

DAFTAR PUSTAKA

- Abrar, U. (2019). *PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) TERHADAP KINERJA KARYAWAN THE EFFECT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) TOWARD EMPLOYEE PERFORMANCE (A Study at PT. Urchindize Madura Branch)*.
- Ali, H., Sastrodiharjo, I., Saputra, F., Besar, G., Ekonomi, F., Bisnis, D., Bhayangkara, U., & Raya, J. (2022a). Pengukuran Organizational Citizenship Behavior: Beban Kerja, Budaya Kerja dan Motivasi (Studi Literature Review). *I*(1), 2829–4599. <https://doi.org/10.38035/jim.v1i1>
- Ali, H., Sastrodiharjo, I., Saputra, F., Besar, G., Ekonomi, F., Bisnis, D., Bhayangkara, U., & Raya, J. (2022b). Pengukuran Organizational Citizenship Behavior: Beban Kerja, Budaya Kerja dan Motivasi (Studi Literature Review). *JURNAL ILMU MULTIDISIPLIN*, *I*(1), 2829–4599. <https://doi.org/10.38035/jim.v1i1>
- Alkasim, M. A., & Prahara, S. A. (2019a). PERCEIVED ORGANIZATIONAL SUPPORT DENGAN EMPLOYEE ENGAGEMENT PADA KARYAWAN. In *Psikoislamedia Jurnal Psikologi* (Vol. 4).
- Alkasim, M. A., & Prahara, S. A. (2019b). PERCEIVED ORGANIZATIONAL SUPPORT DENGAN EMPLOYEE ENGAGEMENT PADA KARYAWAN. In *Psikoislamedia Jurnal Psikologi* (Vol. 4).
- Ananda Basid, R., & Risma Elfariani, A. (2020). Analisis Pengaruh Elemen Subjective Well-Being terhadap Organizational Citizenship Behavior Karyawan. *Jurnal Ekonomi Dan Kewirausahaan*, *14*(1).
- Anggraini, L., Asturi, E. S., & Prasetya, A. (2016). Faktor-faktor yang mempengaruhi employee engagement Generasi Y. *Jurnal Administrasi Bisnis*, Vol. 37(02), 183–191.
- Anjasmara, A., & Gunarto, M. (2022a). Pengaruh Motivasi terhadap Kinerja Pegawai Kecamatan Penukal (Pali) Melalui Employee Engagement. *J-MAS (Jurnal Manajemen Dan Sains)*, *7*(2), 1139. <https://doi.org/10.33087/jmas.v7i2.740>
- Anjasmara, A., & Gunarto, M. (2022b). Pengaruh Motivasi terhadap Kinerja Pegawai Kecamatan Penukal (Pali) Melalui Employee Engagement. *J-MAS (Jurnal Manajemen Dan Sains)*, *7*(2), 1139. <https://doi.org/10.33087/jmas.v7i2.740>
- Anwar, R. (2018). PENGARUH KEPUASAN KERJA DAN LOYALITAS KERJA TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PADA KINERJA KARYAWAN PT.HM.SAMPOERNA,TBK BATURAJA TIMUR SUMATERA SELATAN. In *Jurnal Manajemen dan Bisnis Sriwijaya (JMBS)* | (Vol. 16, Issue 2). <http://ejournal.unsri.ac.id/index.php/jmbs>
- Azhar, E., & Alfihamsyah, M. A. (2021a). Peranan Kinerja Pegawai: Kepemimpinan dan Motivasi Kerja. *Manajemen, Program Studi Muhammadiyah, Universitas Sumatera Utara Kerja, Motivasi Pegawai, Kinerja*, 246–259.

- Azhar, E., & Alfihamsyah, M. A. (2021b). Peranan Kinerja Pegawai: Kepemimpinan dan Motivasi Kerja. *Manajemen, Program Studi Muhammadiyah, Universitas Sumatera Utara Kerja, Motivasi Pegawai, Kinerja*, 246–259.
- Bustomi, A., Sanusi, I., & Herman. (2020). Pengaruh Organizational Citizenship Behavior (OCB) Terhadap Kinerja Pegawai (Studi Survei pada Pegawai Kementerian Agama Kota Bandung). *Jurnal Manajemen Dakwah*, 5, 1–16. <https://doi.org/10.15575/tadbir>
- Cendani, C., & Tjahjaningsih, E. (2015). PENGARUH EMPLOYEE ENGAGEMENT DAN MODAL SOSIAL TERHADAP KINERJA KARYAWAN DENGAN OCB (ORGANIZATIONAL CITIZENSHIP BEHAVIOUR) SEBAGAI MEDIASI (Studi pada Bank Jateng Kantor Pusat). *MEDIA EKONOMI DAN MANAJEMEN*, 30(2).
- de Geus, C. J. C., Ingrams, A., Tummers, L., & Pandey, S. K. (2020). Organizational Citizenship Behavior in the Public Sector: A Systematic Literature Review and Future Research Agenda. *Public Administration Review*, 80(2), 259–270. <https://doi.org/10.1111/puar.13141>
- Devita, M., & Musadad. (2017). faktor-faktor yang mempengaruhi kinerja karyawan restorant aplha di pekan baru. *Jurnal Online Mahasiswa*, 4(1), 1–14.
- Dr. Benita. S. Monica1, MR. R. K. R. (2021). Organisational citizenship behaviour and employee engagement in IT employees. *Journal of Contemporary Issues in Business and Government*, 26(02). <https://doi.org/10.47750/cibg.2020.26.02.061>
- Edison, E., Anwar, Y., & Komariyah, I. (2017). *Manajemen Sumber Daya Manusia: Strategi dan perubahan dalam rangka meningkatkan kinerja pegawai dan organisasi*.
- Eko, M., Kusuma, A., Ketenagakerjaan, P., Sarif, M., & Ketenagakerjaan, H. P. (2022). ANALISIS EMPLOYEE ENGAGEMENT PADA DIVISI HR & GA PT AIRKON PRATAMA. *Jurnal Publikasi Sistem Informasi Dan Manajemen Bisnis (JUPSIM)*, 1(3).
- Empiris, S., Agrolanggeng, P. P. S., Selatan, S., & Aliya, S. (2020). Pengaruh Employee Engagement dan Komitmen Organisasi Terhadap Kinerja Karyawan di Bidang Perkebunan Kelapa Sawit. In *Journal Management* (Vol. 19, Issue 3).
- Erwina, E. (2020). Analisis Employee Engagement Melalui Dimensi Vigor, Dedication dan Absorption pada PT. Sumber Graha Sejahtera Di Kabupaten Luwu. *JEMMA (Journal of Economic, Management and Accounting)*, 3(2), 173. <https://doi.org/10.35914/jemma.v3i2.441>
- Farid, T., Iqbal, S., Ma, J., Castro-González, S., Khattak, A., & Khan, M. K. (2019). Employees' perceptions of CSR, work engagement, and organizational citizenship behavior: The mediating effects of organizational justice. *International Journal of Environmental Research and Public Health*, 16(10). <https://doi.org/10.3390/ijerph16101731>
- Febriansyah, H., & Dr. Henndy Ginting, P. (2020). *Tujuh Dimensi Employee Engagement*. Prenada Media. <https://books.google.co.id/books?id=m-YuEAAAQBAJ>
- Fidiyanto, D., Mukeri Warso, M., Ag, S. M., & Fathoni, A. (2018). *ANALISIS PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOR DAN KOMPENSASI TERHADAP KINERJA KARYAWAN (Study Pada PT Hop LunIndonesia Kab. Semarang)*.

- Fitriastuti, T. (2013). Jurnal Dinamika Manajemen PENGARUH KECERDASAN EMOSIONAL, KOMITMEN ORGANISASIONAL DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR TERHADAP KINERJA KARYAWAN. In *JDM* (Vol. 4, Issue 2). <http://journal.unnes.ac.id/nju/index.php/jdm>
- Fredi Susanto. (2019). Faktor-Faktor Yang Mempengaruhi Employee Engagement Di Hotel Ibis Style Di Surabaya. *Hospitality Dan Manajemen Jasa*, 552–566.
- Grego-Planer, D. (2019). The relationship between organizational commitment and organizational citizenship behaviors in the public and private sectors. *Sustainability (Switzerland)*, 11(22). <https://doi.org/10.3390/su11226395>
- Gunarto, M. (2018). *Analisis Statistika dengan Model Persamaan Struktural (SEM): Teoritis & Praktis*.
- Gunarto, M., Harahap, D. A., Purwanto, P., Amanah, D., & Umam, K. (2020). Membangun Organizational Citizenship Behavior pada Karyawan Perbankan Syariah di Indonesia. *Jurnal Manajemen*, 11(2), 179. <https://doi.org/10.32832/jm-uika.v11i2.3484>
- Gunawan, J. S., Solang, P. d, & Kartika, E. W. (2013). Organizational Citizenship Behavior Yang Berpengaruh Pada Kinerja Karyawan Dan Kepuasan Konsumen Di Hotel Sheraton Surabaya. *Jurnal Hospitality Dan Manajemen Jasa*, 1(2), 120–133.
- Hardianto, T., Suci, R. P., & Hermawati, A. (2020). MEDIASI KEPUASAN KERJA: MOTIVASI DAN EMPLOYEE ENGAGEMENT TERHADAP KINERJA PERAWAT. *JURNAL ILMU MANAJEMEN*.
- Hatta, M., Ashary Anshar, M., & Manajemen Institut Bisnis dan Keuangan Nitro Makassar Abstrak, M. (2023). Jurnal Sains Manajemen Nitro PENGARUH AKHLAK BUMN DAN KOMPENSASI TERHADAP KINERJA KARYAWAN YANG DIMEDIASI EMPLOYEE ENGAGEMENT PT. PEGADAIAN KANWIL VI MAKASSAR. In *Jurnal Sains Manajemen Nitro* (Vol. 2, Issue 1). <https://ojs.nitromks.ac.id/index.php/jsmn>
- Herminingsih, A. (2015). Building Employees' Engagement through Leadership, Human Resources Management Practices and Organizational Culture. *Journal of Business and Economics*, 6(9), 1613–1620. [https://doi.org/10.15341/jbe\(2155-7950\)/09.06.2015/007](https://doi.org/10.15341/jbe(2155-7950)/09.06.2015/007)
- Heslina, H., & Syahruni, A. (2021). The Influence of Information Technology, Human Resources Competency and Employee Engagement on Performance of Employees. *Golden Ratio of Human Resource Management*, 1(1), 01–12. <https://doi.org/10.52970/grhrm.v1i1.100>
- Irawan, E. (2023). Strategi Mengoptimalkan Manajemen Kinerja Karyawan Melalui Konsep Organizational Citizenship Behavior (OCB): Suatu Kajian Literatur. *Jurnal Publikasi Ilmu Manajemen (JUPIMAN)*, 2(2).
- Jannata, A., & Surya Perdhana, M. (2022). ANALISIS PENGARUH WORK-LIFE BALANCE TERHADAP EMPLOYEE ENGAGEMENT DENGAN JOB SATISFACTION SEBAGAI VARIABEL INTERVENING (Studi Pada PT Barata Indonesia). *DIPONEGORO JOURNAL OF MANAGEMENT*, 11(1). <http://ejournal-s1.undip.ac.id/index.php/dbr>

- Kurniawan, A. (2015). PENGARUH KOMITMEN ORGANISASI TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PT X BANDUNG. In *Jurnal Manajemen* (Vol. 15, Issue 1).
- Kusumajati, D. A. (2014). *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) KARYAWAN PADA PERUSAHAAN* (Vol. 5, Issue 1).
- Lestari, E. R., & Ghaby, N. K. F. (2018). The Influence of Organizational Citizenship Behavior (OCB) on Employee's Job Satisfaction and Performance. *Industria: Jurnal Teknologi Dan Manajemen Agroindustri*, 7(2), 116–123. <https://doi.org/10.21776/ub.industria.2018.007.02.6>
- Locke, E. A., & Latham, G. P. (2006). Locke et al New dir goal setting 06.pdf. *Current Directions in Psychological Science*, 15(5), 265–268.
- Locke, E., & Latham, G. P. (2019). Reply to commentaries on “The development of goal setting theory: A half century retrospective”. *Motivation Science*, 5(2), 114–115. <https://doi.org/10.1037/mot0000145>
- Lukito, R. (2020). Pengaruh Organizational Citizenship Behavior Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Pada Produksi PVC di UD. Untung Jaya Sidoarjo. *Agora*, 8(2), 1–9.
- Mangundjaya, W. L. H., Psikologi, F., & Organisasi, P. (2012). *PERSEPSI DUKUNGAN ORGANISASI VERSUS KEPUASAN KERJA DAN PERANNYA TERHADAP PERILAKU KEWARGANEGARAAN ORGANISASI*.
- Marciano, P. L. (2010). *Carrots and sticks don't work: build a culture of employee engagement with the principles of respect*. McGraw Hill Professional.
- Maria Arina, A., Nelwan, O. S., Ch Pandowo, M. H., Manajemen, J., & Ekonomi dan Bisnis, F. (2018). ANALISIS FAKTOR-FAKTOR YANG MEMPENGARUHI ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PADA PT TRIMIX PERKASA BITUNG THE ANALYSIS OF FACTORS INFLUENCING ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AT PT TRIMIX PERKASA BITUNG. *EMBA*.
- Markos, S., & Sridevi, M. S. (2010). Employee Engagement: The Key to Improving Performance. In *International Journal of Business and Management* (Vol. 5, Issue 12). www.ccsenet.org/ijbm
- Mathis, R. L., & Jackson, J. H. (2009). Organization Commitment. *Public Performance & Managerial Review*.
- Men, L. R., O'Neil, J., & Ewing, M. (2020a). Examining the effects of internal social media usage on employee engagement. *Public Relations Review*, 46(2). <https://doi.org/10.1016/j.pubrev.2020.101880>
- Men, L. R., O'Neil, J., & Ewing, M. (2020b). Examining the effects of internal social media usage on employee engagement. *Public Relations Review*, 46(2). <https://doi.org/10.1016/j.pubrev.2020.101880>

- Meynhardt, T., Brieger, S. A., & Hermann, C. (2020). Organizational public value and employee life satisfaction: the mediating roles of work engagement and organizational citizenship behavior. *International Journal of Human Resource Management*, 31(12), 1560–1593. <https://doi.org/10.1080/09585192.2017.1416653>
- Muchsinati, E. S., & Lyvia, A. (2022). Analisis faktor – faktor yang mempengaruhi kinerja karyawan pada hotel berbintang di batam. *E-QIEN: Jurnal Ekonomi Dan Bisnis*, 9(2), 180–187.
- Nathaniah Halim, A., Brigitta Dewi, M., Manajemen Perhotelan, P., & Ekonomi, F. (2018). ANALISA PENGARUH ORGANIZATIONAL CITIZENSHIP BEHAVIOR TERHADAP KINERJA KARYAWAN HOTEL BINTANG 3 DI SURABAYA. *Jurnal Hospitality Dan Manajemen Jasa*.
- Neubert, M. J., & Dyck, B. (2016). Developing sustainable management theory: Goal-setting theory based in virtue. *Management Decision*.
- Novelia Bambang Swasto Ika Ruhana, M. (2016). *PENGARUH KOMITMEN DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) TERHADAP KINERJA (Studi Pada Tenaga Keperawatan Rumah Sakit Umum Daerah dr. Soegiri Lamongan)*.
- Noviardy, Andrian Aliya, S. (2020). Pengaruh Employee Engagement dan Komitmen Organisasi Terhadap Kinerja Karyawan di Bidang Perkebunan Kelapa Sawit. In *Journal Management* (Vol. 19, Issue 3).
- Nursam, N. (2017). MANAJEMEN KINERJA. In *Journal of Islamic Education Management* (Vol. 2, Issue Oktober).
- Ogbeibu, S., Jabbour, C. J. C., Gaskin, J., Senadjki, A., & Hughes, M. (2021). Leveraging STARA competencies and green creativity to boost green organisational innovative evidence: A praxis for sustainable development. *Business Strategy and the Environment*, 30(5), 2421–2440.
- Organ, D. W. (2009). Organizational Citizenship Behavior : It ' s Construct Clean-Up Time Organizational Citizenship Behavior : It ' s Construct Clean-Up Time. *Human Performance*, January 2012, 37–41. <https://doi.org/10.1207/s15327043hup1002>
- Primadi Candra Susanto, Siera Syailendra, & Ryan Firdiansyah Suryawan. (2023). Determination of Motivation and Performance: Analysis of Job Satisfaction, Employee Engagement and Leadership. *International Journal of Business and Applied Economics*, 2(2), 59–68. <https://doi.org/10.55927/ijbae.v2i2.2135>
- Rahmawati, T., & Prasetya, A. (2017). Analisis.faktor – faktor.yang.mempengaruhi. *Analisis Faktor-Faktor Yang Mempengaruhi Organizational Citizenship Behavior (OCB) Pada Karyawan Tetap Dan Karyawan Kontrak (Studi Pada Karyawan Pizza Hut Kota Malang)*, 48(1), 98.
- Ramadhan, N., & Sembiring, J. (2014). *JURNAL MANAJEMEN INDONESIA*.
- Rasool, S. F., Wang, M., Tang, M., Saeed, A., & Iqbal, J. (2021). How toxic workplace environment effects the employee engagement: The mediating role of organizational

support and employee wellbeing. *International Journal of Environmental Research and Public Health*, 18(5), 1–17. <https://doi.org/10.3390/ijerph18052294>

Rowland Bodiseowei, A., & Vincent, O. (2023). Employee Engagement and Organisational Commitment in Nigeria: Does it Matters for Local Government Service Commission? *Journal of Business and Management Studies*, 5(1), 01–09. <https://doi.org/10.32996/jbms.2023.5.1.1>

Sarmawa, I., Suryani, N., & Gede Riana, I. (2015). COMMITMENT AND COMPETENCY AS AN ORGANIZATIONAL CITIZENSHIP BEHAVIOUR PREDICTOR AND ITS EFFECT ON THE PERFORMANCE A Study of Private Vocational High Schools in Klungkung Regency, Bali, Indonesia. In *International Journal of Economics, Commerce and Management United Kingdom: Vol. III* (Issue 1). <http://ijecm.co.uk/>

Sarstedt, M., Ringle, C. M., Smith, D., Reams, R., & Hair Jr, J. F. (2014). Partial least squares structural equation modeling (PLS-SEM): A useful tool for family business researchers. *Journal of Family Business Strategy*, 5(1), 105–115.

Satyawati, C. I. S., & Rahyuda, A. G. (2022). Analisis Budaya Organisasi terhadap Organizational Citizenship Behavior dengan Employee Engagement sebagai Variabel Mediasi. *JURNAL NUSANTARA APLIKASI MANAJEMEN BISNIS*, 7(2), 358–368. <https://doi.org/10.29407/nusamba.v7i2.17794>

Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66(4), 701–716. <https://doi.org/10.1177/0013164405282471>

Sentoso, A., & Sang Putra, F. (2021). ANALYSIS OF THE ETHICAL EFFECT OF LEADERSHIP ON EMPLOYEE PERFORMANCE AND MODERATED WITH EMPLOYEE ENGAGEMENT AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR. *Business and Accounting Research (IJEBAR) Peer Reviewed-International Journal*, 5. <https://jurnal.stie-aas.ac.id/index.php/IJEBAR>

Srie Intan Maisyuri, R., & Ariyanto, E. (2021). the Affect of Vigor, Dedication and Absorption on the Employee Performance At Pt. Mandiri Utama Finance. *Dinasti International Journal of Management Science*, 2(4), 689–702. <https://doi.org/10.31933/dijms.v2i4.819>

Studi Manajemen, P., & Putra Bangsa Kebumen, S. (2018). *Analisis Pengaruh Employee Engagement, Emotional Intelligence, dan Komitmen terhadap Organizational Citizenship Behavior (OCB) pada Karyawan PO Efisiensi Cabang Kebumen Much. Riyadus Solichin*. 6(2).

Sucahyowati, H., Hendrawan, A., & Nusantara, A. M. (2020). PENGARUH EMPLOYEE ENGAGEMENT TERHADAP KINERJA KARYAWAN PADA PT MK SEMARANG. In *Jurnal Sains Teknologi Transportasi Maritim* (Vol. 2, Issue 2).

Sudaryo, Y., Aribowo, A., & Sofiati, N. A. (2019). *Manajemen Sumber Daya Manusia: Kompensasi Tidak Langsung dan Lingkungan Kerja Fisik*. Penerbit Andi.

- Sulaiman, N., & Fariz, M. (2021). Robust Analisis Peran Organizational Citizenship Behavior dalam Memediasi. *Robust-Research Business and Economics Studies*, 1. <http://ejournal.iainkendari.ac.id/robust>
- Sumawardani, A. (2018). *Pengaruh Partisipasi Anggaran Terhadap Kinerja Manajerial Dengan Komitmen Organisasi, Motivasi Dan Struktur Desentralisasi Sebagai Variabel Pemoderasi (Studi Pada Pemerintah Kota Bandar Lampung)*. IIB DARMAJAYA.
- Teuku Umar, J., Baja, L., Batam-Indonesia, K., & Siagian, M. (2022). *UNIVERSITAS IBNU SINA (UIS) ANALISIS ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) DAN MOTIVASI TERHADAP KINERJA KARYAWAN KANTOR POS DI KOTA BATAM*.
- Titisari, P. (2014). *Peranan organizational citizenship behavior (OCB) dalam meningkatkan kinerja karyawan*.
- Uddin, M. A., Mahmood, M., & Fan, L. (2019). Why individual employee engagement matters for team performance?: Mediating effects of employee commitment and organizational citizenship behaviour. *Team Performance Management*, 25(1–2), 47–68. <https://doi.org/10.1108/TPM-12-2017-0078>
- Wahyuni, A., Kurniawan, A., & Staff Dan Komando Angkatan Laut, S. (2023). ANALISIS FAKTOR KESELAMATAN DAN KESEHATAN KERJA (K3) DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) DALAM MENINGKATKAN KESIAPAN OPERASIONAL PRAJURIT BATALYON INFANTERI 4 MARINIR. In *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business* (Vol. 6, Issue 2).
- Wibowo. A, Izzati. U. (2019). Hubungan antara employee engagement dengan organizational citizenship behavior pada perawat rumah sakit x. *Character: Jurnal Penelitian Psikologi*, 6(3), 1–9.