

DAFTAR PUSTAKA

- Ali, A., & Obaidullah. (2018). The Impact of Organization Image and Organizational Citizenship Behavior on Employee Performance. *Journal of Research and Reflection in Education*, 12(1), 68-83.
- Anvari, R., Chikaji, A. L., & Mansor, A. N. (2017). Relationship Between Organizational Citizenship Behavior and Job Performance Among Engineers. *Jurnal Teknologi*, 77(13), 159-164.
- Aprianti, D. I., & Bhaihaki, M. (2018). Pengaruh Organizational Citizenship Behavior (OCB) terhadap Kinerja pada Karyawan PT. Bank Central Asia Kantor Cabang Utama Samarinda. *Jurnal Ekonomika*, 6(97).
- Arimbawa, Wida P. I., dan Sudharma, Nyoman I. (2016). Pengaruh Kepemimpinan Transformasional, Kepuasan Kerja dan Komitmen Organisasional Terhadap Organizational Citizenship Behavior. *Jurnal Manajemen Unud*, 5(7), 4367-4393.
- Barsulai, S. C., Mokopondo, R. O. B., Fwaya, E. V. O. (2019). The Effect of Organizational Citizenship Behavior on Employee Productivity in Star Rated Hotels in Kenya. *European Journal of Hospitality and Tourism Research*, 7(1), 1-8.
- 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.
- Biante, Dagomie, I. (2018). Organizational Citizenship Behaviour And Employee Performance In Nigeria Deposit Money Banks, Rivers State. *International Journal of Advanced Academic Research | Social and Management Sciences*, 4(12), 17-32.
- Darmawan, D., Abdulhak, & Ishak. (2017). *Teknologi Pendidikan*. Bandung: Remaja Rosdakarya.

- Darto, Mariman. (2014). Peran Organizational Citizenship Behavior (OCB) Dalam Peningkatan Kinerja Individu di Sektor Publik. *Jurnal Borneo Administrator*, 10(1), 10-34.
- Dwiyanti, N. & Dudija, N. (2019). The Effect of Rewards on Employee Performance with Employee Engagement as an Intervening Variabel in Indonesian Pharmaceutical Companies. *Journal of International Conference Proceedings*, 2(3), 191-199.
- Edison, E., Yohny, A., & Imas, K. (2016). *Manajemen Sumber Daya Manusia*. Bandung: Alfabeta.
- Elbadiansyah. (2019). *Manajemen Sumber Daya Manusia*. Malang: CV IRDH.
- Falah, A. M. & Ayuningtias, H. G. (2020). Pengaruh Motivasi Kerja terhadap Kinerja Karyawan PT. XYZ. *Jurnal Mitra Manajemen (JMM Online)*, 4(6), 990-1001.
- Fattah. (2017). *Kepuasan Kerja & Kinerja Pegawai Budaya Organisasi, Perilaku Pemimpin, dan Efikasi Diri*. Yogyakarta: Elmatera (Anggota IKAPI).
- Febriani, Dwi H. (2016). Pengaruh Motivasi Kerja Terhadap Organizational Citizenship Behavior (OCB) Karyawan PT. Pelindo III (Persero) Cabang Tanjung Perak Surabaya. *Jurnal Aplikasi Administrasi*, 19(2), 88-99.
- Fidiyanto, D., Warso, M., dan Moh, Fathoni A. (2018). Analisis Pengaruh Organizational Citizenship Behavior dan Kompensasi Terhadap Kinerja Karyawan. *Jurnal Manajemen*, 4(4), 1-17.
- Ginting, F. Delviana S. B. (2018). Pengaruh Gaya Kepemimpinan Terhadap Kinerja Karyawan Pada PT Koentokoesniohadi Agency Bekasi. 14–31.
- Haryono, S. (2018). *Manajemen Kinerja SDM Teori & Aplikasi*. Yogyakarta: Luxima Metro Media.
- Hasibuan, M. (2019). *Manajemen Sumber Daya Manusia (Edisi Revisi)*. Jakarta: Bumi Aksara.
- Hasibuan, S. H., & Munasib, A. (2020). Pengaruh Kepemimpinan Motivasi dan Disiplin Kerja Terhadap Kinerja Karyawan. *Jurnal Ilmiah Magister Manajemen*, 3(2), 247–258.

- Hidayah, S., & Hartono. (2018). Role of Organizational Citizenship Behavior (OCB), Perception of Justice and Job Satisfaction on Employee Performance. *Jurnal Dinamika Manajemen*, 9(2), 170-178.
- Husniati, R., & Pangestuti, D. C. (2018). Organizational Citizenship Behavior (OCB) Pada Pegawai Upn “Veteran” Jakarta. *Jurnal Bakti Masyarakat Indonesia*, 1(1), 234-242.
- Indiyati, D., Fauziah, A. R., & Putri, R. K. (2020). Organizational Culture, Communication and Job Satisfaction. *International Journal of Economics, Business and Management Research*, 4(8), 1-12.
- Kartini, Iis. (2017). Pengaruh Gaya Kepemimpinan Terhadap Organizational Citizenship Behaviour (OCB) di Politeknik LP21 Jakarta Kampus Jakarta Utara. *Jurnal Lentera Bisnis*, 6(1), 75-84.
- Kaswan. (2018). *Membangun Perilaku Organisasi Positif*. Bandung: Pustaka SetiaBandung.
- Kusuma, (2017). Analisis Pengaruh Tingkat Pendidikan, Jaminan Sosial Dan Pelatihan Terhadap Produktivitas Karyawan Di Swalayan Mitra Sukoharjo.
- Larasati, S. (2018). *Manajemen Sumber Daya Manusia*. Yogyakarta: Deepublish.
- Mahayasa, A. G. I., dan Suartina, W. I. (2019). Peran Organizational Citizenship Behavior (OCB) Dalam Peningkatan Pencapaian Tujuan Organisasi. *JUIMA*, 9(2), 16-20.
- Masram & Mu’ah. (2017). *Manajemen Sumber Daya Manusia Profesional*. Sidoarjo: Zifatama.
- Mondy, R. W. dan Martocchio, J. J. (2016). *Human Resource Management, Fourteenth Edition, Global Edition*. Pearson Education Limited.
- Muthasom Ali, Mus Rahman Abdul, Bijang Jamaluddin dan Latief Baharuddin. (2017). Influence of Servant Leadership, Organizational Citizenship Behavior on Organizational Culture and Employee Performance at Star Hotel in Makassar. *International Journal of Education and Research*, 5(10), 71-88.
- Muzakki, W., dan Safrizal, A. (2017). Pengaruh Budaya Organisasi, Motivasi Kerja dan Organizational Citizenship Behavior Terhadap Kinerja Pegawai Pemerintah Kabupaten Pamekasan. *Jurnal Kompetensi*, 11(1), 109-128.

- Naway A. F. (2017). *Organizational Citizenship Behavior*. Gorontalo: Ideas Publishing.
- Priansa J.D. (2019). *Pengembangan dan Pelatihan SDM Perusahaan*. Bandung: Simbiosis Rekatama Media.
- Priansa, J. D. (2017). *Consumer Behavior*. Bandung: Alfabeta.
- Putri, Y. D., & Utami, H. N. (2017). PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) TERHADAP KINERJA (Studi Pada Tenaga Perawat Ruang Rawat Inap Rumah Sakit Baptis Batu). *Jurnal Administrasi Bisnis (JAB)*, 46(1), 27-34.
- Sandhika, Deviandra dan Sobandi, Ade. (2018). Perilaku Kewargaan Organisasi (Organizational Citizenship Behavior) Sebagai Faktor Yang Mempengaruhi Kinerja Pegawai. *Manajerial*, 3(5), 174-183.
- Sanusi, C. A. (2018). Tingkat Organizational Citizenship Behavior (OCB) Karyawan di Four Points Seminyak. *Jurnal Kepariwisata dan Hospitalis*, 2(1), 61-83.
- Septiana. & Widjaja, O. H. (2020). Faktor-Faktor yang Mempengaruhi Kinerja Karyawan pada PT. Jocelyn Anugrah Jaya. *Jurnal Manajerial dan Kewirausahaan*, 2(3), 643-652.
- Setyowati, T., Marliany, W. dan Mariyanti, S. (2021). Gambaran Alturisme pada Karyawan Operasional Golfcar Assistant PT. SAA Tangerang. *JCA Psikologi*, 2(2), 160-168.
- Sudaryono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan Mix Method (Edisi 2)*. Depok: Rajawali Pers.
- Sugiyono. (2019). *Metodologi Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sujarweni, V. W. (2019). *Metodelogi Penelitian Bisnis Dan Ekonomi Pendekatan Kuantitatif*. Yogyakarta: PUSTAKABARUPRESS.
- Sutrisno, Edy. (2017). *Manajemen Sumber Daya Manusia*. Jakarta: Kencana.
- Suwibawa, A., Agung, A. A. P., dan Sapta, I K. S. (2018). Effect of Organizational Culture and Organizational Commitment to Employee Performance through Organizational Citizenship Behavior (OCB) as Intervening Variables (Study on Bappeda Litbang Provinsi Bali). *International Journal of Contemporary Research Review*, 9(8), 20997–21013.

- Suzanna, A. (2017). Pengaruh organizational citizenship behavior terhadap kinerja karyawan di pt taspen cabang cirebon. *Jurnal Logika*. 19(1). 42-50.
- Suzanna, A. (2017). Pengaruh Organizational Citizenship Behavior terhadap Kinerja karyawan Studi di: PT. Taspen (Persero) Kantor Cabang Cirebon. *Jurnal Logika*, 19(1), 42-50.
- Tewal, B., Adolfina, P., dan Tawas, N. (2017). *Perilaku Organisasi*. Bandung: Cv. Patra Media Grafindo.
- Thiruvenkadam, DR. T., & Durairaj, I. Y. A. (2017). Organizational Citizenship Behavior: ITS Definitions and Dimensions. *GE-International Journal of Management Research*, 5(5), 46-55.
- Triani, F., Halin, H., & Wadud, M. (2020). Effect of Organizational Citizenship Behavior on Employee Performance at PT Surya Dermato Medica Palembang. *International Journal of Community Service & Engagement*, 1(1), 11-18.
- Xpertisenow. (2022). Business and specialist consultancies struggle to connect and manage their projects. [online]. Tersedia: <https://www.xpertisenow.com/solutions-marketplace/> [3 Agustus 2022]
- Xpertisenow. (2022). Today's business challenges demand smarter management consulting. [online]. Tersedia: <https://www.xpertisenow.com> [3 Agustus 2022]
- Xpertisenow. (2022). We think big, and we go deep. [online]. Tersedia: <https://www.xpertisenow.com/our-services/> [3 Agustus 2022]
- Xpertisenow. (2022). Why XpertiseNow. [online]. Tersedia: <https://www.xpertisenow.com/about-us/> [3 Agustus 2022]
- Yulianeu, A., & Hendrawan, A. (2019). Organizational Citizenship Behavior (Ocb) Dan Kelelahan Kerja Pada Nelayan. Research Gate.