

DAFTAR PUSTAKA

- Bambang Prasetyo dan Lina Miftahul Jannah, *Metode Penelitian Kuantitatif: Teori dan Aplikasi*, Jakarta: PT RajaGrafindo Persada, 2006.
- Baron, R.A. & Greenberg, J. 2000. *Behavior in Organizations: Understanding and Managing Human Side of Work*. 7th ed. New Jersey: Prentice-Hall.
- Borman, W. C. & Motowidlo, S. J. 1993. *Expanding The Criterion Domain to Include Elements of Extra-role Performance*. New Jersey: Prentice-Hall.
- 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*, Vol. 23: 93-108.
- Dyne, L. V., Graham, J. W., & Dienesch, R. M. 1994. Organizational Citizenship Behavior: Construct Redefinition, Measurement, and Validation. *Academy of Management Journal*, Vol. 37: 765-802.
- Dyne, L. V. & Ang, S. 1998. Organizational Citizenship Behavior of Contingent Workers in Singapore. *Academy of Management Journal*, Vol. 4: 692-703.
- Eisenberg, R., Fasolo, P. & Davis-LaMastro, V. 1990. Perceived organizational support and employee diligence, commitment and Innovation. *Journal of Applied Psychology*, Vol. 75: 51-59.
- Feather, N. T., & Rauter, K. A. 2004. Organizational Citizenship Behaviours in Relation to Job Status, Job Insecurity, Organizational Commitment and Identification, Job Satisfaction and Work Values. *Journal Of Occupational and Organizational Psychology*. Vol. 77: 81-95.

- Ferdinand D. Saragih dan Umanto Eko, *Pengantar Statistik untuk Bisnis dan Ekonomi*, Jakarta: Departemen Ilmu Administrasi FISIP UI, 2006.
- Hackman, J.R., & Oldham, G.R. (1975). Development of the job diagnostic survey, *Journal of Applied Psychology*, 60, 159-170.
- Hackman, J.R., & Oldham, G.R. (1980). *Work Redesign*. Reading, MA: Addison-Wesley.
- Le Pine, J. A., Erez, A., & Johnson, D. E. 2002. The Nature and Dimensionality of Organizational Citizenship Behavior : A Critical Review and Meta-Analysis. *Journal of Applied Psychology*. Vol. 87. No 1, 52-65.
- Liden, R.C., Settoon, R.P & Bennett, N. 1996. Social exchange in organizations: Perceived organizational support, leader-member exchange, and employee reciprocity. *Journal of Applied Psychology*, Vol. 81: 219-227.
- MacKinzie, S.B., Podsakoff, P.M., & Ahearne, M. 1998. Some Possible Antecedents And Consequences Of In-Role And Extra-Role Salesperson Performance. *Journal of Marketing*, Vol. 62: 87-98.
- MacKinzie, S.B., Podsakoff, P.M., & Ahearne, M. 1993. The Impact of organizational citizenship behavior on evaluations of salesperson performance. *Journal of Marketing*, 57, 70-80.
- Masri Singarimbun dan dan Sofian Effendi, *Metode Penelitian Survei*, Jakarta: LP3ES, 1996.
- Moorman, R.H., Blakely, G.L. & Niehoff, B.P. 1998. Does Perceived Organizational Support Mediate the Relationship Between Procedural Justice and Organizational Citizenship Behavior? *Academy of Management Journal*, Vol. 41: 351-357.

- Morrison, E. W. 1994. Role Definitions and Organizational Citizenship Behavior: The Importance of The Employee's Perspective. *Academy of Management Journal*, Vol. 37: 1543-1567.
- Organ, D.W. (1988). A restatement of the satisfaction-performance hypothesis. *Journal of Management*, Vol. 14: 547-557.
- Organ, D.W. (1988). *Organizational Citizenship Behaviour: The Good Soldier Syndrome*, Lexington, MA: Lexington Books.
- Organ D.W. (1990). The Motivational basis of organizational citizenship behavior. *Research in Organizational Citizenship Behaviour*, 12, 23-72.
- Organ D.W. (1997). Organizational Citizenship Behaviour: It's construct clean-up time. *Human Performance*, 10, 85-97.
- Podsakoff, P.M., Ahearne, M. & MazKenzie, C.B. 1997. Organizational citizenship behavior and the quantity & quality of work group performance. *Journal of Applied Psychology*. Vol. 82: 262-270.
- Schappe, S.P. 1998. The influence of job satisfaction, organizational commitment and fairness perceptions on organizational citizenship behavior. *The Journal of Psychology*, Vol. 132: 277-290.
- Shore, L. M. & Wayne, S. J. 1993. Commitment and Employee Behavior: Comparison of Affective Commitment and Continuance Commitment with Perceived Organizational Support. *Journal of Applied Psychology*. Vol. 78: 774-780.
- Silalahi, Ulber, *Metode penelitian sosial.*, Bandung: Refika Aditama, 2009.

Sloat, K. C. M. 1999. Organizational Citizenship: Does Your Firm Inspire to be “Good Citizenship?” *Professional Safety*, Vol. 44: 20-23.

Smith, C. A., Organ, D. W., & Near, J. P. 1983. Organizational Citizenship Behavior : It’s Nature and Antecedents. *Journal of Applied Psychology*, Vol. 68: 653-663.

Suharsimi Arikunto, *Prosedur Penelitian Pendekatan Praktik*, Jakarta: Rineka Cipta, 2006.

Ulrich, D. 1998. A New Mandate for Human Resources. *Harvard Business Review*. January – February, 124-134.

Wayne, S.J, Shore, L.M. & Linden, R.C. 1997. Perceived organizational support and leader-member exchange: A social exchange perspective. *Academy of Management Journal*, Vol. 40: 82-111.