2016a). *Metode Penelitian*. Yogyakarta: Pustaka Pelajar.

- Azwar, S. (2016b). *Reliabilitas dan validitas*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2017). *Metode Penelitian Psikologi*. Yogyakarta: Pustaka Pelajar.
- Bakker, A. B., & Schaufeli, W. B. (2008). Positive organizational behavior: Engaged employees in flourishing organizations. *Journal of Organizational Behavior*, 29(2), 147–154.
- Basu, E., Pradhan, R. K., & Tewari, H. R. (2017). Impact of organizational citizenship behavior on job performance in Indian healthcare industries: The mediating role of social capital. *International Journal of Productivity and Performance Management*, 66(6), 780–796. <https://doi.org/10.1108/IJPPM-02-2016-0048>
- Bateman, T. S., & Organ, D. W. (1983). Job Satisfaction and the Good Soldier: The Relationship Between Affect and Employee “Citizenship”. *Academy of Management Journal*, 26(4), 587–595. <https://doi.org/10.2307/255908>
- Beal, L., Stavros, J. M., & Cole, M. L. (2013). Effect of psychological capital and resistance to change on organisational citizenship behaviour. *SA Journal of Industrial Psychology*, 39(2), 1–11. <https://doi.org/10.4102/sajip.v39i2.1136>
- Benlioğlu, B. (2014). The examination of the effect of perceived organizational support of university teaching staff on organisational commitment. *Mevlana International Journal of Education (MIJE)*, 4(2), 37–51.
- Bolger, R., & Somech, A. (2004). Influence of teacher empowerment on teachers organizational commitment, professional commitment and organizational citizenship behaviour in schools. *Teaching and Teacher Education*, 20, 277–289.
- Bolino, M. C., Hsiung, H.-H., Harvey, J., & LePine, J. A. (2015). Well, i'm tired of tryin'! organizational citizenship behavior and citizenship fatigue. *Journal of Applied Psychology*, 100(1), 56–74.
- Burmeister, A., & Deller, J. (2016). Knowledge retention from older and retiring workers: What do we know, and where do we go from here? *Work, Aging and Retirement*, 2(2), 87–104. <https://doi.org/10.1093/workar/waw002>
- Carver, C. S. (1997). You want to measure coping but your protocol's too long: Consider the brief COPE. *International Journal of Behavioral Medicine*, 4(1), 92–100. https://doi.org/10.1207/s15327558ijbm0401_6
- Çavuş, M., & Gökçen, A. (2015). Psychological Capital: Definition, Components and Effects. *British Journal of Education, Society & Behavioural Science*, 5(3), 244–255. <https://doi.org/10.9734/bjesbs/2015/12574>
- Caza, A., McCarter, M. W., Hargrove, D., & Wad, S. R. (2009). *Psychological capital and observer attributions and responses in negotiation*. Chicago: Academy of Management Best Paper Proceedings.
- Cetin, F. (2011). The effects of the organizational psychological capital on the attitudes of commitment and satisfaction: a public sample in turkey. *European Journal of Social Sciences*, 21, 373–380.
- Chen, C.-C., & Chiu, S.-F. (2008). An integrative model linking supervisor support and

- organizational citizenship behavior. *J Bus Psychol*, 23, 1–10.
- Chiang, C.-F., & Hsieh, T.-S. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior. *International Journal of Hospitality Management*, 31(1), 180–190.
- Chuang, C.-H., & Liao, H. (2010). Strategic human resource management in service context: Taking care of business by taking care of employees and customers. *Personnel Psychology*, 63(1), 153–196.
- Coyle-Shapiro, J. A., & Neuman, J. H. (2004). The psychological contract and individual differences: The role of exchange and creditor ideologies. *Journal of Vocational Behavior*, 64(1), 150–164.
- Coyle-Shapiro, J. A., Shore, L. M., Taylor, S., & Tetricek, L. E. (2004). *The employment relationship: Examining psychological and contextual perspectives*. Oxford: Oxford University Press.
- De Lara Zoghbi-Manrique, P. (2008). Should faith and hope be included in the employees' agenda? Linking P-O fit and citizenship behavior. *Journal of Managerial Psychology*, 23(1), 73–88. <https://doi.org/10.1108/02683940810849675>
- Desmita. (2009). *Psikologi Perkembangan Peserta Didik*. Bandung: PT Remaja Rosdakarya.
- Devi, S., Budiasih, I. G. N., & Badera, I. D. N. (2017). Pengaruh Pengungkapan Enterprise Risk Management Dan Pengungkapan Intellectual Capital Terhadap Nilai Perusahaan. *Jurnal Akuntansi Dan Keuangan Indonesia*, 14(1), 20–45. <https://doi.org/10.21002/jaki.2017.02>
- Dewi, R. S. (2013). Pengaruh faktor modal psikologis, karakteristik entrepreneur, inovasi, manajemen sumber daya manusia, dan karakteristik UKM terhadap perkembangan usaha pedagang di pasar tradisional (studi kasus pada pedagang sembako dan snack di Pasar Peterongan). *Jurnal Administrasi Bisnis*, 2(1), 29–40.
- Diefendorff, J. M., Brown, D. J., Kamin, A. M., & Lord, R. G. (2002). Examining the roles of job involvement and work centrality in predicting organizational citizenship behaviors and job performance. *Journal of Organizational Behavior*, 23(1), 93–108.
- Duffy, J. A., & Lilly, J. (2013). Do individual needs moderate the relationships between organizational citizenship behavior, organizational trust and perceived organizational support? *Journal of Behavioral and Applied Management*, 14(3), 185–197.
- Ehrhart, M. G. (2004). Leadership and procedural justice climate as antecedents of unit-level organizational citizenship behavior. *Personnel Psychology*, 57(1), 61–94.
- Eisenberger, R., Cummings, J., Armeli, S., & Lynch, P. (1997). Perceived Organizational support, discretionary treatment, and job satisfaction. *Journal of Applied Psychology*, 82(5), 812–820.
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal Applied Psychology*, 71(3), 500–507.
- Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: Contributions to perceived organizational support and

- employee retention. *Journal of Applied Psychology*, 87(3), 565–573. <https://doi.org/10.1037/0021-9010.87.3.565>
- Feciková, I. (2004). An index method for measurement of customer satisfaction. *The TQM Magazine*, 16(1), 57–66.
- Fredrickson, B. L. (2001). The role of positive emotions in positive psychology: the broaden-and-build theory of positive emotions. *American Psychologist*, 56(3), 218–226.
- Gabriel, S., & Gardner, W. L. (1999). Are there his and hers types of interdependence? The implications of gender differences in collective versus relational interdependence for affect, behavior and cognition. *Journal of Personality and Social Psychology*, 77(3), 642–655.
- Gani, I., & Amalia, S. (2014). *Aplikasi statistik untuk penelitian bidang ekonomi dan sosial: alat analisis data*. Yogyakarta: Andi.
- Garay, H. D. V. (2006). Kinerja extra-role dan kebijakan kompensasi. *Sinergi Kajian Bisnis Dan Managemen*, 8(1), 33–42.
- George, J. M., & Brief, A. P. (1992). Feeling Good-Doing Good: A Conceptual Analysis of the Mood at Work-Organizational Spontaneity Relationship. *Psychological Bulletin*, 112(2), 310–329. <https://doi.org/10.1037/0033-2909.112.2.310>
- Ghozali, I. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23. (8th ed.)*. Semarang: Badan Penerbit Universitas Diponegoro.
- Greenberg, J., & Baron, R. A. (2000). *Behavior in organizations understanding and managing the human side of work*. New Jersey: Prentice-HallInternational.
- Groth, M., Wu, Y., Nguyen, H., & Johnson, A. (2019). The moment of truth: A review, synthesis, and research agenda for the customer service experience. *Annual Review of Organizational Psychology and Organizational Behavior*, 6, 89–113.
- Gupta, M., Shaheen, M., & Reddy, P. K. (2017). Impact of psychological capital on organizational citizenship behavior: Mediation by work engagement. *Journal of Management Development*, 36(7), 973–983. <https://doi.org/10.1108/JMD-06-2016-0084>
- Hadi, S. (2004). *Metodologi research*. Yogyakarta: Andi.
- Hasanbasri, M. (2007). *Pendekatan sistem dalam perencanaan program kesehatan daerah*. Gadjah Mada University.
- Hasibuan, M. S. P. (2006). *Manajemen dasar, pengertian, dan masalah*. Jakarta: PT. Bumi Aksara.
- Holland, M. R., & Winston, B. (2005). Towards a deeper understanding of hope and leadership. *Journal of Leadership & Organizational Studies*, 12, 42–55.
- Hui, L.I., et al. (2014). The impact of leadership on employee innovation behavior in the context of china the perspective of paternalistic leadership ternary theory. *Chinese Journal of Management*, 12, 1–45.

- Hui, C., Lee, C., & Rousseau, D. M. (2004). Psychological contract and organizational citizenship behavior in China: investigating generalizability and instrumentality. *Journal of Applied Psychology*, 89(2), 311.
- Hutchison, S. (1997). A path model of perceived organizational support. *Journal of Social Behavior and Personality*, 12(1), 159.
- Ivancevich, J. (2007). *Perilaku & manajemen organisasi*. Jakarta: Erlangga.
- Jain, A. K., Giga, S. I., & Cooper, C. L. (2013). Stress, health and well-being: The mediating role of employee and organizational commitment. *International Journal of Environmental Research and Public Health*, 10(10), 4907–4924. <https://doi.org/10.3390/ijerph10104907>
- Jex, S. M., & Britt, T. W. (2014). *Organizational psychology: a scientist-practitioner approach*. John Wiley & Sons.
- Julianti, D. K. (2015). Pengaruh Mekanisme Good Corporate Governance Terhadap Nilai Perusahaan Dengan Profitabilitas Sebagai Variabel Intervening Pada Perusahaan Manufaktur Yang Terdaftar Di Bursa Efek Indonesia Tahun 2010-2013. In *Jurnal Bisnis dan Ekonomi* (Vol. 1, Issue 2).
- Karatepe, O. M., & Karadas, G. (2015). Do psychological capital and work engagement foster frontline employees' satisfaction? a study in the hotel industry. *International Journal of Contemporary Hospitality Management*, 27(6), 1254–1278. <https://doi.org/10.1108/IJCHM-01-2014-0028>
- Kelley, S. W., & Hoffman, K. D. (1997). An investigation of positive affect, prosocial behaviors and service quality. *Journal of Retailing*, 73(3), 407–427.
- Khatri, N., Fern, C. T., & Budhwar, P. (2001). Explaining employee turnover in an Asian context. *Human Resource Management Journal*, 11(1), 54–74. <https://doi.org/10.1111/j.1748-8583.2001.tb00032.x>
- Konovsky, M. A., & Pugh, S. D. (1994). Citizenship behavior and social exchange. *Academy of Management Journal*, 37(3), 656–669.
- Kurniawan, H., & Alimudin, A. (2015). Pengaruh Kepuasan Kerja, Motivasi Kerja Dan Kedisiplinan Terhadap Kinerja Karyawan Pt. Garam (Persero). *E-Jurnal Ilmu Manajemen MAGISTRA*, 1(2), 1–13.
- Lather, A. S., & Kaur, M. S. (2015). Psychological Capital as Predictor of Organizational Commitment and Organizational Citizenship Behavior. *International Journal of Indian Psychology*, 2(4), 102–112. <https://doi.org/10.25215/0204.069>
- Lepine, J. A., Erez, A., & Johnson, D. E. (2002). The nature and dimensionality of organizational citizenship behavior: a critical review and meta-analysis. *The Journal of Applied Psychology*, 87(1), 52–65. <https://doi.org/10.1037/0021-9010.87.1.52>
- Levinson, H. (1965). Reciprocity: The relation between man and organization. *Administrative Science Quarterly*, 9(4), 370–390. <https://doi.org/https://doi.org/10.2307/2391032>
- Lovell, S. E., Kahn, A. S., Anton, J., Davidson, A., Dowling, E., Post, D., & Mason, C. (1999).

- Does gender affect the link between organizational citizenship behavior and performance evaluation? *Sex Roles: A Journal of Research*, 41(5–6), 469–478. <https://doi.org/10.1023/A:1018883018719>
- Luthans, F. (2002a). Positive organizational behavior: developing and managing psychological strengths. *Academy of Management Executive*, 16(1), 57–72. <https://doi.org/10.5465/AME.2002.6640181>
- Luthans, F. (2002b). The need for and meaning of positive organizational behavior. *Journal of Organizational Behavior*, 23(6), 695–706. <https://doi.org/10.1002/job.165>
- Luthans, F. (2008). *Organizational behavior*. New York: McGraw-Hill Companies, Inc.
- Luthans, F. (2011). *Perilaku organisasi Edisi Sepuluh*. Yogyakarta: Andi.
- Luthans, F., Avolio, B. J., Avey, J. B., & Norman, S. M. (2007). Positive psychological capital: Measurement and relationship with performance and satisfaction. *Personnel Psychology*, 60(3), 541–572.
- Luthans, F., & Youssef-Morgan, C. M. (2004). Human, social, and now positive psychological capital management: investing in people for competitive advantage. *Organizational Dynamics*, 33(2), 143–160. <https://doi.org/10.1016/j.orgdyn.2004.01.003>
- Luthans, F., Youssef-Morgan, C. M., & Avolio, B. J. (2015). *Psychological capital and beyond*. New York: Oxford University Press.
- Luthans, K. W., Luthans, B. C., & Palmer, N. F. (2016). A positive approach to management education: The relationship between academic PsyCap and student engagement. *Journal of Management Development*, 35(9), 1098–1118. <https://doi.org/10.1108/JMD-06-2015-0091>
- Maulana, H., & Gumelar, G. (2013). *Psikologi komunikasi dan persuasi*. Jakarta: Akademia Permata.
- Miao, R. (2011). Perceived organizational support, job satisfaction, task performance and organizational citizenship behavior in China. *Journal of Behavior and Applied Management*, 12(2), 105–127.
- Morrison, E. W. (1994). Role definitions and organizational citizenship behavior: The importance of the employee's perspective... *Academy of Management Journal*, 37(6), 1543–1567. <https://doi.org/10.2307/256798>
- Morrison, E. W. (1996). Organizational citizenship behavior as a critical link between HRM practices and service quality. *Human Resource Management*, 35, 493–512.
- Newman, A., Ucbasaran, D., Zhu, F., & Hirst, G. (2014). Psychological capital: a review and synthesis. *Journal of Organizational Behavior*, 35(1), 120–138. <https://doi.org/10.1002/job.1916>
- Niranjana, P., & Pattanayak, B. (2005). Influence of learned optimism and organisational ethos on organisational citizenship behaviour: a study on Indian corporations. *International Journal of Human Resources Development and Management*, 5(1), 85–98. <https://doi.org/10.1504/IJHRDM.2005.005987>

- Nolzen, N. (2018). The concept of psychological capital: a comprehensive review. *Management Review Quarterly*, 68(3), 237–277. <https://doi.org/10.1007/s11301-018-0138-6>
- Norman, S. M., Avey, J. B., Nimnicht, J. L., & Graber Pigeon, N. (2010). The interactive effects of psychological capital and organizational identity on employee organizational citizenship and deviance behaviors. *Journal of Leadership & Organizational Studies*, 17(4), 380–391. <https://doi.org/10.1177/1548051809353764>
- O'Driscoll, M. P., & Randall, D. M. (1999). Perceived organisational support, satisfaction with rewards, and employee job involvement and organisational commitment. *Applied Psychology: An International Review*, 48(2), 197–209. <https://doi.org/10.1111/j.1464-0597.1999.tb00058.x>
- Organ, D. W. (1983). *The applied psychology of work behavior*. English: Business Publications.
- Organ, D. W. (1997). Organizational citizenships behavior: it's construct cleanup time. *Human Performance*, 10, 85–97. https://doi.org/10.1207/s15327043hup1002_2
- Organ, D. W., & Paine, J. B. (1999). A new kind of performance for industrial and organizational psychology: recent contributions to the study of organizational citizenship behavior. *International Review of Industrial and Organizational Psychology*, 14, 337–368.
- Organ, D. W., Podsakoff, P. M., & MacKenzie, S. B. (2006). *Organizational citizenship behavior*. USA: Sage Publications, Inc.
- 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. <https://doi.org/10.1111/j.1744-6570.1995.tb01781.x>
- Osman, A., Othman, Y. H., Sohel Rana, S. M., Solaiman, M., & Lal, B. (2015). The influence of job satisfaction, job motivation & perceived organizational support towards organizational citizenship behavior (OCB): A perspective of American-Based Organization in Kulim, Malaysia. *Asian Social Science*, 11(21), 174–182. <https://doi.org/10.5539/ass.v11n21p174>
- Paillet, P., Bourdeau, L., & Galois, I. (2010). Support, trust, satisfaction, intent to leave and citizenship at organizational level: A social exchange approach. *International Journal of Organizational Analysis*, 18(1), 41–58. <https://doi.org/10.1108/19348831011033203>
- Petitta, L., & Vecchione, M. (2011). Job burnout, absenteeism, and extra role behaviors. *Journal of Workplace Behavioral Health*, 26(2), 97–121. <https://doi.org/10.1080/15555240.2011.573752>
- Podsakoff, N. P., Maynes, T. D., Whiting, S. W., & Podsakoff, P. M. (2015). One (rating) from many (observations): Factors affecting the individual assessment of voice behavior in groups. *Journal of Applied Psychology*, 100(4), 1189–1202. <https://doi.org/10.1037/a0038479>
- Podsakoff, P. M., MacKenzie, S. B., Moorman, R. H., & Fetter, R. (1990). Transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors. *The Leadership Quarterly*, 1(2), 107–142. [https://doi.org/10.1016/1048-9843\(90\)90009-7](https://doi.org/10.1016/1048-9843(90)90009-7)

- Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational citizenship behaviors: A critical review of the theoretical and empirical literature and suggestions for future research. *Journal of Management*, 26(3), 513–563. <https://doi.org/10.1177/014920630002600307>
- Pradhan, R. K., Jena, L. K., & Bhattacharya, P. (2016). Impact of psychological capital on organizational citizenship behavior: Moderating role of emotional intelligence. *Cogent Business and Management*, 3(1). <https://doi.org/10.1080/23311975.2016.1194174>
- Priyatno, D. (2014). *SPSS 22 pengolahan data terpraktis*. Yogyakarta: CV Andi Offset.
- Pryce-Jones, J. (2010). Happiness at work: Maximizing your psychological capital for success. *Wiley Blackwell*. <https://doi.org/10.1002/9780470666845>
- Qadeer, F., & Jaffery, H. (2014). Mediation of Psychological Capital between Organizational Climate and Organizational Citizenship Behavior. *Pakistan Journal of Commerce and Social Sciences*, 8(2), 453–470.
- Quzwini, M. (2012). Organizational citizenship behavior pada pegawai lapas klas 1 lowokwaru malang. *Thesis, University of Muhammadiyah Malang*.
- Rand, D. G., Dreber, A., Ellingsen, T., Fudenberg, D., & Nowak, M. A. (2009). Positive interactions promote public cooperation. *Science*, 325(5945), 1272–1275. <https://doi.org/10.1126/science.1177418>
- Rego, P., Lopes, M. P., & Nascimento, J. L. (2016). Authentic leadership and organizational commitment: The mediating role of positive psychological capital. *Journal of Industrial Engineering and Management*, 9(1), 129–151. <https://doi.org/10.3926/jiem.1540>
- Reichheld, F. F., & Teal, T. (1996). *The loyalty effect: the hidden force behind growth, profits, and lasting value location* (M. H. B. S. P. Boston (Ed.)). Boston, MA: Harvard Business School Press.
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714. <https://doi.org/10.1037/0021-9010.87.4.698>
- Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: the contribution of perceived organizational support. *Journal of Applied Psychology*, 86(5), 825–836.
- Riggio, R. E. (1990). *Introduction to industrial organizational psychology*. Illinois: Scott, Foresman and Company.
- Ristig, K. (2009). The impact of perceived organizational support and trustworthiness on trust. *Management Research News*, 32(7), 659–669.
- Robbins, S. P., & Judge, T. A. (2007). *Organizational behavior*, 12th ed. Upper Saddle River, NJ: Pearson Prentice Hall.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku organisasi*. Jakarta: Salemba Empat.
- Robbins, S. P., & Judge, T. A. (2015). *Organizational behavior*. Prentice Hall International, Inc.

- Robbins, S. P., Judge, T. A., & Sanghi, S. (2006). *Organizational behavior*. Dorling Kindersley (India) Pvt. Ltd., New Delhi.
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600–619. <https://doi.org/10.1108/02683940610690169>
- Sánchez, R. M., & Pasamar, S. (2020). How to improve organisational citizenship behaviour by combining ability, motivation and opportunity: the moderator role of perceived organisational support. *Employee Relations: The International Journal*, 42(2), 398–416. <https://doi.org/10.1108/ER-04-2019-0169>
- Sari, B. A., Koster, E. H. W., Pourtois, G., & Derakshan, N. (2016). Training working memory to improve attentional control in anxiety: A proof-of-principle study using behavioral and electrophysiological measures. *Biological Psychology*, 121, 203–212.
- Satwika, P. A., & Himam, F. (2014). Kinerja Karyawan Berdasarkan Keterbukaan terhadap Pengalaman, Organizational Citizenship Behavior dan Budaya Organisasi. *Jurnal Psikologi*, 41(2), 205–217. <https://doi.org/10.22146/jpsi.6950>
- Schminke, M., Cropanzano, R., & Rupp, D. E. (2002). Organization structure and fairness perceptions: The moderating effects of organizational level. *Organizational Behavior and Human Decision Processes*, 89(1), 881–905. [https://doi.org/10.1016/S0749-5978\(02\)00034-1](https://doi.org/10.1016/S0749-5978(02)00034-1)
- Settoon, R. P., Bennett, N., & Liden, R. C. (1996). Social exchange in organizations: Perceived organizational support, leader-member exchange, and employee reciprocity. *Journal of Applied Psychology*, 81(3), 219–227. <https://doi.org/10.1037/0021-9010.81.3.219>
- Setyowati, L., Isthika, W., & Pratiwi, R. D. (2016). Faktor-faktor yang mempengaruhi kualitas laporan keuangan Pemerintah Daerah Kota Semarang. *Kinerja*, 20(2), 179–191.
- Shahnawaz, M. G., & Jafri, M. H. (2009). Psychological capital as predictors of organizational commitment and organizational citizenship behavior. *Journal of the Indian Academy of Applied Psychology*, 35, 78–84.
- Sharma, D. L. J. K., & Singh, D. S. K. (2013). A Study on the Democratic Style of Leadership. *International Journal of Management & Information Technology*, 3(2), 54–57. <https://doi.org/10.24297/ijmit.v3i2.1367>
- Shore, L. M. F., & 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. <https://doi.org/10.1037/0021-9010.78.5.774>
- Sia, S. K., & Duari, P. (2018). Agentic work behaviour and thriving at work: role of decision making authority. *Benchmarking: An International Journal*.
- Sloat, K. C. M. (1999). Organizational citizenship: does your firm inspire to be good citizenship? *Professional Safety*, 44(4), 20–23.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68(4), 653–663. <https://doi.org/10.1037/0021-9010.68.4.653>

- Somech, A., & Khotaba, S. (2017). An integrative model for understanding team organizational citizenship behavior: Its antecedents and consequences for educational teams. *Journal of Educational Administration*.
- Sommers, M. S. (1996). The structural organization of the mental lexicon and its contribution to age-related declines in spoken-word recognition. *Psychology and Aging*, 11(2), 333–341. <https://doi.org/10.1037/0882-7974.11.2.333>
- Spector, P. E., & Che, X. X. (2014). Re-examining citizenship: How the control of measurement artifacts affects observed relationships of organizational citizenship behavior and organizational variables. *Human Performance*, 27(2), 165–182.
- Srivastava, S., McGonigal, K. M., Richards, J. M., Butler, E. A., & Gross, J. J. (2006). Optimism in close relationships: How seeing things in a positive light makes them so. *Journal of Personality and Social Psychology*, 91(1), 143–153. <https://doi.org/10.1037/0022-3514.91.1.143>
- Sugiyono. (2016). *Metode penelitian kuantitatif, kualitatif dan R&D*. Bandung: PT Alfabet.
- Sufian, T. (2016). The impact of organizational climate and psychological capital on organizational citizenship behavior. *International Journal of Business and Management*, 11(1), 224. <https://doi.org/10.5539/ijbm.v11n1p224>
- Supratiknya. (2014). *Pengukuran psikologis*. Yogyakarta: Universitas Sanata Dharma.
- Sushil, S. (2013). Motivation and Retention: HR Strategies in Achieving Quality of Work Life. *Global Journal of Management and Business Studies*, 3(7), 763–768. <http://www.ripublication.com/gjmbst.htm>
- Theodora, T. H., & Ratnaningsih, I. Z. (2018). Hubungan antara psychological capital dengan organizational citizenship behavior pada pramuniaga pt. X cabang tangerang. *Jurnal Empati*, 7(2), 285–293.
- Tumwesigye, G. (2010). The relationship between perceived organisational support and turnover intentions in a developing country: The mediating role of organisational commitment. *African Journal of Business Management*, 4(6), 942–952. <http://www.academicjournals.org/AJBM>
- Turnley, W. H., & Bolino, M. C. (2001). Achieving desired images while avoiding undesired images: Exploring the role of self-monitoring in impression management. *Journal of Applied Psychology*, 86(2), 351–360. <https://doi.org/10.1037/0021-9010.86.2.351>
- Undang-Undang Nomor 23 Tahun 2014 Tentang Pemerintahan Daerah*. (n.d.).
- Walz, S. M., & Niehoff, B. P. (1996). Organizational citizenship behaviors and their effect on organizational effectiveness in limited-menu restaurants. *Academy of Management Proceedings*, 307–311. <https://doi.org/10.5465/AMBPP.1996.4980770>
- 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(1), 82–111. <https://doi.org/10.2307/257021>
- Wicaksana, Y. A., & Sjabadhyni, B. (2012). Hubungan antara psychological capital dan

organizational citizenship behavior pada perawat di rumah sakit X. *Jakarta: Universitas Indonesia.*

Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors. *Journal of Management*, 17(3), 601–617.

Yi, Y. (1990). A Critical Review of Consumer Satisfaction. In V. A. Zeithaml (Ed.), *Review of Marketing 1990. Chicago, IL: American Marketing Association*, 68–123.