

## DAFTAR PUSTAKA

- Aldag, R. & Reschke, W. 2017. *Employee value added: Measuring Discretionary Effort and its Value to the Organization*. Center for Organization Effectiveness.
- Alex, Nitisemito. 2015. *Manajemen Sumber Daya Manusia*. Bandung: Pustaka setia.
- Ali Kashef, Mohammad. 2013. *Organizational Commitment and Its Effects on Organizational Performance*. Interdisciplinary Journal Of Contemporary Research In Business April 2013 Vol 4, No 12.
- Assauri, S. 2015. *Manajemen Pemasaran*, Jakarta: PT Raja Grafindo Persada.
- Bangun, Wilson. 2015. *Manajemen Sumber Daya Manusia*. Jakarta: Erlangga.
- Budihardjo, A. 2016. *Mengenal Organizational Citizenship Behavior (OCB)*. Jakarta: Forum Manajemen Prasetiya Mulya Tahun ke-XVIII, No. 82.
- Cahyono, Budhi dan Suharto. 2017. *Pengaruh Budaya Organisasi, Kepemimpinan Dan Motivasi Kerja Terhadap Kinerja Sumber Daya Manusia Di Sekretariat DPRD Propinsi Jawa Tengah*, jurnal, JRBI Vol. 1, Yogyakarta
- Clarissa Simatupang, Aprilynn dan Putu Saroyeni P. 2018. *The Effect of Discipline, Motivation and Commitment to Employee Performance*. IOSR Journal of Business and Management (IOSR-JBM) e-ISSN: 2278-487X, p-ISSN: 2319-7668. Volume 20, Issue 6. Ver. I. (June. 2018), PP 31-37.
- Dalian, Putri. Yumna dan Hamidah Nayati Utami. 2017. *Pengaruh Organizational Citizenship Behavior (OCB) Terhadap Kinerja (Studi Pada Tenaga Perawat Ruang Rawat Inap Rumah Sakit Baptis Batu)*. Jurnal Administrasi Bisnis (JAB)|Vol. 46 No.1 Mei 2017.
- Darsono dan Tjatjuk, Siswandoko. 2016. *Manajemen Sumber Daya Manusia Abad 21*. Jakarta: Nusantara Consulting.
- Djuwita, Ratna. 2018. *The Influence of Organizational Commitment, Implementation of Accounting Information System and Workplace Environment to The Performance of Work Unit*. Journal of Accounting Auditing and Business – Vol.1, No.1, 2018.
- Fitrioa, Tomy Budiyantha and Agustedia. 2020. *The rule of Organizational Citizenship Behavior and innovative work behavior in mediating the influence of organizational*

- commitment and culture to employee performance*. Journal Accounting 6 (2020) 1351–1360.
- Ghozali, Imam. 2016. *Aplikasi Analisis Multivariate Dengan Program. IBM SPSS 23 (Edisi 8). Cetakan ke VIII*. Semarang : Badan Penerbit
- Greenberg, J., Baron, R. A. (2017). *Behavior in Organization (cet. ke-9.)*. London: Pearson Education
- Griffin, Ricky W., and Moorhead, Gregory. 2014. *Organizational Behavior: Managing People and Organizations*. Eleventh Edition. USA: South Western.
- Hair et al. 2016. *Multivariate Data Analysis, Seventh Edition*. Pearson Prentice Hall.
- Hairoman. 2018. *Influence Of Discipline On Employee Performance In Regional Disaster Management Agency Kota Sungai Penuh*. JAIPTKIN | Jurnal Aplikasi IPTEK Indonesia ISSN Print: 2548-348X – ISSN Online: 2548-3498.
- Hamali, Arif Yusuf. 2016. *Pemahaman Sumber Daya Manusia*. Yogyakarta: CAPS.
- Hartatik. 2015. *Mengembangkan SDM (I)*. Jogjakarta: Laksana.
- Hasibuan, Malayu S.P. 2016. *Manajemen Sumber Daya Manusia. Edisi Revisi*. Jakarta: Penerbit PT Bumi Aksara.
- Henry Syauta, Jack. 2012. *The Influence of Organizational Culture, Organizational Commitment to Job Satisfaction and Employee Performance (Study at Municipal Waterworks of Jayapura, Papua Indonesia)*. International Journal of Business and Management Invention ISSN (Online): 2319 – 8028, ISSN (Print): 2319 – 801X www.ijbmi.org Volume 1 Issue 1 || December. 2012 || PP.69-76.
- Irma Sari, Luvia. 2015. *Pengaruh Organizational Citizenship Behavior (OCB), KOMITMEN Organisasi Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada PT. Ultra Jaya Milk Cabang Yogyakarta*. Jurnal Manajemen Vol. 5, No. 2 Des. 15.
- Kartini, Ticoalu. Linda. 2013. *Organizational Citizenship Behavior (OCB) Dan Komitmen Organisasi Pengaruhnya Terhadap Kinerja Karyawan*. Jurnal EMBA Vol.1 No.4 Desember 2013, Hal. 782-790.
- Khalid, S., and Ali, H. 2015. *The Effect Of Organizational Citizenship Behavior On Withdrawal Behavior: A Malaysian Study*. International Journal Of Management and Entrepreneuership, 1(1):30-40.
- Kharis, Indra. 2015. *Pengaruh Gaya Kepemimpinan Transformasional Terhadap Kinerja Karyawan Dengan Motivasi Kerja Sebagai Variabel Intervening (Studi Pada*

- Karyawan Bank Jatim Cabang Malang*). Jurnal Administrasi Bisnis (JAB) Vol. 3 No. 1 Maret 2015. Universitas Brawijaya Malang
- Kiryanto, Ryan, 2016. *Langkah Terobosan Mendorong Ekspansi Kredit*. Economic Review No. 208, Juni 2007.
- Kreitner, Robert dan Kinicki Angelo. 2015. *Perilaku Organisasi, Edisi 9, Buku ke2*. Jakarta: Salemba Empat
- Krisna Adhi Pranata, Sang Putu. Putu Ngurah Suyatna Yasa and Ni Wayan Sitiari. 2020. *The Effect of Organizational Citizenship Behavior (OCB) Towards Work Stress and Performance of Employees in Income Agency Regional City of Denpasar*. Jurnal Ekonomi dan Bisnis Jagaditha Volume 7, Nomor 1, 2020, pp. 65-72 EISSN 2579-8162 ISSN 2355-4150.
- Laksmi Riani, Asri. 2018. *Perspektif Kompensasi*. Surakarta: Yuma Pustaka.
- Manullang, 2016. *Dasar-Dasar Manajemen*. Yogyakarta : Gadjah Mada University Press. P.O.BOX 14, Bulaksumur.
- Mathis, R.L. & J.H. Jackson. 2016. *Human Resource Management: Manajemen Sumber Daya Manusia. Terjemahan Dian Angelia*. Jakarta: Salemba Empat.
- Mihaela Popescu, Alexandra. 2014. *Organization's age and Organizational Citizenship Behavior (OCB), performance criteria at SMEs level. Case study - Bucharest – Ilfov development region*. Procedia Economics and Finance 22 ( 2015 ) 645 – 654.
- Minh Loan, Le Thi. 2020. *The influence of organizational commitment on employees' job performance: The mediating role of job satisfaction*. Management Science Letters 10 (2020) 3307–3312.
- Musabah Bakhit Al Zefeiti, Salim dan Noor Azmi Mohamad. 2017. *The Influence of Organizational Commitment on Omani Public Employees' Work Performance*. *International Review of Management and Marketing*, 2017, 7(2), 151-160.
- Musanef. 2015. *Manajemen Kepegawaian Indonesia. Jilid II*. Jakarta: PT Gunung Agung.
- Notoatmodjo S. 2016. *Metodologi Penelitian Kesehatan*. Jakarta: Rineka Cipta.
- Nurwati, Alida Palilati. Rahmat Madjid. dan Nasrul. 2015. *The Influence of Discipline and Competency toward Employee's Performance*. International Research Enthusiast Society Inc. (IRES Inc.) May 22-23, 2015.

- Organ, D. W., Podsakoff, Ph.M., Mackenzie, S. B. 2015. *Organizational Citizenship Behaviour: Its Nature, Antecedents, And Consequences*. Thousand OA: SAGE Publications.
- Pradana, Mahir. Mahendra Fakhri. Alini Gilang. Puti Khairin. 2018. *Determinants Of Organizational Citizenship Behavior: The Case Of An Indonesian Insurance Company*. Jurnal Bisnis dan Manajemen, Volume 19, No. 2, September 2018, p. 88-100.
- Pratama, M. Aditya Putra dan Fareshti Nurdiana Dihan. 2017. *Pengaruh Komitmen Organisasional Dan Disiplin Kerja Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Intervening*. Jurnal Bisnis Teori dan Implementasi, Vol. 8 No. 2 : 115-135, Oktober 2017, ISSN. 2085-7721.
- Prawira, Dimas Yudha. 2015. *Analisis Kinerja Jaringan Multiprotocol Label Switching (Mpls) Untuk Layanan Video Streaming*. Medan: Universitas Sumatera Utara.
- Priyambodo, Ary dan Agus Nugraha. 2019. *The Influence of Work Discipline, Coordination, and Communication on Employee Performance at the Curug Flight Facility Calibration Center In Tangerang Indonesia*. Ilomata International Journal of Social Science P-ISSN: 2714-898X; E-ISSN: 2714-8998 Vol. 1 No. 1 October 2019 page: 35-42.
- Priyatno, Duwi. 2017. *Analisis Korelasi, Regresi dan Multivariate dengan SPSS*. Yogyakarta: Gava Media.
- Puji Suci, Rahayu dan Mohamad Syafi'I Idrus. 2015. *The Influence of Employee Training and Discipline Work against Employee Performance PT. Merpati Nusantara Airlines (Persero)*. Review of European Studies; Vol. 7, No. 11; 2015 ISSN 1918-7173 E-ISSN 1918-7181 Published by Canadian Center of Science and Education.
- Reynaldi, Reynaldi, Syamsul Ridjal, and Herman Sjahrudin. 2019. *The Role Of Organizational Citizenship Behavior In Work Performance: An Investigation Based On Hotel Employee Survey*. EJBMR, European Journal of Business and Management Research Vol. 4, No. 6, November 2019.
- Riduwan. (2015). *Dasar-Dasar Statistika*. Bandung: Alfabeta
- Riniwati, Harsuko. 2015. *Mendongkrak Motivasi dan Kinerja: Pendekatan Pemberdayaan SDM*. UB Press: Malang
- Riniwati, Harsuko. 2016. *Manajemen Sumber Daya Manusia Aktivitas Utama dan Pengembangan SDM*. Malang : UB Press.

- Rivai, Veithzal dan Sagala, Ella Jauvani. 2016. *Manajemen Sumber Daya Manusia untuk Perusahaan dari Teori ke Praktik*. Jakarta: PT Raja Grafindo..
- Riyanto, Setyo. 2017. *The Effect of Training and Organizational Commitment on Performance of State University of Jakarta Student Cooperative (KOPMA UNJ) Management*. Saudi Journal of Humanities and Social Sciences Vol-2, Iss-8(Aug, 2017):611-620.
- Robbins, S. P., and Timothy A. J. 2015. *Perilaku Organisasi Buku 1, Edisi 12*. Jakarta: Salemba Empat
- Safroni, Ladzi.2012. *Manajemen dan Reformasi Pelayanan Publik Dalam Konteks Birokrasi Indonesia*. Surabaya: Aditya Media Publishing.
- Sarwani. 2016. *The Effect Of Work Discipline And Work Environment On The Performance Of Employees SINERGI*, Volume 6, Number 2 September 2016.
- Sastrohadiwiryo. 2015. *Manajemen Tenaga Kerja Indonesia, edisi. 2*. Jakarta: Bumi Aksara.
- Simamora, Henry. 2015. *Manajemen Sumber Daya Manusia*. Yogyakarta: Bagian Penerbitan Sekolah Tinggi Ilmu Ekonomi YKPN.
- Simanjuntak, Payaman. J. 2016. *Pengantar Ekonomi Sumber Daya Manusia*. Jakarta:Lembaga Penerbit Fakultas Ekonomi UI.
- Simanjuntak, Payaman. J. 2016. *Pengantar Ekonomi Sumber Daya Manusia*. Jakarta: Lembaga Penerbit Fakultas Ekonomi UI.
- Sinambela, P.L. 2017. *Manajemen Sumber Daya Manusia*. PT. Bumi Aksara, Jakarta.
- Soelto, Mochamad. 2020. *The Implication Of Job Satisfaction That Influence Workers To Practice Organizational Citizenship Behavior (Ocb) In The Work Place*. Archives of Business Review –Vol. 8, No.5.
- Sopiah. 2016. *Perilaku Organisasi*. Yogyakarta: Andi Offset.
- Spencer, Lyle M. dan Signe M. Spencer. 2015. *Competence at work: Models for Superior Performance*. Canada: John Wiley & Sons.
- Sugiyono. 2016. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Alfabet.

- Suharto, Suyanto dan Nedi Hendri. 2019. *The Impact of Organizational Commitment on Job Performance*. International Journal of Economics and Business Administration Volume VII, Issue 2, 2019.
- Sutrisno, E. 2017. *Manajemen Sumber Daya Manusia*. Jakarta: Kencana
- Taruna Anggapradja, Indra dan Ronny Wijaya. 2016. *Effect Of Commitment Organization, Organizational Culture, And Motivation To Performance Of Employees*. Jurnal of Applied Management (JAM) Volume 15 Number 1, March 2016.
- Triwibowo, Ardika Dan Ramon Zamora. 2016. *Pengaruh Lingkungan Kerja, Disiplin Kerja Dan Komitmen Organisasi Terhadap Kinerja Karyawan Pada Kantor Pelayanan Grapari Telkomsel Cabang Batam*. Jurnal Equilibiria, Vol. 3 No. 2, 2016.
- Usman Husaini .2016. *Manajemen Teori,Praktik, Dan Riset Pendidikan*. Jakarta : PT Bumi Aksara.
- Veithzal, Rivai, Sagala dan Ella Jauvani. 2016. *Manajemen Sumber Daya Manusia Untuk Perusahaan Dari Teori Kepraktik*. Jakarta: PT. Raja Grafindo Persada.
- Wibowo. 2016. *Perilaku Dalam Organisasi*. Jakarta: Rajawali Pers. Edisi Kedua.
- Organ, Dennis W. 2016. *Organizational Citizenship Behavior : The Good Soldier Syndrome*