

DAFTAR PUSTAKA

- Agung, I. G., Prabasari, M., Kadek, L., Martini, B., & Suardika, N. (2018). The Effect of Communication and Employee Engagement on Organizational Citizenship Behavior and Employee Performance in Employees Pt . Pln (Persero) Distribution of Bali. *Internasional Journal of Contemporary Research and Review*, 9(8), 21014–21025.
- Arumi, M. S. (2019). Effect of Organizational Culture on Organizational Citizenship Behavior with Organizational Commitment as a Mediator. *Research in Business and Social Science*, 8(4), 124–132. <https://doi.org/10.20525/ijrbs.v8i4.274>
- Asghar, K. E. and A. (2014). Transformational Leadership in Science Education: A Quebec Perspective. In I. M. S. and M. S. Khine (Ed.), *Reframing Transformational Leadership: New School Culture and Effectiveness* (p. 99). Sense Publishers.
- Awang, R. (2015). The Impact of Organizational Justice on Organizational Citizenship Behavior in Malaysian Higher Education. *Mediterranean Journal of Social Sciences*, 6(5), 674. <https://doi.org/10.5901/mjss.2015.v6n5s2p674>
- Bhati, S. S. (2015). Relation between trust theory and agency theory. In B. N. & R. R. S. Natarajan, M. Ganesh. Babu (Ed.), *Commerce and Management - A Modern Perspective* (pp. 57–65). India: Archers and Elevators Publishing House.
- Bin, K., & Hamid, A. (2016). The Relationship between Transformational Leadership and Organizational Citizenship Behavior : An Empirical Evidence from the Banking Sector of Pak. *The International Journal Of Business & Management*, (March).
- Cheasakul, U., & Varma, P. (2016). The influence of passion and empowerment on organizational citizenship behavior of teachers mediated by organizational commitment. *Contaduria y Administracion*, 61(3), 422–440. <https://doi.org/10.1016/j.cya.2016.04.003>
- Colquitt, J. A., Lepine, J. A., & Wesson, M. J. (2015). *Organizational Behavior: Improving Performance and Commitment*. New York: McGraw Hill Education.
- Coulter, Stephen P. Robbins, M. (2010). *Management*. New York: Pearson.
- Creswel, J. W. (2012). *Educational Research, Planning, Conducting and Evaluating Quantitative and Qualitative Research*. Boston: Pearson.
- Davis, J. W. N. and K. (2002). *Organizational Behavior Human Behavior at Work 11th edition*. New York: McGraw-Hill Higher Education.
- Debra L. Nelson, J. C. Q. (2006). *Organizational Behavior. Foundations, Realities and Challenges*. Ohio: Thomson.
- Debra L. NelsonCary L. Cooper. (2007). *Positive Organizational Behavior*. London, Thousand Oaks, New Delhi: SAGE Publications.
- Desi Nofia , Yasri Yasri, A. A. (2019). The Effects of Interpersonal Communication and Organizational Commitment on Organizational Citizenship Behavior. *Advances in Economics, Business and Management Research, Third International Conference On Economics Education, Economics, Business and Management, Accounting and Entrepreneurship (PICEEBA 2019)*, 97, 581–587.
- DeVito, J. A. (2016). *The Interpersonal Communication Book - 14th edition*. London: Pearson Education Limited.
- Djalali, M. A., T, C. J., & Farid, M. (2017). The Relationship between Transformational Style and Organization Commitment with Organizational Citizenship Behavior on Officers. *International Journal of Business and Management Invention*, 6(11), 17–21.

- Ebrahimpour, H., Zahed, A., Khaleghkhah, A., & Bager, M. (2011). A survey relation between organizational culture and organizational citizenship behavior . *Procedia - Social and Behavioral Sciences*, 30, 1920–1925. <https://doi.org/10.1016/j.sbspro.2011.10.373>
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H., & Organizations, R. K. (2006). *Organizations, Behavior, Structure and Processes*. Boston: McGraw-Hill.
- Glinow, S. L. M. and M. A. Von. (2008). *Organizational Behavior: Emerging Realities for The Workplace Revolution*. Toronto: McGraw-Hill Irwin.
- Glinow, S. L. M. and M. A. Von. (2010). *Organizational Behavior: emerging knowledge and practice for the real world*. Boston: McGraw-Hill Irwin.
- Hallinger, P. (2003). Leading Educational Change : reflections on the practice of instructional and transformational leadership. *Cambridge Journal of Education*, 33(3), 331–350. <https://doi.org/10.1080/0305764032000122005>
- Hanson, E. M. (2003). *Educational Administration and Organizational Behavior*. New York: Pearson Education.
- Hardhienata, S. (2017). The development of scientific identification theory to conduct operation research in education management. *IORA International Conference on Operations Research*. <https://doi.org/10.1088/1742-6596/755/1/011001>
- Hassan, Z. (2017). The effects of Transformational Leadership on Job Satisfaction : A study on four and five Star Hotels in Kuala Lumpur. *International Journal of Accounting and Business Management*, (May). <https://doi.org/10.24924/ijabm/2015.04/v3.iss1/81.91>
- Hawley, K. (2014). Trust, Distrust and Commitment 1. *NO US*, 48(1), 1–20. <https://doi.org/10.1111/nous.12000>
- Hitt, Michaela A, C. Chet Miller, A. C. (2011). *Organizational Behavior*. River Street, Hoboken, NJ: John Wiley & Sons, Inc.
- Hughes, R. L., Ginnet, R. C., & Curphy, G. (2009). *Leadership Enchancing the Lessons of Experience*. New York: McGraw-Hill Companies.
- Ivancevich, J. M., & Matteson, M. T. (2013). *Organizational Behavior and Management Tenth Edition*. New York: McGraw-Hill Irwin.
- Jahangir, N., Akbar, M. M., & Haq, M. (2004). Organizational Citizenship Behavior: Its Nature and Antecedents. *BRAC University Journal*, 1(2), 75–85.
- Janićijević, N., & Nikčević, G. (2018). THE INFLUENCE OF ORGANIZATIONAL CULTURE ON JOB SATISFACTION. *ECONOMIC ANNALS*, LXIII(219), 83–114.
- Jennifer M. George, G. R. J. (2012). *Understanding and Managing Organizatioanl Behavior*. Boston: Printice Hall.
- Jhon W. Slocum, D. H. (2007). *Fundamentals of Organizational Behavior*. New York: Thomson South-Western.
- John R. Schermerhorn, Jr. James G. Hunt, R. N. O. (2002). *Organizational Behavior 7th edition*. University Phoenix: John Wiley & Sons, Inc.
- John R. Schermerhorn, J. . J. G. H. ; R. N. O. M. U.-B. (2010). *Organizatioan Behavior*. John Wiley & Sons, Inc. Hoboken, NJ 07030-5774: John Wiley & Sons, Inc.
- Jones, G. R. (2010). *Organizational Theory, Design, and Change Fifth Edition*. New Orleans: Pearson.
- Judge, S. P. R. and T. A. (2014). *Twelfth Edition Essentials of Organizational Behavior*. Tokyo: Pearson.

- Judge, S. P. R. and T. A. (2016a). *Essentials of Organizational Behavior*. Tokyo: Pearson Education Limited.
- Judge, S. P. R. and T. A. (2016b). *Organizational Behavior*. Tokyo: Pearson.
- Judge, S. P. R. T. A. (2013). *Organizational Behavior*. Pearson. Tokyo: Pearson Education Limited.
- Kittikunchotiwut, P. (2020). The Effects of Organizational Justice on Organizational Citizenship Behavior. *Review of Integrative Business and Economics Research*, 6(3), 116.
- Kinicki, R. K. A. (2010). *Organizational Behavior, Ninth Edition*. New York: McGraw-Hill Companies.
- Kreitner, R. (2010). *Organizational Behavior Ninth Edition*. New York: McGraw-Hill Irwin.
- Lodisso, S. L. (2019). The Effects of Interpersonal Relationship on Employees ' Job Satisfaction : The Case of Education Department , Hawassa City Administration. *IOSR Journal of Business and Management (IOSR-JBM)*, 21(3), 21–27. <https://doi.org/10.9790/487X-2103012127>
- Lussier, R. N. (2008). *Human Relations in Organization*. Boston: McGraw-Hill.
- Luthans, F. (2011). *Organizational Behavior An Evidence-Based Approach*. New York: McGraw Hill Irwin. <https://doi.org/10.1002/9781118785317.weom060151>
- Majeed, N., & Nazri, M. (2017). Exploring Relationship Between Transformational Leadership and Organizational Citizenship Behaviors Through Lens of Workplace Spirituality. *International Online Journal of Educational Leadership*, 1(August). <https://doi.org/10.22452/iojel.vol1no1.2>
- Makhdoom, H. (2016). Impact of Organization Trust , Organization Justice and Job Satisfaction on Organization Citizenship Behavior : A study in Banking Sector of Pakistan. *International Journal of Academic Research in Business and Social Sciences*, 6(12), 630–643. <https://doi.org/10.6007/IJARBS/v6-i12/2525>
- Mansour, M. (2014). Organization Justice , Support and Trust : Evidence from Saudi Companies. *Journal of Economics, Business and Management*, 2(1), 5–8. <https://doi.org/10.7763/JOEBM.2014.V2.92>
- Marks, H. M., & Printy, S. M. (2015). Principal Leadership and School Performance : An Integration of Transformational and Instructional Leadership. *Educational Administration Quarterly*, 39(3), 370–397. <https://doi.org/10.1177/0013161X03253412>
- Meral, Y., Yaşlıoğlu, M., & Semerciöz, F. (2016). Effects of Trust on Job Satisfaction and Mediatory Role of New Identification between Trust and Job Satisfaction in Mergers. *International Journal of Managerial Studies and Research (IJMSR)*, 4(5), 54–67.
- Mihdar, F. (2013). The Effect of Job Satisfaction And Organizational Justice on Organizational Citizenship Behavior with Organization Commitment as The Moderator. In *The First International Conference on Law, Business and Government 2013, UBL, Indonesia* (pp. 75–82).
- Möllering, G. (2001). The Nature of Trust: From Georg Simmel to a Theory of Expectation , Interpretation and Suspension. *Sociology*, 35(2), 403–420.
- Mühl, J. K. (2014). *Organizational Trust: Measurement, Impact, and the Role of Management Accountants*. <https://doi.org/10.1007/978-3-319-04069-1>
- Mullins, L. J. (2005). *Management and Organizational Behavior*. London: Pearson Education Limited.
- Nauman Majeed, Mohammad Nazri Mohd Nor, N. M. M. (2017). Exploring Relationship between Transformational Leadership and Organizational Citizenship Behaviors Through Lens Of Workplace Spirituality. *International Online Journal of Educational Leadership*, 1(1), 5–33.
- Newstrom, J. (2007). *Organizational Behavior, Human Behavior at Work*. (McGraw-Hill, Ed.). Boston.

- Ng, T. W. H. (2015). The incremental validity of organizational commitment , organizational trust , and organizational identification. *Journal of Vocational Behavior*, 88, 154–163. <https://doi.org/10.1016/j.jvb.2015.03.003>
- Paliszkievicz, J. O. (2006). Trust Management: Literature Review. *Management*, 6(4), 315–331.
- Pinder, C. C. (2008). *Work Motivation In Organizational Behavior*. New York: Psychology Press.
- Prasetyo, A. P., Siregar, S., & Lurturlean, B. S. (2015). The Effects of Job Satisfaction And Organizational Commitment On Organizational Citizenship Behavior. *Jurnal Siasat Bisnis*, 19(2), 99–108.
- Ramayah, M.-C. L. and T. (2009). Dimensionality of Organizational Citizenship Behavior (OCB) in a Dimensionality of Organizational Citizenship Behavior (OCB) in a Multicultural Society : The Case of Malaysia. *International Business Research*, 2(1), 48–55. <https://doi.org/10.5539/ibr.v2n1p48>
- Ricky W. Griffin, G. M. (2007). *Organizational Behaviour, Managing people and organization*. New York.
- Riggio, B. M. B. and R. E. (2006). *Transformational Leadership*. London: LAWRENCE ERLBAUM ASSOCIATES, PUBLISHERS.
- Riyadi, E. (2013). *Aplikasi Lisrel untuk Penelitian Analisis Jalur*. Yogyakarta: Andi.
- Robbins, S. P. (2003). *Essentials of Organizational Behavior*. New Jersey: Prentice Hall.
- Roberts, S. H. and T. (2004). *Transformational leadership: creating organizations of meaning*. Wisconsin: ASQ Quality Press. <https://doi.org/10.1243/09544097JRRT315>
- Siddiqi, N., Islamia, J. M., Kharshing, K. D., & Islamia, J. M. (2016). Influence of organizational trust on job satisfaction and organizational commitment Influence of Organizational Trust on Job Satisfaction and Organizational Commitment. *Abhigyan*, XXXIII(2), 53–64.
- Suwibawa, A., Agung, A., Agung, P., & Saptia, 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). *Internasional Journal of Contemporary Research and Review*, 9(8), 20997–21013.
- Steven L. McShane, M. A. V. G. (2018). *Organizational Behavior: Emerging Knowledge Global Reality (eighth edition)*. NY 10121.
- Stewart, J. (2002). *Bridges Not Walls A Book About Interpersonal Communication*. New York: McGraw-Hill.
- Sugiyono. (2015). *Metode Penelitian Kombinasi (Mix Methods)*. Bandung: Alfabeta.
- Tambe, S. (2014). A Study of Organizational Citizenship Behaviour (OCB) and Its Dimensions : A Literature Review A Study of Organizational Citizenship Behaviour (OCB) and Its Dimensions : A Literature Review. *International Research Journal of Business and Management – IRJBM*, 1(September), 67–72.
- Uludag, O. (2011). The effects of job satisfaction, organizational commitment, organizational citizenship behavior on turnover intentions. In M. Hampton (Ed.), *Hospitality Review* (pp. 1–20). Florida International University.
- W. Chan Kim, R. M. (2005). *Blue Ocean Strategy*. Boston: Harvard Business School Publishing Corporation.
- Yildirim, O. (2014). The Impact of Organizational Communication on Organizational Citizenship Behavior : Research Findings. *Procedia - Social and Behavioral Sciences*, 150, 1095–1100. <https://doi.org/10.1016/j.sbspro.2014.09.124>