

#### Daftar Pustaka

- Agari, Ali et al (2008), "*The Relationship between Organizational Characteristics, Task Characteristics, Cultural Context and Organizational Citizenship Behaviors*", European Journal of Economics, Finance and Administrative Sciences, ISSN 1450-2275 Issue 13
- Ali Mearaj (2010) *Organizational Citizenship Behavior (OCB) Inside Bahraini Organizations*, Open Universiti Malaysia.
- Beeri, Itai, et al, "*Advancing Ethics in Public Organizations: The Impact of an Ethics Program on Employees' Perceptions and Behaviors in a Regional Council*" Journal of Business Ethics, ISSN 0167-4544 DOI 10.1007/s10551-012-1232-7
- Benjamin, Akinyemi (2012), "*The Influence of Affective Commitment on Citizenship Behavior and Intention to Quit among Commercial Bank's Employees in Nigeria*", Journal of Management and Sustainability; Vol 2, No. 2, p 54-68
- Bukhari, Zirghamullah et al (2009), "*Determinants of Organizational Citizenship Behavior in Pakistan*", International Review of Business Research Papers, Vol. 5 No 2, Maret 2009
- Chrisnawan, Dhevy Suheriyati (2009), *Pengaruh Dimensi-dimensi Komitmen Organisasi dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior pada PT. BNI (Persero) Tbk, Cabang Graha Pangeran Surabaya, UMY*
- Davoudi, Seyed Mehdi Mousavi (2012), "*Organizational Commitment and Extra-role Behaviour: A Survey in Iran's Insurance Industry*", Journal of Business Systems, Governance and Ethics, Vol 7, No 1, Victoria University
- Fields, Dail L. (2002), *Taking the Measure of Work: a Guide to Validated Scales for Organizational Research and Diagnosis*, Thousand Oaks, CA, Sage Publications, p. 72 - 74
- Forster, Nick (2005), *Maximum Performance a Practical Guide to Leading and Managing People at Work*, Edward Elgar Publishing, Cheltenham, UK

- Indi Djastuti (2011), "*Pengaruh Karakteristik Pekerjaan Terhadap Komitmen Organisasi Karyawan Tingkat Managerial Perusahaan Jasa Konstruksi di Jawa Tengah*" Jurnal Bisnis dan Akuntansi, Vol 13, No 1, April 2011, Universitas Diponegoro
- Kandlousi, NSAE, et al." *Organizational Citizenship Behavior in Concern of Communication Satisfaction: The Role of the Formal and Informal Communication*" International Journal of Business and Management Vol. 5, No. 10; October 2010
- Kentjonowati, Erwina Devi (2002). "*Hubungan Karakteristik Pekerjaan dengan Kepuasan Kerja pada Kantor Pelayanan Pajak Yogyakarta I*" Universitas Gadjahmada Yogyakarta
- Landy, Frank J & Conte, Jeffrey M. (2009), *Work in the 21<sup>st</sup> Century: An Introduction to Industrial and Organizational Psychology*, Wiley Blackwell
- Listyaningsih (2009), *Pengaruh Komitmen Organisasional, Komitmen Profesionalisme dan kepuasan kerja terhadap perilaku organisational citizenship behavior PNS di lingkungan Sekretariat daerah Kabupaten Sidoarjo*, UMY
- Mansoor, Narmeen et al (2012). "*Exploring Organizational Citizenship Behavior and its Critical Link to Employee Engagement for Effectual Human Resource Management In Organizations*", Mediterranean Journal of Social Sciences Vol. 3 (1) January 2012, ISSN 2039-2117
- Mathis, Robert L. and Jackson, John H.(2011), *Human Resource Management – Manajemen Sumber Daya Manusia*, Edisi 10, Salemba Empat, Jakarta
- Mulyadi, Dudung (2008), "*Pengaruh Karakteristik Pekerjaan dan Komitmen Organisasi Terhadap Kinerja karyawan Pada PT. Kirana Surya Perkasa*"
- Organ, Dennis W (1988), *The Motivational Basis of Organization Citizenship Behavior, In Research in Organizational Behavior*, Vol. 12 Barry M. Staw and Lawrence L. Cumming, Eds. Greenwich, CT: JAI Press 43-72
- Porter, R.M.& Steers, L.W (1991), *Motivation and Work Behaviour*, 5<sup>th</sup> edition, USA, McGraw-Hill, Inc.

Sekaran, Uma (2011), *Research Methods For Business – Metodologi Penelitian Untuk Bisnis*, Edisi 4, Salemba Empat, Jakarta

Shaiful Annuar Khalid et al ,”*Organizational Citizenship Behavior as a Predictor of Student Academic Achievement*”, *International Journal of Economics and Finance* Vol 2 No 1 February 2010

Solomon Markos et al,”*Employee Engagement: The Key to Improving Performance*” *International Journal of Business and Management* Vol. 5, No. 12; December 2010

Sopiah, Dr. (2008), *Perilaku Organisasional*, Penerbit Andi Offset, Yogyakarta

Su Fen, Chiu & Hsiao Lan Chen (2005), “*Relationship Between Job Characteristics and Organizational Citizenship Behavior: The Mediatlional Role of Job Satisfaction*”, *Social behavior and Personality an international journal*, Vol. 33, No. 6, 2005

Tjahjono,H.K. (2009), *Metode Penelitian Bisnis 1 dan 2*, Visi Solusi Madani, Yogyakarta