

DAFTAR PUSTAKA

- Armeli, S., Eisenberger, R., Fasolo, P., & Lynch, P. (1998). Perceived organizational support and police performance: The moderating influence of socioemotional needs. *Journal of Applied Psychology*, 83(2), 288–297. <https://doi.org/10.1037/0021-9010.83.2.288>
- Ayu Putu Widani Sugianingrat, I., Rini Widyawati, S., Alexandra de Jesus da Costa, C., Ximenes, M., Dos Reis Piedade, S., & Gede Sarmawa, W. (2019). The employee engagement and OCB as mediating on employee performance. *International Journal of Productivity and Performance Management*, 68(2), 319–339. <https://doi.org/10.1108/ijppm-03-2018-0124>
- Babcock-Roberson, M. E., & Strickland, O. J. (2010). The Relationship Between Charismatic Leadership, Work Engagement, and Organizational Citizenship Behaviors. *The Journal of Psychology*, 144(3), 313–326. doi:10.1080/00223981003648336
- Blau, P. M. (1964). Exchange and power in social life. New York: Wiley.
- Bennett, R.J., & Robinson, S.L. (2000). Development of Measure of Workplace Deviance. *Journal of Applied Psychology*, 85, 349-360. <http://dx.doi.org/10.1037/0021-9010.85.3.349>
- Borman, W.C. and Motowidlo, S.J. (1997) Task Performance and Contextual Performance: The Meaning for Personnel Selection Research. *Human Performance*, 10, 99-109. http://dx.doi.org/10.1207/s15327043hup1002_3
- 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. <https://doi.org/10.1016/j.ijhm.2011.04.011>
- Caplan, J. (2013), Pengembangan Bakat Strategis: Kembangkan dan Libatkan Semua Orang Anda untuk Bisnis Kesuksesan, Halaman Kogan, London.
- Citta Cendani, Pengaruh Employee Engagement dan Modal Sosial Terhadap Kinerja Karyawan Dengan OCB (Organizational Citizenship Behavior) Sebagai Mediasi (Studi pada Bank Jateng Kantor Pusat) Media Ekonomi dan Manajemen Vol. 30 No. 2 Juli 2015
- 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. <https://doi.org/10.1016/j.ijhm.2011.04.011>

- Defrionaldo, & Rivai, H. A. (2019). "Pengaruh Dukungan Organisasi Dan Persepsi Keadilan Organisasional Terhadap Kinerja Karyawan Dengan Organizational Citizenship Behavior Sebagai Variabel Mediasi : Studi Pada Karyawan Beacukai Pekanbaru." *Jurnal Ilmiah Mahasiswa Ekonomi Manajemen* 4(3): 544–61.
- Eisenberger, R., et al. (1986) Perceived Organizational Support. *Journal of Applied Psychology*, 71, 500-507. <https://doi.org/10.1037/0021-9010.71.3.500> <http://dx.doi.org/10.1037/0021-9010.85.3.349>
- Friedman, A. L., & Miles, S. (2002). Developing stakeholder theory. *Journal of management studies*, 39(1), 1–21.
- Gibson, (1997). *Organisasi Jilid I*, Terjemah Darkasih, Jakarta : Erlangga.
- Gibson, J. K. , dkk. 1997. *Organisasi: Proses Struktur Perilaku*. Edisi Lima. Jakarta: Erlangga
- Hair et.al. 2014. *A Primer On Partial Least Squares Structural Equation Modeling (Pls Sem)*. USA: SAGE.
- Ghozali, Imam. (2020). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 21*. Semarang: Badan Penerbit UNDIP.
- Gallup Organization, (1992-1998). "Building a Stronger Workplace: Managers Workbook", 1992-1998, 15.
- Gupta, A. A., Vohra, N., and Bhatnagar, D. 2010. *Perceived organizational support and Organizational Commitment. The Mediatonal Influence of Psychological Well- Being. Journal of Business and Management*, 16(2): 105-124
- Hair et.al. 2014. *A Primer On Partial Least Squares Structural Equation Modeling (Pls Sem)*. USA: SAGE.
- Hakanen, J. J., Bakker, A. B., & Schaufeli, W. B. (2006). Burnout and work engagement among teachers. *Journal of School Psychology*, 43(6), 495–513. <https://doi.org/10.1016/j.jsp.2005.11.001>
- Harter, J. K., Schmidt, F. L., & Hayes, T. L. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: A meta- analysis. *Journal of Applied Psychology; Journal of Applied Psychology*, 87(2), 268-279. <https://doi.org/10.1080/00223981003648336>
- Hidayat, S., & Fatimah, I. (2019). Persepsi Dukungan Organisasi Sebagai Mediator Hubungan Antara Penghargaan Organisasi, Keadilan Prosedural, Duungan Atasan dengan Komitmen Afektif Pada Guru. *Jurnal Ilmiah*, 16(1), 61–70. Retrieved from <https://journal.stieamm.ac.id/valid/article/view/82>
- Katz, D. And Kahn, R. L. (1966). *The Social Psychology of Organisations*. new york, NY: Wiley.

- Li, M., Jameel, A., Ma, Z., Sun, H., Hussain, A., & Mubeen, S. (2022). Prism of employee performance through the means of internal support: A study of perceived organizational support. *Psychology Research and Behavior Management, Volume 15*, 965–976. <https://doi.org/10.2147/prbm.s346697>
- Mangkunegara, Prabu Anwar. 2011. *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT. Remaja Rosdakarya.
- M Jameel, A., Ma, Z., Sun, H., Hussain, A., & Mubeen, S. (2022). Prism of employee performance through the means of internal support: A study of perceived organizational support. *Psychology Research and Behavior Management, Volume 15*, 965–976. <https://doi.org/10.2147/prbm.s346697>
- Nathaniel, (2019) The Impact of Employee Engagement, Job Satisfaction, and Compensation and Benefits towards GenZ's Employee Performance in PT. XYZ. *Journal Integration of Management Studies* Volume 1 Nomor 1, 2023:75-8 Resources. *Jindal Journal of Business Research*. <https://doi.org/10.1177/22786821231188026>
- Nkansah, D., Gyimah, R., Sarpong, D. A.-A., & Annan, J. K. (2023). Nexus between employee engagement and Job Performance: A Study of MSMEs in Ghana during COVID-19: The moderating roles of job demand and Job
- Nur Aini,, and E. Raharja, "Peran Perilaku Kerja Inovatif dalam Memediasi Pengaruh Persepsi Dukungan Organisasi Terhadap Kinerja Pegawai (Studi Pada Pegawai Badan Kepegawaian dan Pengembangan Sumber Daya Manusia Kabupaten Purworejo)," *Diponegoro Journal of Management*, vol. 12, no. 2, May. 2023.
- Organ, D.W. (1988) *Organizational Citizenship Behaviour: The Good Soldier Syndrome*. Lexington Books, Lexington. Robbins Stephen, P and Coulter Mary. (2010). *Management*, 10th ed, UK: Pearson
- Riadi Muchlisin., (2017). "Dimensi, Motif dan Manfaat Organizational Citizenship Behavior (OCB)". *Kajianpustaka.com*, 16 Desember 2017 diakses dari <https://www.kajianpustaka.com/2017/12/dimensi-motif-dan-manfaatorganizational-citizenship-behavior> pada tanggal 25 juni 2022.
- 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> Robinson D., Perryman S., & Hayday S. (2004). *The Drivers of Employee Engagement Report 408*. UK:
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21, 600-61
- Schaufeli, W. B., & Bakker, A. B. (2010). Defining and measuring work engagement: Bringing clarity to the concept. In A. B. Bakker (Ed.) & M. P. Leiter, *Work engagement: A handbook of essential theory and research* (pp. 10–24). Psychology Press.

- Sugiyono. 2018. Metode Penelitian Kuantitatif, Kualitatif, dan R&D, penerbit Alfabeta, Bandung
- Sami'an, Fransiscus Aprilian Sri Widodo. (2013). *Hubungan Employee Engagement dengan Perilaku Produktif Karyawan*. Jurnal Psikologi Industri dan Organisasi, Vol. 2, No. Kinerja Karyawan Bank 32
- Swagaretha K, Y., Winarno, A., & Juariyah, L. (2016). Pengaruh Kepuasan Kerja Dan Keterlibatan Kerja Terhadap Organizational Citizenship Behavior (Ocb) Karyawan Pt. Telekomunikasi Indonesia, Tbk. Witel Jatim Selatan Malang. *Ekonomi Bisnis*, 21(2), 225–230. <https://doi.org/10.17977/um042v21i2p225-230>
- Shen, Yimo & Jackson, Todd & Ding, Cody & Yuan, Denghua & Zhao, Lei & Dou, Yunlai & Zhang, Qinglin, 2014. "Linking perceived organizational support with employee work outcomes in a Chinese context: Organizational identification as a mediator," *European Management Journal*, Elsevier, vol. 32(3), pages 406-412.
- Smith, G.R., & Markwick, C. (2009). *Employee Engagement: A Review Of Current Thinking*. UK: Institute for Employee Studies
- Setyani. 2012. Pengaruh Job Involvement terhadap Job Performance dan Organizational Citizenship Behavior pada Karyawan PT Wahana Lentera Raya Gresik. *Jurnal Manajemen*, 1 (3):1-6, (journal.wima.ac.id), diakses 19 Oktober 2016.
- Sugiyono. 2018. Metode Penelitian Kuantitatif, Kualitatif, dan R&D, penerbit Alfabeta, Bandung
- Taibo Chen., Shuaikang Hao and Kaifang Ding Xiaodong Feng, Gendao Li, Xiao Liang (2019) *The Impact of Organizational Support on Employee Performance*. The International Journal Emerald Publishing 0142-5455 DOI 10.1108/ER-01-2019- 0079.
- Truss, C., Shantz, A., Soane, E., Alfes, K., & Delbridge, R. (2013). Employee engagement, organisational performance and individual well-being: Exploring the evidence, developing the theory. *The International Journal of Human Resource Management*, 24(14), 2657–2669. <https://doi.org/10.1080/09585192.2013.798921>
- Tziner, A., Oren, L., Bar, Y., & Kadosh, G. (2011). Corporate social responsibility, organizational justice and job satisfaction: How do they interrelate, if at all? *Revista de Psicología del Trabajo y de las Organizaciones*, 27(1), 67–72. <https://doi.org/10.5093/tr2011v27n1a7>.
- Uddin, Md. A., Fan, L., & Das, A. K. (2022). A study of the impact of transformational leadership, organizational learning, and Knowledge Management on Organizational Innovation. *Management Dynamics*, 16(2), 42–54. <https://doi.org/10.57198/2583-4932.1068>.

- Y Yanuar, Y Lego, RR Masman. (2019). Job Performance and Government Banks : Evidence from Indonesia. *International Journal of Innovation, Creativity, and Change*. Volume 6, Issue 11,
- Wahyu Ariani, D. (2013). The relationship between employee engagement, organizational citizenship behavior, and counterproductive work behavior. *International Journal of Business Administration*, 4(2). <https://doi.org/10.5430/ijba.v4n2p46>
- Wirawan, 2014, Teori Kepemimpinan. Ilmu Prilaku, Bandung. Penerbit Alfabeta.